ANNEXURE - V-II-D - BRPL PC LAPTOP PRINTER CALL Details

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1	03-10-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim vihar East Metro Station	PROTECTION	C101020230024		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 12:19	10-10-2023 12:40	0:0:21:3			check power cable ok cmos cell ok , then check powered on / off switch direct sort	Onsite
2	03-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230151		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	04-10-2023 16:54	10-04-2023 16:59	0:0:5:1			Ms office not working issue resolved	Onsite
3	03-10-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash Apartment	O-M	C041020230011		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	04-10-2023 13:13	10-04-2023 14:08	0:0:54:41			issue has been resolved after changed the keyboard	Onsite
4	03-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C031020230190		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:59	10-03-2023 18:12	0:0:12:52			issue resolved after configure the SAP module	Onsite
5	03-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C031020230191		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:59	10-03-2023 18:12	0:0:12:28			issue resolved after configure the SAP module	Onsite
6	03-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C031020230192		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:59	10-03-2023 18:11	0:0:12:0			issue resolved after configure the SAP module	Onsite
7	03-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C031020230189		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:58	10-03-2023 18:12	0:0:13:32			issue resolved after configure the SAP module	Onsite
8	03-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C031020230188		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-10-2023 17:58	10-03-2023 18:12	0:0:14:28			issue resolved after unclock the lotus account	Onsite
9	03-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C031020230186		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 17:57	10-03-2023 18:13	0:0:16:52			mail configured and data backup given to user and call closed	Onsite
10	03-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C031020230187		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 17:57	10-03-2023 18:13	0:0:16:10			mail configured and data backup given to user and call closed	Onsite
11	03-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C031020230184		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:56	10-03-2023 18:14	0:0:18:9			PC joining with ADS done	Onsite
12	03-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C031020230185		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 17:56	10-03-2023 18:13	0:0:16:53			mail configured and data backup given to user and call closed	Onsite
13	03-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C031020230183		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:55	10-03-2023 18:14	0:0:18:31			PC joining with ADS done	Onsite
14	03-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C031020230182		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:54	10-03-2023 18:15	0:0:21:11			PC joining with ADS done	Onsite
15	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230181		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	03-10-2023 17:41	10-03-2023 17:44	0:0:2:35			issue resolved	Onsite
16	03-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C031020230179		Hardware	System Software	Other Software	proxy setting	LOW	Closed	03-10-2023 17:40	10-03-2023 17:43	0:0:3:17			issue resolbved	Onsite
17	03-10-2023	NEHRU PLACE CSO	Ground Floor	IT	C031020230180		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	03-10-2023 17:40	10-03-2023 17:43	0:0:3:4			issue resolved	Onsite
18	03-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C031020230178		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 17:38	10-03-2023 17:43	0:0:4:27			issue resolved	Onsite
19	03-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C031020230176		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 17:37	10-03-2023 17:42	0:0:5:39			issue resolved	Onsite
20	03-10-2023	NEHRU PLACE CSO	Second Floor - C Block	PMG	C031020230177		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	03-10-2023 17:37	10-03-2023 17:43	0:0:5:14			issue resolved	Onsite
21	03-10-2023	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C031020230175		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	03-10-2023 17:35	10-03-2023 17:42	0:0:7:21			pc rconnect	Onsite
22	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230174		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 17:34	10-03-2023 17:42	0:0:8:12			issue resolved	Onsite
23	03-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C031020230173		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-10-2023 17:34	10-03-2023 17:38	0:0:4:27			after cartridge change issue resolved	Onsite
24	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230172		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 17:34	10-03-2023 18:08	0:0:33:55			Printer driver installed	Onsite
25	03-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C031020230166		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	03-10-2023 17:33	10-03-2023 17:48	0:0:15:20			Updated the antivirus issue resolved	
26	03-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C031020230167		Hardware	Printer	Paper Pickup	Paper Folding	MEDIUM	Closed	03-10-2023 17:33	10-04-2023 12:33	0:19:0:2			Printer taflon clean	Onsite
27	03-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C031020230168		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 17:33	10-03-2023 17:42	0:0:9:4			issue resolved	Onsite
28	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230169		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 17:33	10-03-2023 18:07	0:0:34:28			Mail Installed	Onsite
29	03-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C031020230170		Hardware	PC	System Password issue	Password Reset	LOW	Closed	03-10-2023 17:33	10-03-2023 17:48	0:0:15:18			Reset ads login password issue resolved	
30	03-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C031020230171		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 17:33	10-03-2023 17:38	0:0:4:27			after printer driver reinstall issue resolved	Onsite
31	03-10-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of Ahilya Bai School)	OM-DIV	C031020230162		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	03-10-2023 17:32	10-04-2023 12:33	0:19:1:37			LAN Driver reinstallation.	Onsite
32	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230165		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 17:32	10-03-2023 18:07	0:0:34:41			PC join ADS	Onsite
33	03-10-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C031020230164		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	03-10-2023 17:32	10-03-2023 17:37	0:0:4:45			after patch cable change issue resolved	Onsite
34	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230163		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 17:32	10-03-2023 18:07	0:0:34:44			PC join ADS	Onsite
35	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230161		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 17:31	10-03-2023 18:06	0:0:35:26			PC join ADS	Onsite
36	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230159		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 17:31	10-03-2023 18:06	0:0:35:42			PC join ADS	Onsite
37	03-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C031020230160		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	03-10-2023 17:31	10-12-2023 10:11	8:16:40:4			please arrange lan team one nos lan port not working	Onsite
38	03-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C031020230158		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-10-2023 17:30	10-03-2023 17:47	0:0:16:29			Repair acrobat software issue resolved	
39	03-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031020230157		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 17:30	10-03-2023 18:06	0:0:35:53			PC join ADS	Onsite
40	03-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C031020230156		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	03-10-2023 17:30	10-03-2023 17:46	0:0:16:1			Repair ma office issue resolved	
41	03-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C031020230155		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	03-10-2023 17:29	10-03-2023 17:45	0:0:15:58			Repair window issue resolved	
42	03-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C031020230154		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-10-2023 17:29	10-03-2023 17:43	0:0:14:20			Cleared the paper from printer issue resolved	
43	03-10-2023	OTHERS	VSNL	MMG	C031020230153		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	03-10-2023 17:28	10-03-2023 18:06	0:0:37:22			Scanner send to NHP	Onsite
44	03-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C031020230152		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	03-10-2023 17:28	10-03-2023 17:42	0:0:14:7			Change the cartridge issue resolved	
45	03-10-2023	OTHERS	VSNL	O-M	C031020230151		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	03-10-2023 17:26	10-03-2023 18:05	0:0:38:34			Clean Ram and reinsert issue resolve	Onsite
46	03-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C031020230150		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-10-2023 17:25	10-03-2023 17:36	0:0:10:46			after mail archive issue resolved	Onsite
47	03-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C031020230149		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	03-10-2023 17:24	10-06-2023 11:21	2:17:57:3			Call Close By Sanjay	Onsite
48	03-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C031020230148		Hardware	System Software	MS Office	Others	LOW	Closed	03-10-2023 17:12	10-03-2023 17:16	0:0:4:3			Issue Resolved	Onsite
49	03-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C031020230147		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-10-2023 17:11	10-03-2023 17:16	0:0:4:56			Issue Resolved	Onsite
50	03-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C031020230146		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:09	10-03-2023 17:16	0:0:6:57			Issue Resolved	Onsite
51	03-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C031020230145		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:08	10-03-2023 17:15	0:0:7:43			Issue Resolved	Onsite
52	03-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C031020230144		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 17:05	10-03-2023 17:15	0:0:9:44			Issue Resolved	Onsite
53	03-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C031020230143		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 17:04	10-03-2023 17:15	0:0:10:44			Issue Resolved	Onsite
54	03-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C031020230142		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-10-2023 17:00	10-03-2023 17:15	0:0:15:8			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
55	03-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C031020230141		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-10-2023 16:58	10-03-2023 17:15	0:0:16:35			Issue Resolved	Onsite
56	03-10-2023	NEHRU PLACE CSO	Second Floor - C Block	ADMIN	C031020230140		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:58	10-03-2023 17:15	0:0:17:4			Issue Resolved	Onsite
57	03-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C031020230139		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:57	10-03-2023 17:14	0:0:17:29			Issue Resolved	Onsite
58	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-10-2023 16:56	10-03-2023 17:14	0:0:17:52			vIssue Resolved	Onsite
59	03-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C031020230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 16:56	10-03-2023 17:14	0:0:18:6			Issue Resolved	Onsite
60	03-10-2023	NEHRU PLACE CSO	Second Floor - C Block	ADMIN	C031020230136		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 16:55	10-03-2023 17:14	0:0:18:31			Issue Resolved	Onsite
61	03-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C031020230135		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-10-2023 16:53	10-03-2023 17:14	0:0:20:28			Issue Resolved	Onsite
62	03-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C031020230134		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-10-2023 16:49	10-03-2023 17:13	0:0:24:16			Issue Resolved	Onsite
63	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230133		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-10-2023 16:48	10-03-2023 17:13	0:0:24:39			Issue Resolved	Onsite
64	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230131		Hardware	Printer	Paper Pickup	Others	LOW	Closed	03-10-2023 16:47	10-03-2023 17:11	0:0:24:27			Issue Resolved	Onsite
65	03-10-2023	NEHRU PLACE CSO	Second Floor - C Block	PMG	C031020230132		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 16:47	10-03-2023 17:13	0:0:25:10			Issue Resolved	Onsite
66	03-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C031020230130		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	03-10-2023 16:47	10/17/2023 5:28:28 PM	14:0:41:23			LAN Cable not working	Onsite
67	03-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C031020230124		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 16:46	10-03-2023 17:10	0:0:24:18			Issue Resolved	Onsite
68	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230125		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	03-10-2023 16:46	10-03-2023 17:11	0:0:24:27			Issue Resolved	Onsite
69	03-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C031020230128		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 16:46	10-03-2023 17:11	0:0:24:50			Issue Resolved	Onsite
70	03-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031020230129		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 16:46	10-03-2023 17:11	0:0:25:5			Issue Resolved	Onsite
71	03-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C031020230126		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 16:46	10-03-2023 17:11	0:0:24:37			Issue Resolved	Onsite
72	03-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C031020230127		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-10-2023 16:46	10-03-2023 17:11	0:0:24:43			Issue Resolved	Onsite
73	03-10-2023	SARITA VIHAR	Jullena	OM-DIV	C031020230123		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	03-10-2023 16:40	10-03-2023 17:48	0:1:7:32			Jio team setup modem in new dsk office.. visit the site for set-up	
74	03-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C031020230122		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	03-10-2023 16:39	10-03-2023 17:46	0:1:7:4			After reconfigured printer driver issue resolved	
75	03-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C031020230121		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-10-2023 16:38	10-03-2023 18:25	0:1:47:17			QMS link created on favorites	Remote
76	03-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C031020230120		Hardware	PC	System Password issue	Password Reset	LOW	Closed	03-10-2023 16:37	10-03-2023 18:11	0:1:34:23			Desktop password has been reset	Onsite
77	03-10-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/ BET	C031020230119		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-10-2023 16:35	10-03-2023 18:09	0:1:34:1			Jam paper has been removed	Onsite
78	03-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C031020230118		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 16:34	10-03-2023 18:09	0:1:34:26			Call has been logged to vendor	Onsite
79	03-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C031020230117		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	03-10-2023 16:33	10-03-2023 17:45	0:1:11:31			After check found 2gb ram not working Ram sene to nehru place for replacement	
80	03-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C031020230116		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	03-10-2023 16:32	10-03-2023 17:43	0:1:11:21			After configured P96 and mapped with analyser issue resolved	
81	03-10-2023	SARITA VIHAR	Badarpur	OM-DIV	C031020230115		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	03-10-2023 16:31	10-03-2023 17:42	0:1:11:11			After clean and reinsert ram issue resolved	
82	03-10-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C031020230114		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	03-10-2023 16:29	10-03-2023 18:07	0:1:37:18			A new mail replica has been created	Remote
83	03-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C031020230113		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	03-10-2023 16:29	10-03-2023 16:41	0:0:11:30			issue resolved	Onsite
84	03-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C031020230112		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	03-10-2023 16:29	10-03-2023 17:41	0:1:12:7			After apply correct password issues resolved	
85	03-10-2023	VASANT KUNJ	D 4	O-M	C031020230111		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 16:28	10-03-2023 17:50	0:1:21:21			Window has been repaired	Onsite
86	03-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C031020230110		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:28	10-03-2023 16:40	0:0:12:52			joinned	Onsite
87	03-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ BET	C031020230108		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:26	10-03-2023 16:40	0:0:14:9			joonned	Onsite
88	03-10-2023	VASANT KUNJ	C 8	O-M	C031020230109		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	03-10-2023 16:26	10-03-2023 17:49	0:1:22:30			Proxy settings changed	Remote
89	03-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ BET	C031020230107		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	03-10-2023 16:25	10-03-2023 16:40	0:0:14:26			issue resolved	Onsite
90	03-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C031020230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:25	10-03-2023 16:40	0:0:14:55			Joinned	Onsite
91	03-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C031020230105		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:24	10-03-2023 16:39	0:0:15:16			done	Onsite
92	03-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C031020230104		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 16:23	10-03-2023 16:39	0:0:16:10			done	Onsite
93	03-10-2023	NEHRU PLACE CSO	Second Floor - B Block	Finance	C031020230103		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 16:23	10-03-2023 16:39	0:0:16:24			done	Remote
94	03-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C031020230102		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	03-10-2023 16:06	10-03-2023 16:38	0:0:32:20			LAN connecter replaced.	Onsite
95	03-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C031020230101		Telecome	Instrument	SIP	Others	LOW	Closed	03-10-2023 16:05	10-03-2023 16:37	0:0:32:45			Complaint logged.	Onsite
96	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C031020230100		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	03-10-2023 15:51	10-03-2023 15:55	0:0:3:52			resolved	Remote
97	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C031020230098		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-10-2023 15:50	10-03-2023 15:55	0:0:5:13			resolved	Remote
98	03-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C031020230099		Hardware	PC	Restart Problem	Others	LOW	Closed	03-10-2023 15:50	10-03-2023 16:24	0:0:34:37			PC Shifting done Issue resolved	Onsite
99	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C031020230097		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 15:48	10-03-2023 15:55	0:0:6:21			resolved	Remote
100	03-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C031020230096		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	03-10-2023 15:47	10-03-2023 16:25	0:0:38:29			Printer Cartage Change Now Working Issue Resolved	Onsite
101	03-10-2023	OTHERS	Andrews Ganj	Enforcement	C031020230095		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-10-2023 15:46	10-03-2023 15:51	0:0:4:49			Printer issue	Onsite
102	03-10-2023	OTHERS	HUDCO Grid	PROTECTION	C031020230093		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-10-2023 15:46	10-03-2023 15:52	0:0:5:51			Mail issue	Onsite
103	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C031020230094		Hardware	MOUSE	Not working	Working after	LOW	Closed	03-10-2023 15:46	10-03-2023 15:55	0:0:8:17			resolved	Remote
104	03-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C031020230092		Hardware	PC	Restart Problem	Others	LOW	Closed	03-10-2023 15:46	10-03-2023 16:26	0:0:40:16			Date & Time Zone Set Now Working Issue Resolved	Onsite
105	03-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C031020230091		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	03-10-2023 15:45	10-03-2023 16:26	0:0:41:22			LAN Cable Replaced Now Working Issue Resolved	Onsite
106	03-10-2023	OTHERS	HUDCO Grid	PROTECTION	C031020230090		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-10-2023 15:45	10-03-2023 15:52	0:0:7:13			Mail issue	Onsite
107	03-10-2023	OTHERS	Andrews Ganj	Enforcement	C031020230088		Hardware	UPS	Backup	Abnormal Sound	LOW	Closed	03-10-2023 15:44	10-03-2023 15:52	0:0:8:11			UPS sound issue	Onsite
108	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C031020230089		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 15:44	10-03-2023 15:54	0:0:9:29			resolved	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
109	03-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C031020230087		Hardware	PC	Restart Problem	Others	LOW	Closed	03-10-2023 15:44	10-03-2023 16:14	0:0:29:54			PC Shifting done Issue resolved	Onsite
110	03-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C031020230086		Hardware	PC	Restart Problem	Others	LOW	Closed	03-10-2023 15:43	10-03-2023 16:13	0:0:29:51			PC Shifting done Issue resolved	Onsite
111	03-10-2023	OTHERS	Andrews Ganj	Enforcement	C031020230085		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-10-2023 15:43	10-03-2023 15:52	0:0:9:30			Printer issue	Onsite
112	03-10-2023	OTHERS	Andrews Ganj	Enforcement	C031020230084		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-10-2023 15:42	10-03-2023 15:53	0:0:10:27			Image uploader issue	Onsite
113	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C031020230083		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	03-10-2023 15:41	10-03-2023 15:53	0:0:11:49			resolved	Remote
114	03-10-2023	OTHERS	Andrews Ganj	Enforcement	C031020230082		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	03-10-2023 15:40	10-03-2023 15:53	0:0:12:50			mail s/w issue	Onsite
115	03-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C031020230081		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-10-2023 15:39	10-03-2023 15:52	0:0:12:51			resolved	Onsite
116	03-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C031020230080		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-10-2023 15:32	10-03-2023 15:34	0:0:1:12			ADS server join done	Onsite
117	03-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C031020230079		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-10-2023 15:31	10-03-2023 15:33	0:0:2:28			ADS server join done	Onsite
118	03-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C031020230078		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 15:29	10-03-2023 18:44	0:3:15:7			Printer installation done at okhla ph-3 KCC	Onsite
119	03-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C031020230077		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	03-10-2023 15:23	10-03-2023 16:00	0:0:37:38			issue has been resolved after changed the LAN connector	Onsite
120	03-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C031020230076		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-10-2023 15:21	10-03-2023 15:59	0:0:38:36			issue has been resolved after reset the mail password	Onsite
121	03-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C031020230075		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	03-10-2023 15:18	10-03-2023 15:59	0:0:40:53			issue has been resolved after cleaning the LAN connector	Onsite
122	03-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C031020230074		Hardware	System Software	Other Software	proxy setting	LOW	Closed	03-10-2023 15:17	10-03-2023 15:58	0:0:40:54			issue has been resolved after set the proxy setting	Onsite
123	03-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C031020230073		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	03-10-2023 15:16	10-03-2023 15:58	0:0:41:28			issue has been resolved after cleaning the RAM	Onsite
124	03-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C031020230072		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	03-10-2023 15:15	10-09-2023 09:56	5:18:41:6			Phone lan not working pls send lan team for rectification	Onsite
125	03-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C031020230071		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	03-10-2023 15:14	10-03-2023 17:00	0:1:45:58			Clean ram now working fine	Onsite
126	03-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C031020230070		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	03-10-2023 15:13	10-03-2023 16:59	0:1:46:27			Done network Troubleshooting now working fine	Onsite
127	03-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C031020230069		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 15:12	10-03-2023 16:59	0:1:46:57			ADS Join	Onsite
128	03-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031020230068		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-10-2023 15:10	10-03-2023 16:04	0:0:53:52			SAP P92 Installed now issue resolved	Onsite
129	03-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031020230067		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 15:09	10-03-2023 16:03	0:0:54:25			Mail Installed now issue resolved	Onsite
130	03-10-2023	ALAKNANDA	CR Park HR Office	HR	C031020230066		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	03-10-2023 15:08	10-03-2023 16:03	0:0:54:32			After cleaning the RAM now issue resolved	Onsite
131	03-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C031020230064		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	03-10-2023 15:08	10-03-2023 16:03	0:0:54:44			Change the patch cable now issue resolved	Onsite
132	03-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031020230065		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 15:08	10-03-2023 16:37	0:1:28:54			PC join with ADS	Onsite
133	03-10-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C031020230062		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	03-10-2023 15:07	10-03-2023 15:42	0:0:35:27			Mail opening issue resolved as reqd	Remote
134	03-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031020230063		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 15:07	10-03-2023 16:14	0:1:6:2			PC join with ADS.	Onsite
135	03-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C031020230061		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 15:06	10-03-2023 16:59	0:1:52:24			ADS Join	Onsite
136	03-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031020230060		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	03-10-2023 15:06	10-03-2023 16:02	0:0:55:50			After crimp the RJ45 now issue resolved	Onsite
137	03-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C031020230058		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 15:06	10-03-2023 16:58	0:1:52:31			ADS Join	Onsite
138	03-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031020230057		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 15:06	10-03-2023 16:02	0:0:56:4			Installed the driver now issue resolved	Onsite
139	03-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031020230059		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 15:06	10-03-2023 16:13	0:1:7:14			PC join with ADS	Onsite
140	03-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031020230055		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 15:05	10-03-2023 16:01	0:0:56:15			Installed the driver now issue resolved	Remote
141	03-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C031020230054		Hardware	Laptop	Restart Problem	Patch Updation	LOW	Closed	03-10-2023 15:05	10-03-2023 16:13	0:1:7:50			Patch updated.	Onsite
142	03-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031020230056		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 15:05	10-03-2023 16:13	0:1:7:33			PC join with ADS.	Onsite
143	03-10-2023	HAUZ KHAAS	Near Aurobindo Market	O-M	C031020230053		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-10-2023 15:04	10-03-2023 16:12	0:1:8:7			OS repaired.	Onsite
144	03-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C031020230052		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-10-2023 15:01	10-03-2023 15:37	0:0:36:6			CAS shortcut created.	Onsite
145	03-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C031020230051		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 15:00	10-03-2023 15:36	0:0:35:54			Mail configured.	Onsite
146	03-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C031020230050		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	03-10-2023 15:00	10-03-2023 15:35	0:0:35:3			Tray adjust into printer.	Onsite
147	03-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C031020230049		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-10-2023 14:59	10-03-2023 15:35	0:0:35:7			SAP id unlocked from web browser.	Onsite
148	03-10-2023	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C031020230048		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	03-10-2023 14:55	10-03-2023 18:03	0:3:8:36			Link issue resolved with the help of vendor.	Onsite
149	03-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C031020230047		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-10-2023 14:54	10-03-2023 15:30	0:0:36:25			Default printer issue resolved as reqd	Remote
150	03-10-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/BET	C031020230046		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-10-2023 14:37	10-03-2023 15:34	0:0:57:7			Mail id unlocked with the help of lotus team.	Onsite
151	03-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C031020230045		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-10-2023 14:36	10-03-2023 15:34	0:0:57:48			Mail id unlocked with the help of lotus team.	Onsite
152	03-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C031020230044		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 14:34	10-03-2023 15:33	0:0:59:2			mail configured.	Onsite
153	03-10-2023	SAKET	Fatehpur Beri CC	O-M	C031020230043		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	03-10-2023 14:07	10-03-2023 14:19	0:0:11:27			LAN port changed	Onsite
154	03-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C031020230042		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-10-2023 14:06	10-03-2023 14:18	0:0:11:37			Clean RAM and reonstalled	Onsite
155	03-10-2023	SAKET	Pushp Vihar Sector 3	OM-EHV	C031020230041		Network	LAN Issue	LAN Issue	Others	LOW	Closed	03-10-2023 14:02	10-03-2023 14:17	0:0:14:53			reinstalled dongle	Onsite
156	03-10-2023	SAKET	Adchini	CIVIL	C031020230040		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-10-2023 14:01	10-03-2023 14:16	0:0:15:24			SAP repair	Remote
157	03-10-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C031020230039		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	03-10-2023 14:00	10-03-2023 14:26	0:0:25:29			repaired the ms office now issue resolved..	Remote
158	03-10-2023	SAKET	Adchini	SAFETY	C031020230038		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-10-2023 14:00	10-03-2023 14:16	0:0:15:23			windows policy issue	Remote
159	03-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	Enforcement	C031020230037		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	03-10-2023 14:00	10-03-2023 14:26	0:0:26:35			mails quota cleared issue resolved..	Remote
160	03-10-2023	SAKET	Adchini	CUSTOMER CARE	C031020230035		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-10-2023 13:59	10-03-2023 14:15	0:0:15:58			DSK portal link issue	Remote
161	03-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C031020230036		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	03-10-2023 13:59	10-03-2023 14:54	0:0:54:25			usb driver for win 10 64 bit now keyboard issue resolved..	Onsite
162	03-10-2023	SAKET	Adchini	CIVIL	C031020230034		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-10-2023 13:58	10-03-2023 14:15	0:0:16:49			Create new replaica	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
163	03-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C031020230033		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	03-10-2023 13:54	10-03-2023 14:04	0:0:10:14			Password change	Onsite
164	03-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/ BET	C031020230032		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	03-10-2023 13:53	10-03-2023 14:05	0:0:12:16			Printer power cable replace	Onsite
165	03-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C031020230031		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	03-10-2023 13:52	10/13/2023 10:20:00 AM	9:20:27:33			LAN cable faulty	Onsite
166	03-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031020230030		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-10-2023 13:50	10-03-2023 15:34	0:1:44:0			pdf not working issue reolved	Onsite
167	03-10-2023	OKHLA	Okhla Phase 2(Store)	IT	C031020230029		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-10-2023 13:49	10-03-2023 15:33	0:1:44:10			Google chrome not working issue resolved	Onsite
168	03-10-2023	OKHLA	Okhla Phase 2(Store)	IT	C031020230028		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-10-2023 13:48	10-03-2023 15:33	0:1:44:30			pdf not working issue resolved	Onsite
169	03-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031020230027		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	03-10-2023 13:42	10-03-2023 15:32	0:1:50:4			PC not working issue resolved	Onsite
170	03-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031020230025		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	03-10-2023 13:41	10-03-2023 15:32	0:1:51:13			Email not working issue resolved	Onsite
171	03-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031020230026		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-10-2023 13:41	10-03-2023 15:32	0:1:50:53			pdf not working issue reolved	Onsite
172	03-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031020230024		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-10-2023 13:39	10-03-2023 15:31	0:1:52:7			Google chrome not working issue resolved	Onsite
173	03-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C031020230023		Hardware	PC	Not working at all	No power	LOW	Closed	03-10-2023 12:58	10-03-2023 14:53	0:1:54:57			Power issue resolved as reqd	Onsite
174	03-10-2023	NEHRU PLACE	20 No Building	OET	C031020230021		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-10-2023 12:52	10-03-2023 15:28	0:2:35:48			tenp IP configure	Onsite
175	03-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C031020230020		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	03-10-2023 12:42	10-03-2023 14:22	0:1:40:6			Resolved by Abhishek.	Remote
176	03-10-2023	PALAM	Mangla Puri Complaint Center	O-M	C031020230019		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-10-2023 12:25	10-03-2023 13:16	0:0:50:48			Jam Paper Removed.	Onsite
177	03-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C031020230018		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-10-2023 12:19	10-03-2023 15:27	0:3:8:34			proxy setting change at okhla ph-3	Onsite
178	03-10-2023	NEHRU PLACE	20 No Building	BUSINESS/ BET	C031020230017		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	03-10-2023 11:47	10-03-2023 12:55	0:1:7:14			workspace folder rename issue resolved	Onsite
179	03-10-2023	NEHRU PLACE	20 No Building	HR	C031020230015		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 11:46	10-03-2023 12:53	0:1:7:50			PPT share done	Onsite
180	03-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C031020230016		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	03-10-2023 11:46	10-03-2023 12:54	0:1:7:18			password reset done	Onsite
181	03-10-2023	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C031020230014		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	03-10-2023 11:45	10-03-2023 15:01	0:3:16:1			check the pc and ask user to send it to nhp	Onsite
182	03-10-2023	NEHRU PLACE	20 No Building	MMG	C031020230013		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 11:44	10-03-2023 12:53	0:1:8:53			VPN installation done and configure with network team	Onsite
183	03-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C031020230012		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-10-2023 11:43	10-03-2023 15:00	0:3:16:39			check the laptop and reinsert the hdd	Onsite
184	03-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C031020230011		NON-SAP	Others	Others	Others	LOW	Closed	03-10-2023 11:42	10-03-2023 14:59	0:3:17:28			reset the chrome	Onsite
185	03-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C031020230010		NON-SAP	Others	Others	Others	LOW	Closed	03-10-2023 11:41	10-03-2023 14:58	0:3:17:47			login through ads	Onsite
186	03-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C031020230009		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-10-2023 11:27	10-03-2023 12:13	0:0:46:46			Proxy disable.	Remote
187	03-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C031020230008		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	03-10-2023 11:25	10-03-2023 12:14	0:0:48:55			Mail installation & configuration.	Remote
188	03-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C031020230007		Hardware	Printer	Paper Pickup	Others	LOW	Closed	03-10-2023 11:23	10-03-2023 12:14	0:0:51:34			Lan cable enable & disable.	Remote
189	03-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C031020230006		Hardware	PC	Not working at all	Others	LOW	Closed	03-10-2023 11:22	10-03-2023 12:15	0:0:53:10			Power Cable tight.	Remote
190	03-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	OM-EHV	C031020230005		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-10-2023 10:52	10-03-2023 11:13	0:0:20:54			Mail working fine, No issue found.	Onsite
191	03-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C031020230004		Hardware	PC	Hanging/Slow processing	OS/System File/	LOW	Closed	03-10-2023 10:51	10-03-2023 11:12	0:0:20:40			Webex Internet issue resolved, now working fine.	Onsite
192	03-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C031020230002		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 10:19	10-03-2023 10:36	0:0:17:8			dtm exe installed issue resolved..	Onsite
193	03-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C031020230001		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-10-2023 10:18	10-03-2023 10:35	0:0:17:20			P92 installed issue resolved..	Onsite
194	04-10-2023	SAKET	MIG CC	O-M	C051020230061		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 15:41	10-05-2023 15:57	0:0:16:4			IOMS slow	Onsite
195	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230036		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	05-10-2023 14:50	10-05-2023 16:12	0:1:22:45			PC not working issue resolved	Onsite
196	04-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C051020230003		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	05-10-2023 11:11	10-05-2023 12:28	0:1:17:30			issue has been closed on my side same issue has ben referred to Airtel team	Onsite
197	04-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C041020230196		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:52	10-04-2023 19:52	0:1:59:58			AFTER PRINTER DRIVER INSTALL ISSUE RESOLVED	Onsite
198	04-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C041020230195		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:51	10-04-2023 19:51	0:1:59:53			AFTER PRINTER DRIVER REINSTALL ISSUE RESOLVED	Onsite
199	04-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C041020230194		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:50	10-04-2023 19:48	0:1:57:55			AFTER PRINTER DRIVER UPDATE ISSUE RESOLVED	Onsite
200	04-10-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C041020230193		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	04-10-2023 17:48	10-04-2023 19:47	0:1:58:43			ISSUE RESOLVED HELP WITH NETWORK ISSUE	Onsite
201	04-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C041020230192		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:47	10-04-2023 19:46	0:1:58:45			AFTER CARTRIDGE CHANGE ISSUE RESOLVED	Onsite
202	04-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C041020230191		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	04-10-2023 17:39	10-04-2023 17:40	0:0:0:41			Mail installation.	Onsite
203	04-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C041020230190		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 17:38	10-04-2023 17:41	0:0:3:8			Win 10 installation.	Onsite
204	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C041020230189		Hardware	E-Mail	Email _Lotus	Mail Rights Issue	LOW	Closed	04-10-2023 17:36	10-04-2023 17:40	0:0:4:33			resolved	Onsite
205	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C041020230188		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 17:35	10-04-2023 17:40	0:0:4:59			resolved	Onsite
206	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C041020230187		Hardware	PC	Not working at all	No power	LOW	Closed	04-10-2023 17:34	10-04-2023 17:40	0:0:5:43			resolved	Onsite
207	04-10-2023	VASANT KUNJ	Kapashera	O-M	C041020230186		Hardware	PC	Not working at all	No power	LOW	Closed	04-10-2023 17:33	10-04-2023 17:55	0:0:21:49			Power issue resolved now working fine	Onsite
208	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C041020230185		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	04-10-2023 17:33	10-04-2023 17:39	0:0:6:18			resolved	Onsite
209	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C041020230184		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	04-10-2023 17:32	10-04-2023 17:39	0:0:6:50			resolved	Onsite
210	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C041020230183		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	04-10-2023 17:32	10-04-2023 17:39	0:0:7:19			resolved	Onsite
211	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C041020230182		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	04-10-2023 17:31	10-04-2023 17:39	0:0:7:51			resolved	Onsite
212	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C041020230181		Hardware	PC	Network Not Working	PC Hardware	LOW	Closed	04-10-2023 17:30	10-04-2023 17:39	0:0:8:24			resolved	Onsite
213	04-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C041020230179		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	04-10-2023 17:28	10-04-2023 17:54	0:0:25:44			Mail password changed	Remote
214	04-10-2023	OTHERS	VSNL	RCM	C041020230180		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:28	10-04-2023 18:03	0:0:34:35			PC join ADS	Onsite
215	04-10-2023	OTHERS	VSNL	RCM	C041020230177		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:27	10-04-2023 18:03	0:0:35:42			PC join ADS	Onsite
216	04-10-2023	OTHERS	VSNL	RCM	C041020230178		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:27	10-04-2023 18:03	0:0:35:23			PC join ADS	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
217	04-10-2023	OTHERS	VSNL	RCM	C041020230176		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:26	10-04-2023 18:03	0:0:36:6			PC join ADS	Onsite
218	04-10-2023	OTHERS	VSNL	RCM	C041020230173		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:26	10-04-2023 18:02	0:0:36:40			PC join ADS	Onsite
219	04-10-2023	OTHERS	VSNL	RCM	C041020230174		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:26	10-04-2023 18:02	0:0:36:24			PC join ADS	Onsite
220	04-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C041020230175		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	04-10-2023 17:26	10-04-2023 17:53	0:0:26:33			RJ45 replaced	Onsite
221	04-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C041020230169		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	04-10-2023 17:25	10-04-2023 17:52	0:0:27:8			repair ms office issue resolved	Onsite
222	04-10-2023	OTHERS	VSNL	RCM	C041020230172		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:25	10-04-2023 18:02	0:0:37:0			PC join ADS	Onsite
223	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C041020230171		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	04-10-2023 17:25	10-06-2023 11:20	1:17:55:32			lan cable faulty in room no 306	Onsite
224	04-10-2023	OTHERS	VSNL	RCM	C041020230170		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 17:25	10-04-2023 18:02	0:0:37:18			PC join ADS	Onsite
225	04-10-2023	OTHERS	VSNL	HR	C041020230167		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	04-10-2023 17:24	10-04-2023 18:02	0:0:37:49			IP Assign issue resolve	Onsite
226	04-10-2023	R.K.PURAM	Bhikaiji Cama Place	Dispancery	C041020230168		Hardware	Attendane Machine	No Power	Power Issue	LOW	Closed	04-10-2023 17:24	10-04-2023 17:51	0:0:27:28			change the power socket with the help of electrician issue resolved	Onsite
227	04-10-2023	OTHERS	VSNL	O-M	C041020230164		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:23	10-04-2023 18:01	0:0:37:57			printer Driver installed	Onsite
228	04-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C041020230163		Hardware	System Software	Internet Issue	Internet Issue	LOW	Closed	04-10-2023 17:23	10-04-2023 17:51	0:0:28:22			reconfigured the vpn issue resolved	Onsite
229	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C041020230165		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Re-Assign	04-10-2023 17:23					lan cable faulty in room no 306	Onsite
230	04-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C041020230166		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:23	10-04-2023 17:44	0:0:20:34			Printer driver reinstalled	Remote
231	04-10-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	Enforcement	C041020230162		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 17:22	10-04-2023 17:51	0:0:28:57			updated the scanner driver issue resolved	Onsite
232	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C041020230161		Network	LAN Issue	LAN Issue	Port Change	HIGH	Closed	04-10-2023 17:22	10-06-2023 11:21	1:17:58:53			lan cable faulty in room no 306	Onsite
233	04-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C041020230160		Network	Link Connectivit	Link Connectivity Issue	Preventive Maintainan	LOW	Closed	04-10-2023 17:21	10-04-2023 17:50	0:0:29:13			clean the rack and router issue resolved	Onsite
234	04-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C041020230159		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 17:21	10-04-2023 17:50	0:0:29:7			installed new printer driver issue resolved	Onsite
235	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C041020230158		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	04-10-2023 17:15	10-06-2023 11:21	1:18:6:10			lan cable faulty in room no 306	Onsite
236	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230156		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:58	10-04-2023 17:01	0:0:3:2			ADS Joining issue resolved	Onsite
237	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230157		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	04-10-2023 16:58	10-04-2023 17:01	0:0:2:43			Keyboard not working issue resolved	Onsite
238	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230155		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:57	10-04-2023 17:00	0:0:3:36			ADS Joining issue resolved	Onsite
239	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230154		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:56	10-04-2023 17:00	0:0:3:40			ADS Joining issue resolved	Onsite
240	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230153		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:55	10-04-2023 16:59	0:0:4:11			ADS Joining issue resolved	Onsite
241	04-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041020230152		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:54	10-04-2023 16:59	0:0:4:31			ADS Joining issue resolved	Onsite
242	04-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C041020230150		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	04-10-2023 16:53	10-04-2023 17:12	0:0:18:44			Call logged to vendor	Onsite
243	04-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C041020230149		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-10-2023 16:50	10-04-2023 16:51	0:0:0:43			Issue Resolved	Onsite
244	04-10-2023	OTHERS	Andrews Ganj	Enforcement	C041020230148		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	04-10-2023 16:43	10-04-2023 17:06	0:0:22:39			Printer issue,Jam issue....	Onsite
245	04-10-2023	OTHERS	Andrews Ganj	Enforcement	C041020230146		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:42	10-04-2023 17:09	0:0:27:17			SAP Issue	Onsite
246	04-10-2023	OTHERS	Andrews Ganj	Enforcement	C041020230147		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 16:42	10-04-2023 17:09	0:0:26:25			S/W issue	Onsite
247	04-10-2023	OTHERS	HUDCO Grid	PROTECTION	C041020230145		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 16:41	10-04-2023 17:09	0:0:28:26			PC add on ADS	Onsite
248	04-10-2023	OTHERS	HUDCO Grid	PROTECTION	C041020230142		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 16:40	10-04-2023 17:10	0:0:29:50			PC add on ADS	Onsite
249	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230143		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:40	10-04-2023 16:51	0:0:10:57			Issue Resolved	Onsite
250	04-10-2023	OTHERS	HUDCO Grid	PROTECTION	C041020230144		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 16:40	10-04-2023 17:09	0:0:29:9			PC add on ADS	Onsite
251	04-10-2023	OTHERS	HUDCO Grid	PROTECTION	C041020230140		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	04-10-2023 16:39	10-04-2023 17:10	0:0:30:59			mail issue	Onsite
252	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230141		Hardware	Printer	Paper Pickup	Others	LOW	Closed	04-10-2023 16:39	10-04-2023 18:35	0:1:55:46			Restart Printer.	Onsite
253	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230139		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:38	10-04-2023 18:35	0:1:57:24			Install client.	Onsite
254	04-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C041020230138		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	04-10-2023 16:37	10-05-2023 09:56	0:17:18:48			After reinsert usb cable issue resolved	Onsite
255	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230137		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	04-10-2023 16:37	10-04-2023 18:36	0:1:59:3			Paper Jam Removed.	Onsite
256	04-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C041020230136		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	04-10-2023 16:36	10-05-2023 09:57	0:17:20:48			After crimp RJ45 connnector issue resolved	Onsite
257	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230135		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:36	10-04-2023 18:36	0:2:0:45			Provide user name & password.	Onsite
258	04-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C041020230133		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:35	10-04-2023 16:38	0:0:2:49			Issue Resolved	Onsite
259	04-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C041020230134		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	04-10-2023 16:35	10-04-2023 16:38	0:0:2:58			Issue Resolved	Onsite
260	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C041020230132		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:35	10-04-2023 16:38	0:0:2:41			Issue Resolved	Onsite
261	04-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C041020230131		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:35	10-04-2023 16:38	0:0:2:33			Issue Resolved	Onsite
262	04-10-2023	NEHRU PLACE CSO	Second Floor - D Block	ETG	C041020230130		Hardware	Laptop	Hanging/Slow processing	OS/System File/	LOW	Closed	04-10-2023 16:35	10-04-2023 16:38	0:0:2:23			Issue Resolved	Onsite
263	04-10-2023	NEHRU PLACE CSO	Second Floor - D Block	ETG	C041020230129		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-10-2023 16:35	10-04-2023 16:37	0:0:2:1			Issue Resolved	Onsite
264	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230128		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:35	10-04-2023 16:37	0:0:1:53			Issue Resolved	Onsite
265	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230127		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-10-2023 16:35	10-04-2023 16:37	0:0:1:47			Issue Resolved	Onsite
266	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041020230125		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	04-10-2023 16:35	10-04-2023 16:37	0:0:1:34			Issue Resolved	Onsite
267	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C041020230126		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:35	10-04-2023 16:37	0:0:1:41			Issue Resolved	Onsite
268	04-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C041020230124		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:35	10-04-2023 16:37	0:0:1:28			Issue Resolved	Onsite
269	04-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C041020230123		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:35	10-04-2023 16:36	0:0:1:18			Issue Resolved	Onsite
270	04-10-2023	NEHRU PLACE CSO	Ground Floor	C-M	C041020230122		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	04-10-2023 16:35	10-04-2023 16:36	0:0:1:9			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
271	04-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C041020230121		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	04-10-2023 16:35	10-05-2023 09:57	0:17:22:18			mail send to lotus support for unlock account	Remote
272	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230120		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:35	10-04-2023 18:37	0:2:2:9			Said user how to do.	Onsite
273	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230119		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	04-10-2023 16:33	10-04-2023 18:37	0:2:3:40			Mouse replaced.	Onsite
274	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230118		Hardware	Printer	Paper Pickup	Others	LOW	Closed	04-10-2023 16:32	10-04-2023 18:38	0:2:5:34			Install Printer software.	Onsite
275	04-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C041020230117		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	04-10-2023 16:31	10-09-2023 09:55	4:17:23:24			Lan cable not working.	Onsite
276	04-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C041020230116		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	04-10-2023 16:31	10-09-2023 09:55	4:17:24:24			Phone lan not working pls send lan team for rectification	Onsite
277	04-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C041020230115		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	04-10-2023 16:30	10-04-2023 17:35	0:1:5:35			Scanner driver installed.	
278	04-10-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C041020230114		Hardware	MOUSE	Not working	Hardware Faulty	MEDIUM	Closed	04-10-2023 16:29	10-05-2023 09:58	0:17:28:28			Mouse send to Nehru place for replacement	Onsite
279	04-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C041020230113		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	04-10-2023 16:29	10-04-2023 17:34	0:1:4:49			Paper remove front printer.	
280	04-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C041020230110		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	04-10-2023 16:28	10-05-2023 09:58	0:17:30:23			After reinstall Version update software issue resolved	Remote
281	04-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C041020230112		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	04-10-2023 16:28	10-04-2023 16:30	0:0:1:47			ram loose	Onsite
282	04-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C041020230111		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:28	10-04-2023 17:32	0:1:4:0			New window 10 installed.	
283	04-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C041020230109		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:26	10-04-2023 16:30	0:0:3:59			printer not installing	Onsite
284	04-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C041020230108		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:26	10-04-2023 16:31	0:0:4:51			os installation	Onsite
285	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C041020230107		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:23	10-04-2023 16:29	0:0:6:2			issue resolved	Onsite
286	04-10-2023	SAKET	Malviya Nagar	HR	C041020230106		Hardware	PC	TFT	Black H Line	LOW	Closed	04-10-2023 16:22	10-04-2023 16:51	0:0:28:23			TFT Faulty, call logged to vendor	Onsite
287	04-10-2023	NEHRU PLACE CSO	First Floor - C Block	Finance	C041020230105		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:21	10-04-2023 16:29	0:0:7:39			issue resolved	Onsite
288	04-10-2023	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC/GCC	C041020230104		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:20	10-04-2023 16:29	0:0:8:44			issue resolved	Onsite
289	04-10-2023	SAKET	Chhatarpur CC	O-M	C041020230103		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:20	10-04-2023 16:49	0:0:29:24			New printer installation	Remote
290	04-10-2023	NEHRU PLACE	20 No Building	MMG	C041020230101		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:19	10-04-2023 17:07	0:0:48:37			Printer installation done	Onsite
291	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C041020230102		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:19	10-04-2023 16:29	0:0:9:41			ads joined	Onsite
292	04-10-2023	SAKET	Malviya Nagar Grid	OM-EHV	C041020230100		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:17	10-04-2023 17:18	0:1:0:21			chrome reapair	Onsite
293	04-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C041020230099		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	04-10-2023 16:17	10-04-2023 16:28	0:0:11:5			mail configured	Onsite
294	04-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C041020230095		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:16	10-04-2023 16:26	0:0:9:51			issue resolved	Onsite
295	04-10-2023	NEHRU PLACE	20 No Building	ADMIN	C041020230096		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	04-10-2023 16:16	10-04-2023 17:05	0:0:48:56			paper remove from printer	Onsite
296	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230098		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:16	10-04-2023 16:26	0:0:10:0			sap configured	Onsite
297	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230097		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:16	10-04-2023 16:26	0:0:10:4			ads joined	Onsite
298	04-10-2023	NEHRU PLACE	20 No Building	BPI	C041020230093		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	04-10-2023 16:15	10-04-2023 17:05	0:0:49:12			Lan cable re-insert issue resolved	Onsite
299	04-10-2023	NEHRU PLACE	20 No Building	HR	C041020230091		Hardware	System Software	MS Office	Others	LOW	Closed	04-10-2023 16:15	10-04-2023 17:03	0:0:48:36			PPT share to training hall	Onsite
300	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041020230094		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:15	10-04-2023 16:26	0:0:10:12			sap configured	Onsite
301	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	PMG	C041020230092		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:15	10-04-2023 16:25	0:0:10:28			issue resolved	Onsite
302	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C041020230090		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:14	10-04-2023 16:25	0:0:11:16			ads join	Onsite
303	04-10-2023	SAKET	Adchini	BUSINESS/BET	C041020230088		Telecome	Instrument	IP	Network Issue	LOW	Closed	04-10-2023 16:13	10-04-2023 17:17	0:1:3:46			Phone not work	Onsite
304	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C041020230086		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:13	10-04-2023 16:24	0:0:11:45			ads join	Onsite
305	04-10-2023	NEHRU PLACE CSO	First Floor - C Block	CES	C041020230087		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	04-10-2023 16:13	10-04-2023 16:25	0:0:11:56			issue resolved	Onsite
306	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230089		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:13	10-04-2023 16:25	0:0:11:34			ads join	Onsite
307	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041020230085		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:12	10-04-2023 16:24	0:0:12:29			issue resolved	Onsite
308	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230082		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:11	10-04-2023 16:24	0:0:12:39			issue resolved	Onsite
309	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block	O-M	C041020230083		Hardware	USB	USB not Detected	USB Blocked	LOW	Closed	04-10-2023 16:11	10-04-2023 16:24	0:0:12:50			usb open	Onsite
310	04-10-2023	SAKET	Adchini	CIVIL	C041020230084		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:11	10-04-2023 17:15	0:1:3:52			printer not connect	Onsite
311	04-10-2023	NEHRU PLACE CSO	Second Floor - D Block	ADMIN	C041020230080		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:10	10-04-2023 16:23	0:0:13:8			issue resolved	Onsite
312	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	CES	C041020230081		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:10	10-04-2023 16:23	0:0:13:18			issue resolved	Onsite
313	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230077		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:09	10-04-2023 16:22	0:0:13:28			issue resolved	Onsite
314	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230079		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:09	10-04-2023 16:23	0:0:13:25			issue resolved	Onsite
315	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	ADMIN	C041020230078		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:09	10-04-2023 16:22	0:0:13:35			issue resolved	Onsite
316	04-10-2023	SAKET	Chhatarpur CC	O-M	C041020230076		Hardware	Laptop	KEYPAD	Driver issue	LOW	Closed	04-10-2023 16:08	10-04-2023 17:14	0:1:6:24			Keypad driver renstalled	Onsite
317	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041020230075		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:08	10-04-2023 16:22	0:0:14:4			issue resolved	Onsite
318	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230073		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:07	10-04-2023 16:21	0:0:14:33			issue resolved	Onsite
319	04-10-2023	NEHRU PLACE CSO	Third Floor - B Block	CIVIL	C041020230072		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-10-2023 16:07	10-04-2023 16:21	0:0:14:17			issue resolved	Onsite
320	04-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C041020230074		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:07	10-04-2023 16:22	0:0:14:6			issue resolved	Onsite
321	04-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C041020230071		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:06	10-04-2023 16:21	0:0:14:29			ads join	Onsite
322	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230070		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:06	10-04-2023 16:21	0:0:14:53			ads join	Onsite
323	04-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C041020230069		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:05	10-04-2023 16:20	0:0:15:16			issue resolved	Onsite
324	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230067		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:04	10-04-2023 16:20	0:0:15:42			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
325	04-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041020230068		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 16:04	10-04-2023 16:20	0:0:15:35			ads join	Onsite
326	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	ETG	C041020230066		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:02	10-04-2023 16:20	0:0:17:15			issue resolved	Onsite
327	04-10-2023	NEHRU PLACE CSO	Second Floor - C Block	ETG	C041020230064		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 16:01	10-04-2023 16:19	0:0:18:8			pc installed	Onsite
328	04-10-2023	SAKET	Adchini	BUSINESS/BET	C041020230063		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 16:01	10-04-2023 17:13	0:1:12:7			PC connected from sharing printer	Onsite
329	04-10-2023	SAKET	Adchini	DSS	C041020230065		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 16:01	10-04-2023 17:14	0:1:12:20			windows credantioal changed	Onsite
330	04-10-2023	SAKET	Adchini	DSS	C041020230062		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 16:00	10-04-2023 17:12	0:1:12:33			web browser setting changed	Onsite
331	04-10-2023	SAKET	Adchini	DSS	C041020230061		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 15:59	10-04-2023 17:12	0:1:12:41			LAN printer connected	Onsite
332	04-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C041020230060		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	04-10-2023 15:58	10-04-2023 17:37	0:1:39:19			IP Address configured	Onsite
333	04-10-2023	SAKET	Adchini	CUSTOMER CARE	C041020230059		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	04-10-2023 15:55	10-04-2023 17:12	0:1:16:27			Lotus reinstalled	Onsite
334	04-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C041020230058		Hardware	System Software	Other Software	software corrupt	LOW	Closed	04-10-2023 15:53	10-04-2023 16:44	0:0:50:56			issue has been resolved after set the proxy setting	Onsite
335	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230057		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:51	10-04-2023 16:13	0:0:21:30			issue resolved after joined a PC with ADS	Onsite
336	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230056		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:51	10-04-2023 16:14	0:0:23:43			Data backup done and mail and other software configure and call done	Onsite
337	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230055		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:51	10-04-2023 16:14	0:0:23:43			Data backup done and mail and other software configure and call done	Onsite
338	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230054		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:50	10-04-2023 16:14	0:0:23:44			Data backup done and mail and other software configure and call done	Onsite
339	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230053		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:50	10-04-2023 16:14	0:0:23:45			Data backup done and mail and other software configure and call done	Onsite
340	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230052		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:50	10-04-2023 16:14	0:0:23:45			Data backup done and mail and other software configure and call done	Onsite
341	04-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C041020230048		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:49	10-04-2023 16:46	0:0:57:26			File uploader installed	Onsite
342	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230047		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:49	10-04-2023 16:13	0:0:24:4			issue resolved after joined a PC with ADS	Onsite
343	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230049		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:49	10-04-2023 16:13	0:0:24:4			issue resolved after joined a PC with ADS	Onsite
344	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230051		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:49	10-04-2023 16:13	0:0:23:57			issue resolved after joined a PC with ADS	Onsite
345	04-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C041020230050		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:49	10-04-2023 16:13	0:0:24:0			issue resolved after joined a PC with ADS	Onsite
346	04-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C041020230046		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	04-10-2023 15:43	10-04-2023 16:44	0:1:0:36			issue has been resolved after cleaning the jam paper	Onsite
347	04-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C041020230045		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	04-10-2023 15:42	10-04-2023 16:43	0:1:1:28			issue has been resolved after cleaning the jam paper	Onsite
348	04-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C041020230044		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	04-10-2023 15:40	10-04-2023 16:43	0:1:2:6			issue has been resolved after cleaning the RAM	Onsite
349	04-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C041020230043		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	04-10-2023 15:33	10-04-2023 16:32	0:0:58:51			Create the new archive now issue resolved	Onsite
350	04-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C041020230042		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 15:32	10-04-2023 16:32	0:0:59:40			Password unlock from server side Now Issue Resolved	Onsite
351	04-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C041020230041		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:31	10-04-2023 16:31	0:1:0:0			SAP P92 Configure Now Issue Resolved	Onsite
352	04-10-2023	JANAK PURI	Sagar Pur Grid	O-M	C041020230040		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	04-10-2023 15:31	10-04-2023 16:29	0:0:58:0			Clean system now working fine	Onsite
353	04-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C041020230037		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 15:30	10-04-2023 16:13	0:0:43:25			Joined now issue resolved	Onsite
354	04-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C041020230038		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	04-10-2023 15:30	10-04-2023 16:28	0:0:57:42			Replace Mouse now working fine	Onsite
355	04-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C041020230039		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	04-10-2023 15:30	10-04-2023 16:31	0:1:0:30			Installed the driver Now Issue Resolved	Onsite
356	04-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C041020230035		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 15:29	10-04-2023 16:27	0:0:57:48			ADS Join	Onsite
357	04-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C041020230036		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 15:29	10-04-2023 16:26	0:0:57:7			ADS Join	Onsite
358	04-10-2023	ALAKNANDA	A 12 Kalkaji	O-M	C041020230034		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	04-10-2023 15:29	10-04-2023 16:13	0:0:44:0			PC Join to Domained now issue resolved	Onsite
359	04-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C041020230033		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-10-2023 15:28	10-04-2023 16:27	0:0:58:30			ADS Join	Onsite
360	04-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C041020230032		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	04-10-2023 15:27	10-04-2023 16:28	0:1:0:56			Clean ram Now working fine	Onsite
361	04-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C041020230031		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 15:07	10-04-2023 16:25	0:1:17:44			Oracle installed	Onsite
362	04-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C041020230030		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	04-10-2023 15:06	10-04-2023 16:24	0:1:17:43			Mail S/W re-installed	Onsite
363	04-10-2023	SAKET	Malviya Nagar CC	O-M	C041020230029		Hardware	System Software	Other Software	proxy setting	LOW	Closed	04-10-2023 15:06	10-04-2023 16:23	0:1:17:15			Changed the proxy settings	Onsite
364	04-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C041020230028		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	04-10-2023 14:34	10-04-2023 18:55	0:4:21:3			Mail install and configure	
365	04-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C041020230027		Hardware	PC	New OS Insatallation	New OS Insatallatio	HIGH	Closed	04-10-2023 14:33	10-04-2023 18:54	0:4:21:13			Windows install	
366	04-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C041020230026		Hardware	PC	New OS Insatallation	New OS Insatallatio	HIGH	Closed	04-10-2023 14:32	10-04-2023 18:53	0:4:21:36			Windows repair	
367	04-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C041020230025		Hardware	PC	Hanging/Slow processing	Virus issue	HIGH	Closed	04-10-2023 14:31	10-04-2023 18:53	0:4:22:2			Windows repair	
368	04-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C041020230024		Hardware	PC	New OS Insatallation	New OS Insatallatio	HIGH	Closed	04-10-2023 14:29	10-04-2023 18:51	0:4:22:9			Win install app install	
369	04-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C041020230023		Hardware	PC	System Password issue	Others	LOW	Closed	04-10-2023 14:11	10-04-2023 15:43	0:1:31:41			Login unlocked from AD, Now working.	Remote
370	04-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C041020230022		Hardware	System Software	Other Software	Browser issue	LOW	Closed	04-10-2023 14:10	10-04-2023 15:42	0:1:31:59			Remote setting corrected as reqd.	Remote
371	04-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C041020230021		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	04-10-2023 14:10	10-04-2023 15:42	0:1:32:4			Power issue resolved as reqd, link working fine.	Remote
372	04-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C041020230020		Hardware	E-Mail	Email _Lotus	Mumbai related	LOW	Closed	04-10-2023 14:09	10-04-2023 15:41	0:1:32:22			Account unlocked now working fine.	Remote
373	04-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C041020230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-10-2023 14:08	10-04-2023 14:28	0:0:19:56			Default printer setting configured as reqd	Onsite
374	04-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C041020230018		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	04-10-2023 13:54	10-04-2023 14:43	0:0:48:53			Mouse replaced.	Onsite
375	04-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C041020230017		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 13:47	10-04-2023 15:48	0:2:0:31			Login password forget.	Onsite
376	04-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C041020230016		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 13:46	10-04-2023 15:47	0:2:1:40			Slow from server.	Onsite
377	04-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C041020230015		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	04-10-2023 13:44	10-04-2023 15:47	0:2:3:37			Paper clear.	Onsite
378	04-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C041020230014		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	04-10-2023 13:43	10-04-2023 15:47	0:2:4:13			P92 configured.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
379	04-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C041020230013		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	04-10-2023 13:42	10-04-2023 15:46	0:2:4:4			Permission issue.	Onsite
380	04-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C041020230012		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	04-10-2023 13:41	10-04-2023 15:46	0:2:4:28			Join with ADS.	Onsite
381	04-10-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C041020230010		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	04-10-2023 11:51	10-04-2023 13:26	0:1:34:14			check the pc and clean the ram	Onsite
382	04-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C041020230009		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	04-10-2023 11:50	10-04-2023 13:26	0:1:36:19			check the printer and log the call	Onsite
383	04-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C041020230008		NON-SAP	Others	Others	Others	LOW	Closed	04-10-2023 11:48	10-04-2023 13:27	0:1:38:45			configure the p96	Onsite
384	04-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C041020230007		NON-SAP	Others	Others	Others	LOW	Closed	04-10-2023 11:47	10-04-2023 13:28	0:1:40:48			add on ads and login	Onsite
385	04-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C041020230006		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	04-10-2023 11:46	10-04-2023 13:29	0:1:42:30			flt done and log the call	Onsite
386	04-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	OM-EHV	C041020230005		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	04-10-2023 10:41	10-04-2023 11:19	0:0:37:53			both ram cleaned and reinstalled after cleaning now pc is working fine issue	Onsite
387	04-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C041020230004		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	04-10-2023 10:37	10-04-2023 11:12	0:0:34:37			adobe pdf software reinstalled now issue resolved..	Onsite
388	04-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C041020230003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-10-2023 10:36	10-04-2023 10:42	0:0:6:4			printer reinstalled issue resolved..	Onsite
389	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C041020230002		Hardware	UPS	Hardware Issue	Ticket logged with	HIGH	Closed	04-10-2023 09:29	10-04-2023 17:36	0:8:7:11			resolved	Onsite
390	04-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C041020230001		Hardware	UPS	Hardware Issue	Ticket logged with	HIGH	Closed	04-10-2023 09:28	10-04-2023 17:36	0:8:7:47			resolved	Onsite
391	05-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/ BET	C061020230129		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 17:33	10-06-2023 17:36	0:0:3:18			issue has been resolved after reinstalled the Adobe reader	Remote
392	05-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C061020230127		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	06-10-2023 17:31	10-06-2023 17:36	0:0:4:20			issue has been resolved after cleaning the RAM	Remote
393	05-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C061020230126		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	06-10-2023 17:30	10-06-2023 17:35	0:0:4:20			issue has been resolved after replaced the cartridges	Remote
394	05-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/ BET	C061020230125		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	06-10-2023 17:29	10-06-2023 17:34	0:0:4:45			issue has been resolved after reset the password	Remote
395	05-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C061020230014		Hardware	PC	Not working at all	Others	LOW	Closed	06-10-2023 10:33	10-06-2023 14:55	0:4:22:34				
396	05-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C061020230015		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 10:33	10-06-2023 14:57	0:4:23:10				
397	05-10-2023	SAKET	Adchini	CIVIL	C061020230016		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	06-10-2023 10:33	10-06-2023 10:57	0:0:23:13			Mail hang	Onsite
398	05-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C061020230005		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	06-10-2023 09:58	10-06-2023 11:48	0:1:50:28			issue has been resolved after installed the mail id	Onsite
399	05-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C061020230003		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	06-10-2023 09:55	10-06-2023 11:48	0:1:52:58			issue has been resolved after clean the jam paper	Onsite
400	05-10-2023	KHANPUR	Durga Vihar, A 68	DSK	C051020230186		Telecome	Instrument	Analog	Others	LOW	Closed	05-10-2023 19:56	10-05-2023 19:59	0:0:2:53			after reinstall patch cable issue resolved	Onsite
401	05-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C051020230185		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	05-10-2023 19:55	10-05-2023 19:58	0:0:3:31			after mail archived issue resolved	Onsite
402	05-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C051020230184		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	05-10-2023 19:54	10-05-2023 19:58	0:0:4:13			after paper jam clear issue resolved	Onsite
403	05-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051020230183		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	05-10-2023 18:11	10-05-2023 18:13	0:0:2:6			resolved	Onsite
404	05-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051020230182		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	05-10-2023 18:10	10-05-2023 18:13	0:0:2:52			resolved	Onsite
405	05-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051020230181		Hardware	Printer	Image Issue	Hardware Issue	LOW	Closed	05-10-2023 18:10	10-05-2023 18:13	0:0:3:33			resolved	Onsite
406	05-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051020230180		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	05-10-2023 18:09	10-05-2023 18:13	0:0:4:16			resolved	Onsite
407	05-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051020230179		Hardware	Laptop	Restart Problem	RAM Issue	LOW	Closed	05-10-2023 18:08	10-05-2023 18:13	0:0:4:40			resolved	Onsite
408	05-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C051020230178		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	05-10-2023 17:44	10-05-2023 18:16	0:0:31:16			clean the laptop and run safe mode issue resolved	Onsite
409	05-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C051020230177		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:42	10-05-2023 18:14	0:0:32:14			reinstalled sap p92 and reconfigured issue resolved	Onsite
410	05-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C051020230175		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-10-2023 17:38	10-05-2023 17:41	0:0:3:26			issue resolved after change the default setting	Onsite
411	05-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C051020230176		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	05-10-2023 17:38	10-05-2023 18:10	0:0:32:20			crimp the network cable patch issue resolved	Onsite
412	05-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C051020230174		Hardware	PC	System Password issue	Password Reset	LOW	Closed	05-10-2023 17:37	10-05-2023 18:10	0:0:32:37			unlocked ADS id password issue resolved	Onsite
413	05-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C051020230173		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	05-10-2023 17:36	10-05-2023 18:09	0:0:32:32			archived mail and compact from server issue resolved	Onsite
414	05-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabili ty	C051020230172		Hardware	PC	Hanging/Slow processing	Hanging/Sl ow	LOW	Closed	05-10-2023 17:35	10-05-2023 18:08	0:0:33:18			clean the pc and run in safe mode issue resolved	Onsite
415	05-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C051020230171		Hardware	Attendane Machine	Not working at all	Network Issue	LOW	Closed	05-10-2023 17:32	10-05-2023 18:07	0:0:35:16			configured new i card issue resolved	Onsite
416	05-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C051020230170		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:29	10-05-2023 17:41	0:0:11:27			re install the webex and issue resolved	Onsite
417	05-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C051020230169		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	05-10-2023 17:28	10-05-2023 17:31	0:0:2:35			issue resolved	Remote
418	05-10-2023	OTHERS	VSNL	RCM	C051020230164		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:27	10-05-2023 18:05	0:0:38:9			PC join ADS	Onsite
419	05-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C051020230168		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:27	10-05-2023 17:40	0:0:12:33			issue resolved aftre joined a PC on ADS	Onsite
420	05-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C051020230166		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:27	10-05-2023 17:39	0:0:12:14			issue resolved aftre joined a PC on ADS	Onsite
421	05-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C051020230165		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:27	10-05-2023 17:39	0:0:12:7			issue resolved aftre joined a PC on ADS	Onsite
422	05-10-2023	OTHERS	VSNL	RCM	C051020230167		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:27	10-05-2023 18:05	0:0:37:48			PC join ADS	Onsite
423	05-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C051020230163		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:27	10-05-2023 17:39	0:0:12:13			issue resolved aftre joined a PC on ADS	Onsite
424	05-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C051020230162		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:26	10-05-2023 17:39	0:0:12:13			issue resolved aftre joined a PC on ADS	Onsite
425	05-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C051020230161		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:26	10-05-2023 17:31	0:0:4:37			issue resolved	Remote
426	05-10-2023	OTHERS	VSNL	RCM	C051020230160		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:26	10-05-2023 18:05	0:0:38:27			PC join ADS	Onsite
427	05-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C051020230159		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:26	10-05-2023 17:39	0:0:12:23			issue resolved aftre joined a PC on ADS	Onsite
428	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C051020230158		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	05-10-2023 17:26	10-05-2023 17:31	0:0:5:33			issue resolved	Remote
429	05-10-2023	OTHERS	VSNL	RCM	C051020230157		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:26	10-05-2023 18:04	0:0:38:47			PC join ADS	Onsite
430	05-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C051020230156		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	05-10-2023 17:25	10-05-2023 17:32	0:0:6:33			issue resolved	Remote
431	05-10-2023	OTHERS	VSNL	RCM	C051020230155		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:25	10-05-2023 18:03	0:0:38:0			PC join ADS	Onsite
432	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C051020230154		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	05-10-2023 17:24	10-05-2023 17:32	0:0:7:30			issue resolved	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
433	05-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C051020230153		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:23	10-05-2023 17:34	0:0:11:8			issue resolved	Remote
434	05-10-2023	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	CES	C051020230152		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-10-2023 17:22	10-05-2023 17:35	0:0:12:35			issue resolved	Remote
435	05-10-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C051020230151		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:21	10-05-2023 17:35	0:0:14:29			issue resolved	Remote
436	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C051020230150		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	05-10-2023 17:20	10-05-2023 17:35	0:0:15:15			issue resolved	Remote
437	05-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C051020230149		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	05-10-2023 17:19	10-05-2023 17:36	0:0:16:40			issue resolved	Remote
438	05-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C051020230145		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 17:18	10-05-2023 17:39	0:0:21:33			issue resolved	Remote
439	05-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C051020230148		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:18	10-05-2023 17:37	0:0:18:8			issue resolved	Remote
440	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C051020230146		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:18	10-05-2023 17:41	0:0:23:14			issue resolved	Remote
441	05-10-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Finance	C051020230147		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:18	10-05-2023 17:38	0:0:20:5			issue resolved	Remote
442	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C051020230141		Hardware	System Software	Other Software	software corrupt	LOW	Closed	05-10-2023 17:17	10-05-2023 17:39	0:0:21:18			issue resolved	Remote
443	05-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C051020230144		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 17:17	10-05-2023 17:39	0:0:21:28			issue resolved	Remote
444	05-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C051020230142		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:17	10-05-2023 17:31	0:0:13:11			issue resolved	Remote
445	05-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C051020230143		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	05-10-2023 17:17	10-05-2023 17:39	0:0:21:19			issue resolved	Remote
446	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230140		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-10-2023 17:13	10-05-2023 17:56	0:0:42:47			Printer Software installation.	Onsite
447	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230139		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-10-2023 17:09	10-05-2023 17:56	0:0:46:53			New Archive create.	Onsite
448	05-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C051020230138		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	05-10-2023 17:09	10-05-2023 17:10	0:0:1:22			Mouse replace.	Onsite
449	05-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C051020230137		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:08	10-05-2023 17:10	0:0:2:3			windows 10 installation	Onsite
450	05-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C051020230134		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 17:07	10-05-2023 17:29	0:0:22:34			Browser settings has been changed	Remote
451	05-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C051020230135		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:07	10-05-2023 17:10	0:0:3:15			Issue Resolved	Onsite
452	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230136		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 17:07	10-05-2023 17:57	0:0:49:40			P96 Configure.	Onsite
453	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230133		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-10-2023 17:06	10-05-2023 17:58	0:0:52:9			New Archive create.	Onsite
454	05-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C051020230132		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:06	10-05-2023 17:10	0:0:3:50			Issue Resolved	Onsite
455	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C051020230130		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 17:06	10-05-2023 17:10	0:0:4:16			Issue Resolved	Onsite
456	05-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C051020230131		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-10-2023 17:06	10-05-2023 17:29	0:0:22:47			IP issue resolved	Onsite
457	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C051020230127		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:05	10-05-2023 17:10	0:0:4:48			Issue Resolved	Onsite
458	05-10-2023	NEHRU PLACE	20 No Building	OET	C051020230129		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	05-10-2023 17:05	10-05-2023 17:06	0:0:0:37			printer driver change issue resolved	Onsite
459	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230128		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:05	10-05-2023 17:59	0:0:53:45			Software reinstallation.	Onsite
460	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230123		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-10-2023 17:04	10-05-2023 18:00	0:0:55:42			Printer software reinstallation.	Onsite
461	05-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C051020230126		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-10-2023 17:04	10-05-2023 17:10	0:0:5:15			Issue Resolved	Onsite
462	05-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C051020230125		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	05-10-2023 17:04	10-05-2023 17:27	0:0:23:9			Mail archived and reactivate mail send functions	Remote
463	05-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C051020230124		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 17:04	10-05-2023 17:10	0:0:6:25			Window 10 installed with all apps.	Onsite
464	05-10-2023	VASANT KUNJ	Bijwasan	O-M	C051020230121		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	05-10-2023 17:03	10-05-2023 17:26	0:0:23:25			Mail id configured	Remote
465	05-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C051020230122		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:03	10-05-2023 17:09	0:0:6:14			Issue Resolved	Onsite
466	05-10-2023	NEHRU PLACE	20 No Building	C-M	C051020230119		Hardware	System Software	MS Office	Others	LOW	Closed	05-10-2023 17:02	10-05-2023 17:04	0:0:2:10			office re-install	Onsite
467	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C051020230120		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 17:02	10-05-2023 17:09	0:0:6:55			Issue Resolved	Onsite
468	05-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C051020230117		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	05-10-2023 17:01	10-05-2023 17:09	0:0:8:18			Issue Resolved	Onsite
469	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230116		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-10-2023 17:01	10-05-2023 18:00	0:0:59:10			Cartridge change.	Onsite
470	05-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C051020230118		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-10-2023 17:01	10-05-2023 17:09	0:0:7:54			Issue Resolved	Onsite
471	05-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C051020230114		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	05-10-2023 17:00	10-05-2023 17:09	0:0:8:42			Issue Resolved	Onsite
472	05-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C051020230115		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 17:00	10-05-2023 17:10	0:0:9:49			Window 10 installed with all apps.	Onsite
473	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C051020230112		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 17:00	10-05-2023 17:09	0:0:9:5			Issue Resolved	Onsite
474	05-10-2023	NEHRU PLACE	20 No Building	HR	C051020230113		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	05-10-2023 17:00	10-05-2023 17:03	0:0:3:4			projector connect to laptop issue resolved	Onsite
475	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C051020230111		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:59	10-05-2023 17:09	0:0:9:38			Issue Resolved	Onsite
476	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230107		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:58	10-05-2023 17:01	0:0:2:43			PC add on ADS	Onsite
477	05-10-2023	OTHERS	VSNL	RCM	C051020230108		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:58	10-05-2023 18:03	0:1:4:46			PC join ADS	Onsite
478	05-10-2023	OTHERS	HUDCO Grid	PROTECTION	C051020230109		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	05-10-2023 16:58	10-05-2023 16:59	0:0:0:21			mail issue	Onsite
479	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C051020230106		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:58	10-05-2023 17:08	0:0:10:31			Issue Resolved	Onsite
480	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C051020230110		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:58	10-05-2023 17:08	0:0:9:59			Issue Resolved	Onsite
481	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C051020230102		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	05-10-2023 16:57	10-05-2023 17:08	0:0:11:20			Issue Resolved	Onsite
482	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230103		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:57	10-05-2023 17:01	0:0:3:59			PC add on ADS	Onsite
483	05-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C051020230104		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:57	10-05-2023 17:08	0:0:10:48			Issue Resolved	Onsite
484	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230105		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:57	10-05-2023 17:01	0:0:3:27			PC add on ADS	Onsite
485	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:57	10-05-2023 17:01	0:0:4:33			PC add on ADS	Onsite
486	05-10-2023	OTHERS	VSNL	Enforcement	C051020230098		Telecome	CCTV	Camera	Others	LOW	Closed	05-10-2023 16:56	10-05-2023 18:03	0:1:6:42			Camera working now after re-start NVR	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
487	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230100		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:56	10-05-2023 17:01	0:0:5:5			PC add on ADS	Onsite
488	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230097		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:56	10-05-2023 17:01	0:0:5:42			PC add on ADS	Onsite
489	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C051020230099		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:56	10-05-2023 17:08	0:0:11:51			Issue Resolved	Onsite
490	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230094		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:55	10-05-2023 17:02	0:0:6:52			PC add on ADS	Onsite
491	05-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C051020230096		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 16:55	10-05-2023 17:08	0:0:12:23			Issue Resolved	Onsite
492	05-10-2023	OTHERS	Andrews Ganj	Enforcement	C051020230095		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:55	10-05-2023 17:02	0:0:6:17			PC add on ADS	Onsite
493	05-10-2023	OTHERS	VSNL	O-M	C051020230092		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	05-10-2023 16:54	10-05-2023 18:02	0:1:7:53			LAN working now after RJ45 Crimp	Onsite
494	05-10-2023	OTHERS	HUDCO Grid	PROTECTION	C051020230093		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-10-2023 16:54	10-05-2023 17:00	0:0:6:8			Laptop booting issue	Onsite
495	05-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C051020230091		Hardware	PC	Not working at all	Others	LOW	Closed	05-10-2023 16:49	10-05-2023 18:00	0:1:10:57			Data Transfer.	Onsite
496	05-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C051020230090		Telecome	Instrument	Analog	Others	LOW	Closed	05-10-2023 16:34	10-05-2023 17:02	0:0:28:11			LAn wire reconnect issue resolved at okhla ph-3 KCC	Onsite
497	05-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BUSINESS/ BET	C051020230089		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	05-10-2023 16:34	10-06-2023 12:37	0:20:2:47			Phone set to be changed	Onsite
498	05-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BUSINESS/ BET	C051020230088		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	05-10-2023 16:32	10-06-2023 12:36	0:20:3:59			Pls change set	Onsite
499	05-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BUSINESS/ BET	C051020230087		Telecome	Instrument	Analog	Instrument Faulty	HIGH	Closed	05-10-2023 16:30	10-06-2023 12:36	0:20:6:22			Pls change	Onsite
500	05-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BUSINESS/ BET	C051020230086		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	05-10-2023 16:28	10-05-2023 16:29	0:0:0:29			Pls attend	Remote
501	05-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	O-M	C051020230085		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:24	10-05-2023 16:55	0:0:31:9			Issue Resolved	Onsite
502	05-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	O-M	C051020230084		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:22	10-05-2023 16:55	0:0:32:56			Issue Resolved	Onsite
503	05-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	O-M	C051020230083		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:21	10-05-2023 16:55	0:0:34:20			Issue Resolved	Onsite
504	05-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C051020230082		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:19	10-05-2023 16:55	0:0:36:0			Issue Resolved	Onsite
505	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C051020230081		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:18	10-05-2023 16:55	0:0:36:21			Issue Resolved	Onsite
506	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C051020230079		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:17	10-05-2023 16:55	0:0:37:46			Issue Resolved	Onsite
507	05-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C051020230080		Hardware	System Software	Other Software	software corrupt	LOW	Closed	05-10-2023 16:17	10-05-2023 23:18	0:7:1:15				
508	05-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C051020230078		Hardware	System Software	Other Software	proxy setting	LOW	Closed	05-10-2023 16:16	10-05-2023 16:54	0:0:38:43			Issue Resolved	Onsite
509	05-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C051020230077		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 16:15	10-05-2023 16:53	0:0:38:5			Issue Resolved	Onsite
510	05-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C051020230076		Hardware	System Software	Other Software	software corrupt	LOW	Closed	05-10-2023 16:14	10-05-2023 16:53	0:0:39:9			Issue Resolved	Onsite
511	05-10-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam Nagar,New Delhi 110059	O-M	C051020230075		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	05-10-2023 16:14	10-05-2023 23:17	0:7:3:42				
512	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	DSK	C051020230074		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:13	10-05-2023 16:53	0:0:39:44			Issue Resolved	Onsite
513	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	DSK	C051020230073		Hardware	System Software	Other Software	proxy setting	LOW	Closed	05-10-2023 16:11	10-05-2023 16:53	0:0:41:49			Issue Resolved	Onsite
514	05-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C051020230072		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 16:10	10-05-2023 16:53	0:0:42:10			Issue Resolved	Onsite
515	05-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C051020230071		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-10-2023 15:59	10-05-2023 16:57	0:0:58:5			Password reset.	Onsite
516	05-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	Store	C051020230070		Hardware	PC	Not working at all	No power	LOW	Closed	05-10-2023 15:49	10-05-2023 16:02	0:0:13:18			not on	Onsite
517	05-10-2023	SAKET	Malviya Nagar CC	O-M	C051020230069		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	05-10-2023 15:47	10-05-2023 16:02	0:0:14:55			PC LAN not work	Onsite
518	05-10-2023	SAKET	Adchini	CHD	C051020230068		Hardware	System Software	Other Software	software corrupt	LOW	Closed	05-10-2023 15:46	10-05-2023 16:01	0:0:15:7			SAP not login	Remote
519	05-10-2023	SAKET	Adchini	LEGAL	C051020230067		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	05-10-2023 15:45	10-05-2023 16:01	0:0:15:28			word file hang	Onsite
520	05-10-2023	SAKET	Adchini	DSK	C051020230066		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	05-10-2023 15:44	10-05-2023 16:00	0:0:15:58			mail not work	Onsite
521	05-10-2023	SAKET	Adchini	SAFETY	C051020230065		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	05-10-2023 15:44	10-05-2023 16:00	0:0:16:18			printer not connect	Onsite
522	05-10-2023	SAKET	Adchini	BUSINESS/ BET	C051020230063		Hardware	PC	Not working at all	No power	LOW	Closed	05-10-2023 15:43	10-05-2023 15:59	0:0:16:13			no display	Onsite
523	05-10-2023	HAUZ KHAAS	Police Colony RBI Cash Counter	O-M	C051020230064		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-10-2023 15:43	10-05-2023 16:56	0:1:13:17			Rights given to c drive	Onsite
524	05-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C051020230062		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	05-10-2023 15:42	10-05-2023 16:52	0:1:10:6			After remove paper issue resolved	Onsite
525	05-10-2023	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C051020230060		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-10-2023 15:37	10-05-2023 16:58	0:1:20:42			T.O System ram issue clean ram now working fine	Onsite
526	05-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	O-M	C051020230058		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-10-2023 15:36	10-05-2023 16:24	0:0:48:17			USB Cable Not working replace USB Cable now working fine	Onsite
527	05-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C051020230059		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-10-2023 15:36	10-05-2023 16:37	0:1:0:47			Printer Connected Now Working Issue resolved	Onsite
528	05-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C051020230057		Hardware	PC	Restart Problem	Others	LOW	Closed	05-10-2023 15:35	10-05-2023 16:23	0:0:48:29			System Shift from one table to another on same location	Onsite
529	05-10-2023	SAKET	Adchini	CIVIL	C051020230056		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-10-2023 15:34	10-05-2023 16:18	0:0:44:0			sharing printer re-installed	Onsite
530	05-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C051020230055		Hardware	PC	Restart Problem	Others	LOW	Closed	05-10-2023 15:34	10-05-2023 16:23	0:0:48:49			System Shift from one table to another on same location	Onsite
531	05-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C051020230054		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 15:22	10-05-2023 16:17	0:0:55:35			Oracle issue, re-installed the S/W	Onsite
532	05-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C051020230053		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	05-10-2023 15:17	10-05-2023 16:06	0:0:49:35			Printer sharing problem.	Remote
533	05-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C051020230052		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 15:16	10-05-2023 16:22	0:1:5:47			ADS Join	Onsite
534	05-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C051020230051		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 15:16	10-05-2023 16:21	0:1:5:8			ADS Join	Onsite
535	05-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C051020230050		Hardware	System Software	Other Software	New Installation	LOW	Closed	05-10-2023 15:15	10-05-2023 16:21	0:1:5:43			ADS Join	Onsite
536	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230049		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 15:05	10-05-2023 16:49	0:1:43:42			pdf not working issue resolved	Onsite
537	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230047		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 15:04	10-05-2023 16:47	0:1:43:19			pdf not working issue resolved	Onsite
538	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230048		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 15:04	10-05-2023 16:48	0:1:43:52			adobe not working issue resolved	Onsite
539	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230046		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 15:03	10-05-2023 16:47	0:1:43:50			ADS creation issue resolved	Onsite
540	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230043		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 15:00	10-05-2023 16:46	0:1:46:23			pdf not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
541	05-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C051020230044		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	05-10-2023 15:00	10-05-2023 15:43	0:0:42:51			after reconfigure printer issue resolved	Onsite
542	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230045		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	05-10-2023 15:00	10-05-2023 16:46	0:1:46:12			Ms excel not working issue resolved	Onsite
543	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230042		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 14:59	10-05-2023 16:45	0:1:45:40			Pdf not working issue resolved	Onsite
544	05-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C051020230041		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	05-10-2023 14:59	10-05-2023 15:44	0:0:44:42			After end multiple process running in background issue resolved	Remote
545	05-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C051020230040		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	05-10-2023 14:58	10-05-2023 16:53	0:1:55:7			Window and required software installed call closed	Onsite
546	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230039		Hardware	PC	Hanging/Slow processing	Hardware Issue	LOW	Closed	05-10-2023 14:53	10-05-2023 16:44	0:1:50:48			Ram update issue resolved	Onsite
547	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230038		Hardware	System Software	MS Office	Software Not	LOW	Closed	05-10-2023 14:52	10-05-2023 16:44	0:1:51:20			Ms excel not working issue resolved	Onsite
548	05-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051020230037		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 14:50	10-05-2023 16:43	0:1:53:10			pdf not working issue resolved	Onsite
549	05-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C051020230035		Hardware	System Software	Other Software	proxy setting	LOW	Closed	05-10-2023 14:38	10-05-2023 15:34	0:0:56:20			Proxy Setting Change Now working Issue Resolved	Onsite
550	05-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C051020230034		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	05-10-2023 14:35	10-05-2023 15:33	0:0:58:12			Printer Cartage Change Issue Resolved	Onsite
551	05-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C051020230033		Hardware	System Software	Other Software	proxy setting	LOW	Closed	05-10-2023 14:34	10-05-2023 15:33	0:0:58:19			Proxy Settings Change Now Working Issue resolved	Onsite
552	05-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C051020230032		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 14:34	10-05-2023 15:08	0:0:34:33			Chrome re-installed as reqd, working fine.	Remote
553	05-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C051020230031		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	05-10-2023 14:32	10-05-2023 16:17	0:1:44:24			Enhanced the PC performance	Onsite
554	05-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C051020230030		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 14:30	10-05-2023 16:16	0:1:45:55			Windows installed	Onsite
555	05-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C051020230029		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	05-10-2023 14:30	10-05-2023 16:16	0:1:46:16			RAM faulty, PC run with single RAM & call logged to vendor	Onsite
556	05-10-2023	SAKET	Chhatarpur CC	O-M	C051020230028		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 14:29	10-05-2023 16:15	0:1:45:57			Mozilla Firefox re-installed	Onsite
557	05-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C051020230027		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 13:55	10-05-2023 14:56	0:1:1:50			P92 configure now issue resolved	Onsite
558	05-10-2023	ALAKNANDA	Giri Nagar	MMG	C051020230025		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	05-10-2023 13:54	10-05-2023 14:56	0:1:2:33			Jio Link flt done now issue resolved	Onsite
559	05-10-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C051020230026		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	05-10-2023 13:54	10-05-2023 15:44	0:1:50:19			After crimp Rj45 connector on both side issue resolved	Onsite
560	05-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C051020230024		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	05-10-2023 13:52	10-05-2023 14:56	0:1:3:36			Scan the antivirus now issue resolved	Remote
561	05-10-2023	ALAKNANDA	CR Park HR Office	HR	C051020230023		Hardware	Laptop	Hanging/Slow processing	OS/System File/	LOW	Closed	05-10-2023 13:51	10-05-2023 14:55	0:1:4:44			Delete all unwanted software and close the background application now issue	Onsite
562	05-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C051020230022		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	05-10-2023 13:50	10-05-2023 15:19	0:1:29:27			Account unlocked.	Onsite
563	05-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C051020230021		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	05-10-2023 13:49	10-05-2023 15:19	0:1:29:45			Printer driver installed.	Onsite
564	05-10-2023	ALAKNANDA	Okhla Ph 1	MMG	C051020230020		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-10-2023 13:49	10-05-2023 14:54	0:1:5:29			Installed the VPN now issue resolved	Onsite
565	05-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C051020230018		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	05-10-2023 13:48	10-05-2023 15:18	0:1:30:33			PC join with ADS.	Onsite
566	05-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C051020230019		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	05-10-2023 13:48	10-05-2023 15:19	0:1:30:18			PC join with ADS.	Onsite
567	05-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C051020230017		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	05-10-2023 13:47	10-05-2023 14:54	0:1:7:17			Windows Installed now issue resolved	Onsite
568	05-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C051020230016		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	05-10-2023 13:46	10-05-2023 15:18	0:1:31:59			PC join with ADS.	Onsite
569	05-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C051020230015		Hardware	System Software	Other Software	Browser issue	LOW	Closed	05-10-2023 13:23	10-05-2023 14:37	0:1:13:28			Working after re-connected.	Onsite
570	05-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C051020230014		Hardware	Printer	Image Issue	Hardware Issue	LOW	Closed	05-10-2023 13:22	10-05-2023 14:36	0:1:14:16			Issue resolved by vendor. (Teflon replaced)	Onsite
571	05-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C051020230013		Hardware	Printer	Image Issue	Hardware Issue	LOW	Closed	05-10-2023 13:21	10-05-2023 14:36	0:1:14:40			Issue resolved by vendor. (Teflon replaced)	Onsite
572	05-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C051020230012		Hardware	PC	System Password issue	Others	LOW	Closed	05-10-2023 13:20	10-05-2023 14:35	0:1:14:35			System login working, wrong input by user.	Remote
573	05-10-2023	PALAM	Mangla Puri Complaint Center	O-M	C051020230011		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	05-10-2023 12:46	10-05-2023 13:48	0:1:1:51			Keyboard replaced.	Onsite
574	05-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C051020230009		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-10-2023 12:43	10-05-2023 14:11	0:1:28:27			scanner usb replaced and usb driver reinstalled now issue resolved..	Onsite
575	05-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C051020230010		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	05-10-2023 12:43	10-05-2023 14:12	0:1:28:19			password reset now issue resolved..	Onsite
576	05-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C051020230007		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	05-10-2023 12:42	10-05-2023 12:54	0:0:12:11			sap p92 reinstalled now issue resolved..	Onsite
577	05-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C051020230008		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	05-10-2023 12:42	10-05-2023 12:54	0:0:12:10			adobe 10 installed now issue resolved..	Onsite
578	05-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C051020230006		Hardware	PC	TFT	Others	LOW	Closed	05-10-2023 12:41	10-05-2023 14:11	0:1:29:20			vga cable replaced now issue replaced..	Onsite
579	05-10-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C051020230005		Hardware	Laptop	Network Not Working	Lan Cable Issue	MEDIUM	Closed	05-10-2023 11:32	10-05-2023 13:31	0:1:59:7			RJ45 CONNECTOR CHANGE AND LAN WORKING FINE.	Onsite
580	05-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C051020230004		Hardware	PC	Not working at all	Physical cleaning	MEDIUM	Closed	05-10-2023 11:31	10-05-2023 13:30	0:1:59:0			CLEAN THE RAM SLOT AND WORKING PC.	Onsite
581	05-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051020230002		Network	Link Connectivit	Link Connectivity Issue	Power Cut	MEDIUM	Closed	05-10-2023 10:29	10-05-2023 18:13	0:7:43:9			resolved	Onsite
582	05-10-2023	NIZAMUDDIN	Jangpura	OM-DIV	C051020230001		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	05-10-2023 09:45	10-05-2023 18:12	0:8:27:12			resolved	Onsite
583	06-10-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C061020230145		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	06-10-2023 19:42	10-06-2023 20:05	0:0:23:29			after scanner reinstall issue resolved	Onsite
584	06-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C061020230144		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	06-10-2023 19:41	10-06-2023 20:05	0:0:24:7			after mail password reset issue resolved	Onsite
585	06-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C061020230143		Hardware	PC	System Password issue	Password Reset	LOW	Closed	06-10-2023 19:35	10-06-2023 20:04	0:0:29:9			After system password reset issue resolved	Onsite
586	06-10-2023	OTHERS	VSNL	RCM	C061020230142		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 18:15	10-06-2023 18:17	0:0:2:26			System Remote issue resolve	Onsite
587	06-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Billing	C061020230139		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	06-10-2023 17:43	10-06-2023 18:06	0:0:23:41			clean paper from printer issue resolved	Onsite
588	06-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C061020230141		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-10-2023 17:43	10-06-2023 18:07	0:0:23:22			unlocked email id issue resolved	Onsite
589	06-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061020230140		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 17:43	10-06-2023 18:16	0:0:33:23			PC join ADS	Onsite
590	06-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C061020230136		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 17:42	10-06-2023 18:06	0:0:23:53			configured new link issue resolved	Onsite
591	06-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061020230138		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 17:42	10-06-2023 18:16	0:0:33:50			PC join ADS	Onsite
592	06-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061020230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 17:42	10-06-2023 18:16	0:0:34:6			PC join ADS	Onsite
593	06-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061020230135		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 17:41	10-06-2023 18:16	0:0:34:21			PC join ADS	Onsite
594	06-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C061020230133		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	06-10-2023 17:40	10-06-2023 18:05	0:0:25:26			replaced mouse issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
595	06-10-2023	OTHERS	VSNL	O-M	C061020230134		Hardware	Attendane Machine	No Power	Power Issue	LOW	Closed	06-10-2023 17:40	10-06-2023 18:16	0:0:35:14			Restart issue resolve	Onsite
596	06-10-2023	OTHERS	VSNL	O-M	C061020230132		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	06-10-2023 17:38	10-06-2023 18:14	0:0:35:50			RAM replaced issue resolve	Onsite
597	06-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C061020230131		Hardware	Scanner	Scaning issue	Abnormal Sound	MEDIUM	Closed	06-10-2023 17:36	10-06-2023 18:10	0:0:33:26			scanner roller clean and problem resolved.	Onsite
598	06-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C061020230130		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 17:36	10-06-2023 18:05	0:0:28:46			installed projector and connect with laptop issue resolved	Onsite
599	06-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Billing	C061020230128		Hardware	System Software	MS Office	File Not Opening	MEDIUM	Closed	06-10-2023 17:32	10-06-2023 18:07	0:0:35:14			Restart the pc issue resolved.	Remote
600	06-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C061020230124		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	06-10-2023 17:15	10-06-2023 18:07	0:0:51:27			Mail software reinstalled	Remote
601	06-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C061020230123		Hardware	Printer	No display on Panel	Printer Power	MEDIUM	Closed	06-10-2023 17:03	10-06-2023 18:06	0:1:2:42			power extension board not working.Change the power supply switch	Onsite
602	06-10-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C061020230122		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	06-10-2023 16:58	10-06-2023 17:50	0:0:52:21			After crimp rj45 connector both site issue resolved	
603	06-10-2023	SARITA VIHAR	Jullena	BUSINESS/BET	C061020230121		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	06-10-2023 16:56	10-06-2023 17:49	0:0:52:48			Joint visit with jio engineer for link live	
604	06-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061020230120		Hardware	E-Mail	Email _Lotus	Mail Return Due To	MEDIUM	Closed	06-10-2023 16:54	10-06-2023 17:47	0:0:52:40			After clear stuck mails then compact issue resolved	
605	06-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061020230119		Hardware	E-Mail	Email _Lotus	Mail Return Due To	MEDIUM	Closed	06-10-2023 16:54	10-06-2023 17:46	0:0:51:53			After clear stuck mails and compact issue resolved	
606	06-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061020230118		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	06-10-2023 16:53	10-06-2023 17:43	0:0:49:55			New archive created call closed	
607	06-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061020230117		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	06-10-2023 16:52	10-06-2023 17:42	0:0:49:24			After reconfigured printer issue resolved	
608	06-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C061020230115		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 16:45	10-06-2023 16:49	0:0:4:12			Issue Resolved	Onsite
609	06-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C061020230116		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	06-10-2023 16:45	10-06-2023 16:49	0:0:3:28			Issue Resolved	Onsite
610	06-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061020230114		Hardware	Laptop	Not working at all	Others	LOW	Closed	06-10-2023 16:43	10-06-2023 16:49	0:0:5:50			Issue Resolved	Onsite
611	06-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C061020230113		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 16:42	10-06-2023 16:48	0:0:6:13			Issue Resolved	Onsite
612	06-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C061020230112		Hardware	System Software	MS Office	Others	LOW	Closed	06-10-2023 16:41	10-06-2023 16:48	0:0:7:8			Issue Resolved	Onsite
613	06-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C061020230111		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:40	10-06-2023 16:48	0:0:7:13			Issue Resolved	Onsite
614	06-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C061020230110		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 16:40	10-06-2023 16:47	0:0:7:20			Issue Resolved	Onsite
615	06-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C061020230108		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:39	10-06-2023 16:47	0:0:8:2			Issue Resolved	Onsite
616	06-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C061020230109		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	06-10-2023 16:39	10-06-2023 16:47	0:0:7:47			Issue Resolved	Onsite
617	06-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C061020230107		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-10-2023 16:38	10-06-2023 16:46	0:0:8:5			Issue Resolved	Onsite
618	06-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C061020230106		Hardware	Laptop	Not working at all	No power	LOW	Closed	06-10-2023 16:38	10-06-2023 16:46	0:0:8:22			Issue Resolved	Onsite
619	06-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061020230105		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-10-2023 16:37	10-06-2023 16:46	0:0:8:47			Issue Resolved	Onsite
620	06-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C061020230104		Hardware	KEYBOARD	Not working	Ticket logged with	MEDIUM	Closed	06-10-2023 16:24	10-06-2023 18:01	0:1:36:45			TICKET LOGGED	Onsite
621	06-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C061020230103		Hardware	PC	Not working at all	Others	MEDIUM	Closed	06-10-2023 16:23	10-06-2023 17:59	0:1:35:43			Hang Process restarted as reqd	Onsite
622	06-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CES	C061020230102		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:10	10-06-2023 16:14	0:0:4:27			joinned	Onsite
623	06-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C061020230101		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	06-10-2023 16:09	10-06-2023 16:17	0:0:7:27			issue resolved	Onsite
624	06-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C061020230099		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	06-10-2023 16:08	10-06-2023 16:17	0:0:8:36			issue resolved	Onsite
625	06-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C061020230100		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 16:08	10-06-2023 16:17	0:0:8:24			issue resolved	Onsite
626	06-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/BET	C061020230098		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:08	10-06-2023 16:16	0:0:8:0			joinned	Onsite
627	06-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/BET	C061020230097		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:07	10-06-2023 16:16	0:0:8:56			joinned	Onsite
628	06-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/BET	C061020230096		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:06	10-06-2023 16:16	0:0:10:10			joinned	Onsite
629	06-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C061020230095		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:05	10-06-2023 16:16	0:0:10:52			joinned	Onsite
630	06-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C061020230094		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 16:04	10-06-2023 16:16	0:0:11:27			joinned	Onsite
631	06-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C061020230093		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	06-10-2023 15:56	10-06-2023 16:48	0:0:51:57			Replace cartridge now working fine	Onsite
632	06-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	DSK	C061020230092		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	06-10-2023 15:55	10-06-2023 16:48	0:0:52:14			Replace cartridge now working fine	Onsite
633	06-10-2023	PALAM	Dwarka Sec 9 Complaint Center	O-M	C061020230091		Hardware	PC	Not working at all	Others	LOW	Closed	06-10-2023 15:50	10-06-2023 16:53	0:1:3:11			Power Cable change.	Onsite
634	06-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C061020230090		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	06-10-2023 15:49	10-09-2023 09:45	2:17:56:26			Instrument not working.Pls resolve asap.	Onsite
635	06-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061020230088		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 15:46	10-06-2023 16:46	0:1:0:24			Printer driver installed	Onsite
636	06-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C061020230089		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	06-10-2023 15:46	10-06-2023 16:47	0:1:0:38			Run diagnistic and clean temp files now working fine	Onsite
637	06-10-2023	SAKET	Adchini	DSS	C061020230087		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 15:45	10-06-2023 16:19	0:0:34:29			SAP not login	Remote
638	06-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061020230086		Network	LAN Issue	LAN Issue	New Lan Installation	LOW	Closed	06-10-2023 15:43	10-06-2023 16:46	0:1:2:58			New lan installation	Onsite
639	06-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C061020230085		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 15:39	10-06-2023 16:45	0:1:6:3			ADS Join	Onsite
640	06-10-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C061020230084		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 15:37	10-06-2023 16:45	0:1:7:58			ADS Join	Onsite
641	06-10-2023	OTHERS	Andrews Ganj	Enforcement	C061020230083		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-10-2023 15:31	10-06-2023 17:28	0:1:57:4			Projector installed for Training	Onsite
642	06-10-2023	OTHERS	Andrews Ganj	Enforcement	C061020230082		Hardware	UPS	Backup	No Power	LOW	Closed	06-10-2023 15:30	10-06-2023 17:28	0:1:58:39			Batteries get installed	Onsite
643	06-10-2023	OTHERS	HUDCO Grid	PROTECTION	C061020230080		Hardware	PC	Hanging/Slow processing	Harddisk Issue	LOW	Closed	06-10-2023 15:29	10-06-2023 17:29	0:2:0:13			pc booting issue	Onsite
644	06-10-2023	OTHERS	Andrews Ganj	Enforcement	C061020230081		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-10-2023 15:29	10-06-2023 17:29	0:1:59:30			Printer issue	Onsite
645	06-10-2023	OTHERS	Andrews Ganj	Enforcement	C061020230079		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 15:28	10-06-2023 17:29	0:2:1:12			PC add on ads	Onsite
646	06-10-2023	OTHERS	Andrews Ganj	Enforcement	C061020230077		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 15:27	10-06-2023 17:29	0:2:2:25			PC add on ads	Onsite
647	06-10-2023	OTHERS	Andrews Ganj	Enforcement	C061020230078		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-10-2023 15:27	10-06-2023 17:29	0:2:1:46			PC add on ads	Onsite
648	06-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C061020230076		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 15:23	10-06-2023 16:35	0:1:12:27			printer installtion done KCC	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
649	06-10-2023	ALAKNANDA	A 12 Kalkaji	BUSINESS/BET	C061020230075		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-10-2023 15:16	10-06-2023 16:28	0:1:11:44			Remove the paper now issue resolved	Onsite
650	06-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C061020230074		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 15:13	10-06-2023 16:27	0:1:14:12			Installed the driver now issue resolved	Remote
651	06-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C061020230073		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 15:12	10-06-2023 16:27	0:1:14:56			Installed the driver now issue resolved	Remote
652	06-10-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C061020230072		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	06-10-2023 15:11	10-06-2023 16:27	0:1:15:19			FLT done and complain logged	Onsite
653	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230071		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-10-2023 15:09	10-06-2023 15:40	0:0:30:28			pdf not working issue resolved	Onsite
654	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230070		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	06-10-2023 15:09	10-06-2023 15:39	0:0:30:42			Ms execl not working issue resolved	Onsite
655	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230069		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-10-2023 15:08	10-06-2023 15:39	0:0:30:57			Adobe not working issue resolved	Onsite
656	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230068		Hardware	System Software	MS Office	Software Not	LOW	Closed	06-10-2023 15:06	10-06-2023 15:39	0:0:33:12			Ms excel not working issue resolved	Onsite
657	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230067		Hardware	System Software	MS Office	Software Not	LOW	Closed	06-10-2023 15:05	10-06-2023 15:38	0:0:33:10			Ms excel not working issue resolved	Onsite
658	06-10-2023	SAKET	Jonapur CC	O-M	C061020230066		Network	LAN Issue	LAN Issue	Others	LOW	Closed	06-10-2023 15:02	10-06-2023 15:39	0:0:36:5			Remove LAN driver and reinstalled	Remote
659	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230065		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-10-2023 15:01	10-06-2023 15:37	0:0:36:23			IP msg not working issue resolved	Onsite
660	06-10-2023	SAKET	Adchini	DSS	C061020230064		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 14:59	10-06-2023 15:38	0:0:38:42			Excel file not open	Remote
661	06-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061020230063		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-10-2023 14:58	10-06-2023 15:37	0:0:38:23			Adobe not working issue resolved	Onsite
662	06-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	O-M	C061020230062		Hardware	PC	Not working at all	Others	LOW	Closed	06-10-2023 14:57	10-06-2023 15:47	0:0:50:28			Paper Jam Removed.	Onsite
663	06-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C061020230061		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-10-2023 14:54	10-06-2023 16:45	0:1:50:27			New OS 10 installed with all apps.	Onsite
664	06-10-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C061020230060		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	06-10-2023 14:52	10-12-2023 10:08	5:19:16:27			Please do the needful.	Onsite
665	06-10-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C061020230059		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	06-10-2023 14:51	10-12-2023 10:09	5:19:18:38			Please do the needful.	Onsite
666	06-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C061020230058		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 14:48	10-06-2023 16:44	0:1:56:12			Printer installed with drivers.	Onsite
667	06-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C061020230057		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	06-10-2023 14:47	10-06-2023 16:44	0:1:57:3			Reinsert the tray into printer.	Onsite
668	06-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C061020230056		Hardware	PC	TFT	Half Display	LOW	Closed	06-10-2023 14:46	10-06-2023 16:44	0:1:57:33			Display setting changed.	Onsite
669	06-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C061020230055		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 14:45	10-06-2023 16:43	0:1:58:7			Printer installed with driver.	Onsite
670	06-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C061020230054		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-10-2023 14:44	10-06-2023 16:43	0:1:58:24			New OS 10 installed with all apps.	Onsite
671	06-10-2023	NEHRU PLACE	20 No Building	HR	C061020230053		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-10-2023 14:38	10-06-2023 14:56	0:0:17:15			projector issue resolved	Onsite
672	06-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C061020230052		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	06-10-2023 14:37	10-06-2023 14:55	0:0:17:45			dienotes run and mail restart	Onsite
673	06-10-2023	NEHRU PLACE	20 No Building	HR	C061020230051		Hardware	System Software	Other Software	Media Player	LOW	Closed	06-10-2023 14:36	10-06-2023 14:54	0:0:18:4			laptop connect to projector done	Onsite
674	06-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C061020230050		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-10-2023 14:35	10-06-2023 14:54	0:0:18:37			printer installation done at okhla ph-3	Onsite
675	06-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C061020230049		Telecome	Instrument	Line Cord	Line Cord Faulty	LOW	Closed	06-10-2023 14:19	10-09-2023 09:46	2:19:26:43			line faulty	Onsite
676	06-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	BUSINESS/BET	C061020230048		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	06-10-2023 14:05	10-06-2023 14:58	0:0:53:19			Issue resolved after cleaning the system	Onsite
677	06-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C061020230047		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-10-2023 13:55	10-06-2023 15:12	0:1:16:41			Local LAN loose.	Onsite
678	06-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061020230046		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-10-2023 13:54	10-06-2023 15:11	0:1:16:58			PC join with ADS	Onsite
679	06-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061020230044		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-10-2023 13:53	10-06-2023 15:11	0:1:17:49			PC join with ADS.	Onsite
680	06-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061020230045		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-10-2023 13:53	10-06-2023 15:11	0:1:17:35			PC join with ADS	Onsite
681	06-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061020230043		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-10-2023 13:52	10-06-2023 15:10	0:1:17:51			PC join with ADS	Onsite
682	06-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061020230042		Telecome	Instrument	SIP	Instrument Faulty	LOW	Closed	06-10-2023 13:52	10-06-2023 15:10	0:1:18:16			Replaced new instrument.	Onsite
683	06-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C061020230041		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-10-2023 13:47	10-06-2023 14:57	0:1:10:17			Microphone setting corrected as reqd.	Onsite
684	06-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C061020230040		Hardware	System Software	MS Office	Malfunctioi ng issues	LOW	Closed	06-10-2023 12:33	10-06-2023 13:29	0:0:56:1			MS office re-installed as reqd.	Remote
685	06-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C061020230039		Network	LAN Issue	LAN Issue	New Lan Installation	LOW	Closed	06-10-2023 12:27	10/18/2023 4:27:52 PM	12:4:0:42			Call Close By Sanjay & Subhash	Remote
686	06-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061020230038		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	06-10-2023 12:26	10-12-2023 10:11	5:21:45:23			Dear Team Please align engineer on site	Onsite
687	06-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C061020230037		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	06-10-2023 12:26	10-06-2023 13:24	0:0:58:39			Cartage Change Now Working Issue resolved	Onsite
688	06-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C061020230036		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	06-10-2023 12:25	10-06-2023 13:24	0:0:59:6			Fort client Shut Down now working Issue resolved	Onsite
689	06-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C061020230035		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	06-10-2023 12:24	10-06-2023 13:29	0:1:4:48			Hang Process restarted as reqd	Onsite
690	06-10-2023	SAKET	Adchini	BUSINESS/BET	C061020230034		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 12:05	10-06-2023 12:28	0:0:23:2			Share folder not open	Remote
691	06-10-2023	SAKET	MIG CC	O-M	C061020230033		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 12:01	10-06-2023 12:53	0:0:52:13			Oracle TNS file replaced	Onsite
692	06-10-2023	PALAM	Kailash Puri Complaint Center	O-M	C061020230032		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-10-2023 12:01	10-06-2023 12:52	0:0:51:27			Do Proxy Off.	Onsite
693	06-10-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C061020230031		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	06-10-2023 11:59	10-06-2023 12:53	0:0:53:4			Ram Dust clean.	Onsite
694	06-10-2023	SAKET	D-Block Saket	O-M	C061020230030		Hardware	PC	Not working at all	Others	LOW	Closed	06-10-2023 11:54	10-06-2023 12:29	0:0:35:19			User profile changed	Onsite
695	06-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C061020230029		Telecome	Instrument	Digital	Others	MEDIUM	Closed	06-10-2023 11:37	10-06-2023 14:11	0:2:34:27			FYI	Onsite
696	06-10-2023	SAKET	Chhatarpur CC	O-M	C061020230027		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-10-2023 11:20	10-06-2023 12:28	0:1:7:31			Reassign	Remote
697	06-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C061020230028		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-10-2023 11:20	10-06-2023 11:31	0:0:10:51			new ADS USER JOINED ISSUE RESOLVED..	Onsite
698	06-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C061020230026		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	06-10-2023 11:20	10-06-2023 11:26	0:0:6:34			word file open now issue resolved..	Remote
699	06-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C061020230025		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-10-2023 11:19	10-06-2023 11:31	0:0:12:18			new ADS USER JOINED ISSUE RESOLVED..	Onsite
700	06-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C061020230023		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-10-2023 11:18	10-06-2023 11:27	0:0:9:13			new ADS USER JOINED ISSUE RESOLVED..	Onsite
701	06-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C061020230024		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-10-2023 11:18	10-06-2023 11:28	0:0:9:20			new ADS USER JOINED ISSUE RESOLVED..	Onsite
702	06-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C061020230022		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-10-2023 11:10	10-06-2023 12:23	0:1:13:19			SAP icon shortcut created on the desktop	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
703	06-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C061020230021		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	06-10-2023 11:07	10-06-2023 12:22	0:1:15:27			Scanner connected with system and installed the driver	Onsite
704	06-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C061020230020		Hardware	PC	System Password issue	Password Reset	LOW	Closed	06-10-2023 11:03	10-06-2023 12:21	0:1:18:37			Login from Admin and reset password of the user	Onsite
705	06-10-2023	SAKET	Adchini	SAFETY	C061020230019		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-10-2023 10:55	10-06-2023 10:57	0:0:1:45			Sharing folder not open	Onsite
706	06-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C061020230018		Telecome	Instrument	Line Cord	Line Cord Faulty	MEDIUM	Closed	06-10-2023 10:54	10-06-2023 14:12	0:3:18:31			Please do the needful.	Onsite
707	06-10-2023	SAKET	Adchini	DSK	C061020230017		Telecome	CCTV	Camera	Camera Faulty	LOW	Closed	06-10-2023 10:44	10-06-2023 11:23	0:0:38:28			Call logged to vendor	Onsite
708	06-10-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C061020230013		Hardware	System Software	Other Software	proxy setting	HIGH	Closed	06-10-2023 10:20	10-06-2023 13:58	0:3:38:17			All network re-start	
709	06-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C061020230012		Hardware	System Software	MS Office	File Not Opening	HIGH	Closed	06-10-2023 10:18	10-06-2023 13:55	0:3:37:7			Ms office reinstalled	
710	06-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C061020230011		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	06-10-2023 10:17	10-06-2023 13:54	0:3:37:40			Link change	
711	06-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C061020230010		Hardware	E-Mail	Email _Lotus	Mail Password	HIGH	Closed	06-10-2023 10:15	10-06-2023 13:53	0:3:37:35			Password changed	
712	06-10-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C061020230009		Hardware	Laptop	Restart Problem	Hardware Issue	HIGH	Closed	06-10-2023 10:15	10-06-2023 13:52	0:3:37:20			Laptop open and ram reconnect	
713	06-10-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	BUSINESS/BET	C061020230008		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	06-10-2023 10:13	10-06-2023 11:51	0:1:38:34			flt done . issue resolved	Onsite
714	06-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C061020230007		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	06-10-2023 10:07	10-06-2023 11:50	0:1:42:33			flt done . network working fine now	Onsite
715	06-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C061020230006		Hardware	System Software	MS Office	Software Not	LOW	Closed	06-10-2023 10:02	10-06-2023 11:49	0:1:46:39			issue has been resolved after reinstalled the MS office	Onsite
716	06-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C061020230004		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-10-2023 09:57	10-06-2023 10:14	0:0:16:55			call logged with vendor	Onsite
717	06-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C061020230002		NON-SAP	Others	Others	Others	LOW	Closed	06-10-2023 09:55	10-06-2023 10:14	0:0:19:3			configure the card	Onsite
718	06-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C061020230001		NON-SAP	Others	Others	Others	LOW	Closed	06-10-2023 09:53	10-06-2023 10:13	0:0:20:27			add pc on ads	Onsite
719	07-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C071020230001		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	07-10-2023 10:49	10-07-2023 12:43	0:1:53:25			Reset the mail password issue resolved	
720	08-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C081020230004		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	08-10-2023 11:54	10-08-2023 12:23	0:0:29:11			Internet issue resolved as reqd.	Onsite
721	08-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C081020230003		Hardware	System Software	Other Software	Browser issue	LOW	Closed	08-10-2023 11:53	10-08-2023 12:26	0:0:32:37			Corrective action taken as reqd.	Onsite
722	08-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C081020230002		Hardware	Printer	Internet Issue	Internet Issue	LOW	Closed	08-10-2023 11:52	10-08-2023 12:22	0:0:30:37			Webex joined thru browser, working fine.	Onsite
723	08-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C081020230001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-10-2023 11:49	10-08-2023 12:21	0:0:31:47			Default setting corrected	Onsite
724	09-10-2023	SAKET	Adchini	BUSINESS/BET	C101020230052		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-10-2023 15:00	10-10-2023 15:29	0:0:28:15			Camera not show	Onsite
725	09-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C101020230013		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 11:32	10-10-2023 13:03	0:1:31:9			Jam paper removed.	Onsite
726	09-10-2023	OTHERS	VSNL	QUALITY	C091020230178		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:59	10-09-2023 18:09	0:0:10:14			PC join ADS	Onsite
727	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230179		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:59	10-09-2023 18:09	0:0:10:6			PC join ADS	Onsite
728	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230176		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:58	10-09-2023 18:09	0:0:10:48			PC join ADS	Onsite
729	09-10-2023	OTHERS	VSNL	QUALITY	C091020230177		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:58	10-09-2023 18:09	0:0:10:27			PC join ADS	Onsite
730	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230174		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:57	10-09-2023 18:08	0:0:11:23			PC join ADS	Onsite
731	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230175		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:57	10-09-2023 18:08	0:0:11:2			PC join ADS	Onsite
732	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230172		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:56	10-09-2023 18:07	0:0:11:17			PC join ADS	Onsite
733	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230173		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:56	10-09-2023 18:07	0:0:11:10			PC join ADS	Onsite
734	09-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091020230171		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:55	10-09-2023 18:07	0:0:11:29			PC join ADS	Onsite
735	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CES	C091020230170		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 17:28	10-09-2023 17:31	0:0:3:5			issue resolved	Remote
736	09-10-2023	SAKET	Malviya Nagar CC	O-M	C091020230169		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:25	10-09-2023 17:35	0:0:10:1			Changed the credential	Onsite
737	09-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C091020230168		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-10-2023 17:24	10-09-2023 17:51	0:0:27:2			PDF file set as default then opning PDF file	Remote
738	09-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C091020230167		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-10-2023 17:23	10-09-2023 17:50	0:0:27:36			Adobe repaired	Remote
739	09-10-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C091020230166		Hardware	System Software	MS Office	Malfunctioing issues	LOW	Closed	09-10-2023 17:22	10-09-2023 17:50	0:0:28:6			MS office has been repaired then working fine	Remote
740	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C091020230164		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:20	10-09-2023 17:23	0:0:3:0			Issue Resolved	Onsite
741	09-10-2023	VASANT KUNJ	B 1	O-M	C091020230165		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-10-2023 17:20	10-09-2023 17:48	0:0:28:3			RAM clean and reinserted on the motherboard	Onsite
742	09-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C091020230163		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-10-2023 17:19	10-09-2023 17:23	0:0:3:34			Issue Resolved	Onsite
743	09-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Billing	C091020230162		Hardware	PC	Internet Issue	Internet Issue	LOW	Closed	09-10-2023 17:18	10-09-2023 17:45	0:0:27:16			change the ess password issue resolved	Onsite
744	09-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C091020230161		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	09-10-2023 17:18	10-09-2023 17:22	0:0:4:28			Trend micro antivirus updated.	Onsite
745	09-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIC	C091020230159		Hardware	PC	Not working at all	Others	LOW	Closed	09-10-2023 17:17	10-09-2023 17:45	0:0:27:43			joined the pc on ADS issue resolved	Onsite
746	09-10-2023	OTHERS	VSNL	O-M	C091020230160		Hardware	Printer	Paper Pickup	Others	LOW	Closed	09-10-2023 17:17	10-09-2023 18:00	0:0:42:34			Cartridge replaced issue resolve	Onsite
747	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C091020230157		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:16	10-09-2023 17:23	0:0:6:23			Issue Resolved	Onsite
748	09-10-2023	OTHERS	VSNL	O-M	C091020230158		Hardware	Scanner	Scaning issue	No Power Issue	LOW	Closed	09-10-2023 17:16	10-09-2023 18:00	0:0:43:28			power cable replaced issue resolve	Onsite
749	09-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C091020230156		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-10-2023 17:16	10-09-2023 17:20	0:0:4:10			new OS installation.	Onsite
750	09-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C091020230155		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	09-10-2023 17:15	10-09-2023 17:44	0:0:29:24			joined the pc on ADS issue resolved	Onsite
751	09-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C091020230154		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-10-2023 17:15	10-09-2023 17:20	0:0:4:49			printer install with drivers.	Onsite
752	09-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C091020230152		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-10-2023 17:14	10-09-2023 17:44	0:0:29:47			uninstalled ibm notes and reconfigured mail issue resolved	Onsite
753	09-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C091020230151		Hardware	Printer	Image Issue	Others	LOW	Closed	09-10-2023 17:14	10-09-2023 17:41	0:0:27:43			configured new printer issue resolved	Onsite
754	09-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C091020230153		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-10-2023 17:14	10-09-2023 17:22	0:0:8:14			Issue Resolved	Onsite
755	09-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C091020230150		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	09-10-2023 17:13	10-09-2023 17:18	0:0:4:58			Paper remove from printer.	Onsite
756	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230149		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 17:13	10-09-2023 17:22	0:0:9:19			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
757	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230148		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-10-2023 17:12	10-09-2023 17:22	0:0:10:25			Issue Resolved	Onsite
758	09-10-2023	SAKET	Jonapur CC	O-M	C091020230147		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 17:11	10-09-2023 17:28	0:0:17:19			Temp files clean & re-installed the browser	Onsite
759	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C091020230145		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:10	10-09-2023 17:22	0:0:12:6			Issue Resolved	Onsite
760	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230146		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:10	10-09-2023 17:22	0:0:11:37			Issue Resolved	Onsite
761	09-10-2023	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C091020230144		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-10-2023 17:09	10-09-2023 17:22	0:0:12:30			Issue Resolved	Onsite
762	09-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C091020230143		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-10-2023 17:08	10-09-2023 17:21	0:0:12:58			Issue Resolved	Onsite
763	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C091020230142		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:08	10-09-2023 17:21	0:0:13:31			Issue Resolved	Onsite
764	09-10-2023	SAKET	Jonapur CC	O-M	C091020230141		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	09-10-2023 17:07	10-09-2023 17:27	0:0:20:5			N/W driver re-installed & IP Address configured	Onsite
765	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	IT	C091020230140		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-10-2023 17:06	10-09-2023 17:21	0:0:14:41			Issue Resolved	Onsite
766	09-10-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C091020230139		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:06	10-09-2023 17:21	0:0:14:32			Issue Resolved	Onsite
767	09-10-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C091020230137		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 17:06	10-09-2023 17:21	0:0:14:19			Issue Resolved	Onsite
768	09-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C091020230136		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:06	10-09-2023 17:20	0:0:14:8			Issue Resolved	Onsite
769	09-10-2023	SAKET	Chhatarpur CC	O-M	C091020230135		Hardware	Attendane Machine	Others	new registration	LOW	Closed	09-10-2023 17:06	10-09-2023 17:26	0:0:19:31			New user registers	Onsite
770	09-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C091020230138		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:06	10-09-2023 17:21	0:0:14:25			Issue Resolved	Onsite
771	09-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C091020230134		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-10-2023 17:01	10-09-2023 17:06	0:0:4:27			pc ready	Onsite
772	09-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	CORPORATE	C091020230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 17:01	10-09-2023 17:05	0:0:4:48			issue resolved	Onsite
773	09-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C091020230132		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 17:00	10-09-2023 17:27	0:0:26:19			issue has been resolved after joining the ADS	Onsite
774	09-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091020230131		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	09-10-2023 17:00	10-09-2023 17:05	0:0:5:16			Laptop join with ADS.	Onsite
775	09-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C091020230130		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	09-10-2023 17:00	10-09-2023 17:05	0:0:5:37			issue resolved	Onsite
776	09-10-2023	OTHERS	HUDCO Grid	PROTECTION	C091020230128		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	09-10-2023 16:58	10-09-2023 17:02	0:0:4:23			Laptop Slow	Onsite
777	09-10-2023	NEHRU PLACE CSO	Second Floor - C Block	CIVIL	C091020230129		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	09-10-2023 16:58	10-09-2023 17:05	0:0:6:54			issue resolved	Onsite
778	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230126		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:57	10-09-2023 17:02	0:0:5:31			Pc add on ADS	Onsite
779	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C091020230127		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 16:57	10-09-2023 17:05	0:0:7:14			ads joined	Onsite
780	09-10-2023	NEHRU PLACE CSO	Second Floor - C Block	CIVIL	C091020230125		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	09-10-2023 16:56	10-09-2023 17:04	0:0:8:8			issue resolved	Onsite
781	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230124		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:56	10-09-2023 17:03	0:0:6:33			Pc add on ADS	Onsite
782	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230123		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:56	10-09-2023 17:03	0:0:7:2			Pc add on ADS	Onsite
783	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230122		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:55	10-09-2023 17:03	0:0:8:23			Pc add on ADS	Onsite
784	09-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C091020230120		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	09-10-2023 16:54	10-09-2023 17:04	0:0:10:8			issue resolved	Onsite
785	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230121		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:54	10-09-2023 17:03	0:0:8:56			Pc add on ADS	Onsite
786	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230119		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:54	10-09-2023 17:03	0:0:9:25			Pc add on ADS	Onsite
787	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230117		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:53	10-09-2023 17:03	0:0:9:59			Pc add on ADS	Onsite
788	09-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C091020230116		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-10-2023 16:53	10-09-2023 17:04	0:0:10:54			pc ready	Onsite
789	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C091020230118		Hardware	PC	Not working at all	No power	LOW	Closed	09-10-2023 16:53	10-09-2023 17:04	0:0:10:40			power cable changed	Onsite
790	09-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C091020230115		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 16:52	10-09-2023 17:03	0:0:11:16			issue resolved	Onsite
791	09-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C091020230114		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 16:51	10-09-2023 17:03	0:0:11:46			issue resolved	Onsite
792	09-10-2023	OTHERS	Andrews Ganj	Enforcement	C091020230112		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:49	10-09-2023 17:03	0:0:14:51			Pc add on ADS	Onsite
793	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C091020230113		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 16:49	10-09-2023 17:02	0:0:12:41			issue resolved	Onsite
794	09-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	CORPORATE	C091020230111		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	09-10-2023 16:48	10-09-2023 17:02	0:0:13:29			issue resolved	Onsite
795	09-10-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C091020230110		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	09-10-2023 16:40	10-09-2023 16:46	0:0:6:5			Mouse replaced	Onsite
796	09-10-2023	DWARKA	C2C Pocket 12 Janakpuri	O-M	C091020230109		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	09-10-2023 16:36	10-09-2023 17:26	0:0:50:45			issue has been resolved after clear the JAM paper	Onsite
797	09-10-2023	DWARKA	C2C Pocket 12 Janakpuri	O-M	C091020230108		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:35	10-09-2023 17:26	0:0:50:33			issue has been resolved after joining the ADS	Onsite
798	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C091020230107		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:34	10-09-2023 16:39	0:0:5:25			Issue resolved	Onsite
799	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C091020230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:33	10-09-2023 16:37	0:0:3:59			Joinned	Onsite
800	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C091020230105		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:32	10-09-2023 16:37	0:0:4:55			Joinned	Onsite
801	09-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C091020230104		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:32	10-09-2023 16:39	0:0:6:51			joinned	Onsite
802	09-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C091020230103		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-10-2023 16:31	10-09-2023 16:39	0:0:7:49			mail configured	Onsite
803	09-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C091020230102		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:30	10-09-2023 16:37	0:0:6:35			Joinned	Onsite
804	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:30	10-09-2023 16:38	0:0:7:39			Joinned	Onsite
805	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C091020230100		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:23	10-09-2023 16:37	0:0:13:55			Joinned	Onsite
806	09-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C091020230099		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:23	10-09-2023 17:26	0:1:3:2			issue has been resolved after joining the ADS	Onsite
807	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230097		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:22	10-09-2023 16:38	0:0:15:30			Joinned	Onsite
808	09-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C091020230098		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:22	10-09-2023 17:26	0:1:3:10			issue has been resolved after joining the ADS	Onsite
809	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230096		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:22	10-09-2023 16:37	0:0:14:52			Joinned	Onsite
810	09-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C091020230095		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-10-2023 16:21	10-09-2023 16:39	0:0:17:18			Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
811	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	IT	C091020230094		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	09-10-2023 16:21	10-09-2023 16:38	0:0:17:37			connected	Onsite
812	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230093		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:20	10-09-2023 16:38	0:0:17:53			Issue resolved	Onsite
813	09-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ BET	C091020230092		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	09-10-2023 16:17	10-09-2023 16:38	0:0:21:10			Issue resolved	Onsite
814	09-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/ BET	C091020230091		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:15	10-09-2023 16:36	0:0:21:40			Joinned	Onsite
815	09-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C091020230090		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 16:14	10-09-2023 16:35	0:0:20:42			webex installation	Onsite
816	09-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091020230089		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	09-10-2023 16:13	10-09-2023 16:35	0:0:21:40			connected	Onsite
817	09-10-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C091020230088		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-10-2023 16:10	10-09-2023 17:45	0:1:35:30			Display working fine on arrival, no issue found.	Onsite
818	09-10-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C091020230087		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	09-10-2023 16:09	10-09-2023 16:11	0:0:2:42			LAN connector replaced.	Onsite
819	09-10-2023	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C091020230086		Hardware	Attendane Machine	Display Issue	Others	LOW	Closed	09-10-2023 15:59	10-09-2023 16:29	0:0:29:54			Reset the machine and assign the ip	
820	09-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C091020230085		Hardware	PC	TFT	Others	LOW	Closed	09-10-2023 15:58	10-09-2023 16:00	0:0:2:22			set the display setting	Remote
821	09-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C091020230084		NON-SAP	Others	Others	Others	LOW	Closed	09-10-2023 15:56	10-09-2023 16:01	0:0:4:27			install the oracle	Remote
822	09-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C091020230083		Software	SAP R/3	PS	Others	LOW	Closed	09-10-2023 15:54	10-09-2023 16:02	0:0:7:28			P96 configuration	Remote
823	09-10-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C091020230082		Hardware	PC	Restart Problem	OS/System File/	MEDIUM	Closed	09-10-2023 15:52	10-09-2023 16:46	0:0:53:56			After repair windows os issue reolved	Onsite
824	09-10-2023	TAGORE GARDEN	Chaukhandi Grid Near Keshopur Subzi Mandi	OM-EHV	C091020230081		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	09-10-2023 15:52	10-09-2023 16:17	0:0:25:37			clean and reinsert the RAM.	Onsite
825	09-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C091020230080		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	09-10-2023 15:47	10-09-2023 17:06	0:1:19:1			resolved	Remote
826	09-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C091020230079		Hardware	PC	Internet Issue	Internet Issue	LOW	Closed	09-10-2023 15:46	10-09-2023 16:12	0:0:26:43			NAS drive connected as reqd.	Onsite
827	09-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C091020230078		Hardware	PC	Internet Issue	Internet Issue	LOW	Closed	09-10-2023 15:45	10-09-2023 16:12	0:0:26:53			NAS drive connected as reqd.	Onsite
828	09-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C091020230077		Hardware	PC	System Password issue	Others	LOW	Closed	09-10-2023 15:44	10-09-2023 16:11	0:0:27:19			Account unlocked as reqd, working now.	Onsite
829	09-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C091020230075		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	09-10-2023 15:40	10-09-2023 16:10	0:0:30:46			Internet setting corrected as reqd	Onsite
830	09-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C091020230076		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	09-10-2023 15:40	10-09-2023 16:11	0:0:30:46			Lan connected at designated port, working now.	Onsite
831	09-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C091020230074		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-10-2023 15:31	10-09-2023 15:50	0:0:19:42			Printer driver change	Onsite
832	09-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C091020230073		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-10-2023 15:30	10-09-2023 15:50	0:0:20:5			ip configure done issue resolved	Onsite
833	09-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C091020230072		Hardware	System Software	Other Software	software corrupt	LOW	Closed	09-10-2023 15:28	10-09-2023 17:06	0:1:38:22			resolved	Remote
834	09-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C091020230071		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-10-2023 15:26	10-09-2023 17:06	0:1:39:28			resolved	Remote
835	09-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C091020230070		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	09-10-2023 15:23	10-09-2023 17:06	0:1:43:6			resolved	Remote
836	09-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C091020230069		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Re-Assign	09-10-2023 15:18					phone not working	Onsite
837	09-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C091020230067		Hardware	System Software	Other Software	software reinstallatio	MEDIUM	Closed	09-10-2023 15:16	10-09-2023 15:49	0:0:33:8			After reinstall adobe software issue resolved	Remote
838	09-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C091020230068		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	09-10-2023 15:16	10/16/2023 3:42:32 PM	7:0:25:48			Phone not working	Onsite
839	09-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C091020230066		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	09-10-2023 15:14	10-09-2023 16:31	0:1:17:20			RJ45 recrimp	Onsite
840	09-10-2023	SAKET	Fatehpur Beri CC	O-M	C091020230065		Hardware	UPS	Backup	Battery Faulty	LOW	Closed	09-10-2023 15:13	10-09-2023 16:31	0:1:17:33			battry faulty	Onsite
841	09-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C091020230064		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	09-10-2023 15:11	10-09-2023 16:52	0:1:41:27			Replace adaptor now working fine	Onsite
842	09-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C091020230063		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 15:09	10-09-2023 16:52	0:1:42:21			SAP P92 AND BSP Reconfigure	Remote
843	09-10-2023	SAKET	Adchini	BUSINESS/ BET	C091020230062		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-10-2023 15:09	10-09-2023 16:30	0:1:20:35			create new replica	Onsite
844	09-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C091020230061		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	09-10-2023 15:09	10-09-2023 15:49	0:0:40:13			After repair pdf file issue resolved	Remote
845	09-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C091020230060		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	09-10-2023 15:08	10-09-2023 15:50	0:0:41:41			New archive created call closed	Remote
846	09-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C091020230059		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	09-10-2023 15:08	10-09-2023 16:51	0:1:42:51			Done network troubleshooting now working fine	Onsite
847	09-10-2023	SAKET	Adchini	CIVIL	C091020230058		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	09-10-2023 15:08	10-09-2023 16:29	0:1:20:54			Printer cartridge replace	Onsite
848	09-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C091020230057		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-10-2023 15:08	10-09-2023 16:50	0:1:42:45			ADS Join	Remote
849	09-10-2023	SAKET	Adchini	CIVIL	C091020230056		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	09-10-2023 15:08	10-09-2023 16:28	0:1:20:43			reset mail	Onsite
850	09-10-2023	SAKET	Adchini	DSS	C091020230054		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	09-10-2023 15:07	10-09-2023 16:28	0:1:21:7			reconnect LAN	Onsite
851	09-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C091020230055		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-10-2023 15:07	10-09-2023 16:50	0:1:42:31			Mail installed	Remote
852	09-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C091020230053		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	09-10-2023 15:06	10-09-2023 16:22	0:1:15:39			Keyboard change.	Onsite
853	09-10-2023	SAKET	Adchini	CUSTOMER CARE	C091020230052		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	09-10-2023 15:06	10-09-2023 16:28	0:1:21:41			QMS tab screen changed	Onsite
854	09-10-2023	SAKET	Adchini	BUSINESS/ BET	C091020230051		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 15:05	10-09-2023 16:27	0:1:21:47			attendance page not open	Onsite
855	09-10-2023	PALAM	Dwarka Sec 9 Complaint Center	O-M	C091020230050		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-10-2023 15:05	10-09-2023 16:22	0:1:17:25			Ram Dust clean.	Onsite
856	09-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C091020230049		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 15:03	10-09-2023 16:23	0:1:19:54			Provide user name & password.	Onsite
857	09-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C091020230048		Hardware	OTHERS	QMS ISSUE	Others	HIGH	Closed	09-10-2023 15:01	10-09-2023 16:23	0:1:22:10			QMS Restart.	Onsite
858	09-10-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C091020230047		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	09-10-2023 14:59	10-11-2023 08:50	1:17:50:13			Printer vinder visit	Onsite
859	09-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C091020230046		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	09-10-2023 14:58	10-11-2023 08:50	1:17:51:43			printer vander visit	Onsite
860	09-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C091020230045		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	09-10-2023 14:56	10-11-2023 08:51	1:17:54:48			pc format and all app install	Onsite
861	09-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C091020230044		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	09-10-2023 14:54	10-11-2023 08:51	1:17:57:28			pc format all app install	Onsite
862	09-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C091020230043		Hardware	PC	Restart Problem	Physical cleaning	MEDIUM	Closed	09-10-2023 14:35	10-09-2023 15:57	0:1:22:35			processer fan jam heating problem. Cleaning cpu and fan problem resolved.	Onsite
863	09-10-2023	HAUZ KHAAS	Green Park Market	O-M	C091020230042		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	09-10-2023 14:22	10-09-2023 15:28	0:1:6:24			PC join with ADS.	Onsite
864	09-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C091020230041		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	09-10-2023 14:14	10-09-2023 15:22	0:1:7:36			Remove the paper Now Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
865	09-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C091020230040		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-10-2023 14:14	10-09-2023 15:22	0:1:7:58			Archive the data Now Issue Resolved	Onsite
866	09-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091020230038		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 14:11	10-09-2023 15:28	0:1:16:59			VPN software installed.	Onsite
867	09-10-2023	ALAKNANDA	Giri Nagar	MMG	C091020230039		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-10-2023 14:11	10-09-2023 15:21	0:1:9:46			Installed the driver Now Issue Resolved	Onsite
868	09-10-2023	ALAKNANDA	Giri Nagar	MMG	C091020230037		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-10-2023 14:10	10-09-2023 15:21	0:1:10:50			Domain Join Now Issue Resolved	Onsite
869	09-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C091020230035		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	09-10-2023 14:05	10-09-2023 14:07	0:0:2:14			email not working issue resolved	Onsite
870	09-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C091020230036		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	09-10-2023 14:05	10-09-2023 14:07	0:0:2:15			Mouse not working issue resolved	Onsite
871	09-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C091020230034		Hardware	System Software	MS Office	Software Not	LOW	Closed	09-10-2023 14:01	10-09-2023 14:02	0:0:1:25			Ms excel not working issue resolved	Onsite
872	09-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	IT	C091020230033		Network	Link Connectivit	Link Connectivity Issue	Earthing Issue	LOW	Closed	09-10-2023 13:59	10-09-2023 15:11	0:1:12:41			FLT done earthing is ok complaint logged in airtel by Gourav Noc team network is	Onsite
873	09-10-2023	VASANT KUNJ	D 4 Masoodpur	OM-EHV	C091020230032		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 13:53	10-09-2023 15:06	0:1:12:50			Browser setting changed	Remote
874	09-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C091020230031		Hardware	PC	TFT	Others	LOW	Closed	09-10-2023 13:49	10-09-2023 14:38	0:0:48:29			TFT attached with CPU	Onsite
875	09-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C091020230030		Hardware	PC	TFT	Others	LOW	Closed	09-10-2023 13:47	10-09-2023 14:35	0:0:48:13			Display setting changed	Onsite
876	09-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C091020230028		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-10-2023 13:21	10-09-2023 14:02	0:0:40:47			Adobe not working issue resolved	Onsite
877	09-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C091020230029		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 13:21	10-09-2023 14:02	0:0:40:32			google chrome not working issue resolved	Onsite
878	09-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091020230026		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 13:14	10-09-2023 13:18	0:0:4:40			Mail sent for password reset.	Onsite
879	09-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091020230027		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	09-10-2023 13:14	10-09-2023 14:09	0:0:54:50			PC join with ADS	Onsite
880	09-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091020230025		Hardware	E-Mail	Email _Lotus	Mail Rights Issue	LOW	Closed	09-10-2023 13:13	10-09-2023 13:19	0:0:6:43			Rights given to user.	Onsite
881	09-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091020230024		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	09-10-2023 13:12	10-09-2023 14:09	0:0:57:3			PC join with ADS	Onsite
882	09-10-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C091020230023		Hardware	System Software	MS Office	Software Not	LOW	Closed	09-10-2023 13:08	10-09-2023 13:10	0:0:1:28			issue has been resolved after reinstalled the MS office	Remote
883	09-10-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C091020230022		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	09-10-2023 12:53	10-09-2023 14:21	0:1:27:38			issue has been resolved after changed the mouse	Onsite
884	09-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C091020230021		Hardware	Scanner	Scaning issue	Paper Stuck	MEDIUM	Closed	09-10-2023 12:52	10-09-2023 14:32	0:1:39:46			paper roller clean and issue resolved	Onsite
885	09-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C091020230020		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	09-10-2023 12:40	10-09-2023 14:28	0:1:48:11			New Archive file create	Remote
886	09-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C091020230019		Network	LAN Issue	LAN Issue	Lan Cable Faulty	HIGH	Closed	09-10-2023 12:40	10-12-2023 10:07	2:21:27:41			LAN cable faulty in MMG office	Onsite
887	09-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C091020230018		Hardware	System Software	Other Software	software corrupt	MEDIUM	Closed	09-10-2023 12:39	10-09-2023 14:27	0:1:48:25			SAP P92 SOFTWARE REINSTTALED	Remote
888	09-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C091020230017		Hardware	Printer	No display on Panel	Power Issue	MEDIUM	Closed	09-10-2023 12:34	10-09-2023 14:27	0:1:52:42			POWER SWITCH POINT NOT WORKING	Onsite
889	09-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CUSTOMER CARE	C091020230016		Hardware	Printer	Paper Pickup	Abnormal Sound	MEDIUM	Closed	09-10-2023 12:29	10-09-2023 14:26	0:1:56:37			CATRAGE CHANGE	Onsite
890	09-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C091020230015		Hardware	PC	TFT	Color Issue	MEDIUM	Closed	09-10-2023 12:12	10-09-2023 14:25	0:2:13:40			VGA CABLE CHANGE	Onsite
891	09-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C091020230014		Hardware	PC	Not working at all	Others	LOW	Closed	09-10-2023 11:52	10-09-2023 12:51	0:0:58:42			Power cable tight.	Onsite
892	09-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	OM-DIV	C091020230013		Hardware	PC	Not working at all	Others	LOW	Closed	09-10-2023 11:51	10-09-2023 12:51	0:1:0:29			Run cleanup & do defragment.	Onsite
893	09-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C091020230012		Hardware	PC	Not working at all	Others	LOW	Closed	09-10-2023 11:49	10-09-2023 12:52	0:1:3:39			Ram dust clean & Paste coolant.	Onsite
894	09-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C091020230011		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	09-10-2023 11:23	10-12-2023 10:08	2:22:44:26			lan cable faulty in room no 307	Onsite
895	09-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C091020230010		Hardware	PC	Restart Problem	Hardware Issue	HIGH	Closed	09-10-2023 10:47	10-09-2023 15:01	0:4:13:39			Power point isshu	Onsite
896	09-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091020230009		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-10-2023 10:45	10-09-2023 10:51	0:0:5:39			Mail sent to SAP ISU support.	Onsite
897	09-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091020230008		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 10:44	10-09-2023 10:49	0:0:4:49			SAP BSP configured.	Onsite
898	09-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C091020230007		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	09-10-2023 10:43	10-09-2023 15:00	0:4:16:54			Paper jam problem	Onsite
899	09-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C091020230006		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-10-2023 10:36	10-09-2023 11:59	0:1:23:4			ram moisture cleaned now pc is working fine issue reslved..	Onsite
900	09-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C091020230004		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-10-2023 10:35	10-09-2023 11:04	0:0:29:51			sap reinstalled issue resolved..	Onsite
901	09-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C091020230005		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-10-2023 10:35	10-09-2023 11:05	0:0:29:48			run on firefox issue resolved..	Onsite
902	09-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C091020230003		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	09-10-2023 10:11	10-09-2023 10:23	0:0:12:15			RJ45 Changed	Onsite
903	09-10-2023	SAKET	D-Block Saket	O-M	C091020230002		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	09-10-2023 10:10	10-09-2023 10:23	0:0:12:48			Removed paper from printer & cartridge changed	Onsite
904	09-10-2023	SAKET	MIG CC	O-M	C091020230001		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-10-2023 10:08	10-09-2023 10:21	0:0:13:47			User Profile Changed	Onsite
905	10-10-2023	SAKET	Adchini	BUSINESS/BET	C111020230095		Hardware	System Software	Other Software	software corrupt	LOW	Closed	11-10-2023 16:42	10-11-2023 17:05	0:0:23:24			wrong credentials enter by user	Remote
906	10-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C111020230016		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	11-10-2023 13:17	10-11-2023 13:27	0:0:9:47			Ram slot replaced done bios settings done and also lotus config done with	Onsite
907	10-10-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C111020230010		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	11-10-2023 11:20	10-11-2023 11:56	0:0:35:57			Issue has been resolved after changed the keyboard	Onsite
908	10-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C101020230188		Hardware	System Software	MS Office	Software Not	LOW	Closed	10-10-2023 19:46	10-10-2023 19:55	0:0:9:3			after ms office repair issue resolved	Onsite
909	10-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C101020230187		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-10-2023 19:39	10-10-2023 19:54	0:0:14:55			after paper jam clear issue resolved	Onsite
910	10-10-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	O-M	C101020230186		Hardware	PC	System Password issue	Password Reset	LOW	Closed	10-10-2023 19:38	10-10-2023 19:54	0:0:15:26			after pc password reset issue resolved	Onsite
911	10-10-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C101020230185		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 19:37	10-10-2023 19:53	0:0:16:25			after printer driver reinstall issue resolved	Onsite
912	10-10-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C101020230184		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-10-2023 19:36	10-10-2023 19:53	0:0:16:44			after paper jam clear issue resolved	Onsite
913	10-10-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C101020230183		Hardware	Laptop	Network Not Working	Connectivit y issue	LOW	Closed	10-10-2023 19:33	10-10-2023 19:52	0:0:18:24			issue resolved after patch cable change	Onsite
914	10-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C101020230182		Telecome	Instrument	IP	Network Issue	LOW	Closed	10-10-2023 19:28	10-10-2023 19:50	0:0:21:59			after lan cable change issue resolved	Onsite
915	10-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C101020230181		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 18:32	10-10-2023 18:33	0:0:0:55			printer installed with drivers.	Onsite
916	10-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C101020230180		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	10-10-2023 18:31	10-10-2023 18:33	0:0:1:25			Window 10 installed with all apps.	Onsite
917	10-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C101020230179		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	10-10-2023 17:59	10-10-2023 18:05	0:0:6:15			replaced keyboard issue resolved	Onsite
918	10-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C101020230178		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-10-2023 17:58	10-10-2023 18:05	0:0:6:46			repair acrobat issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
919	10-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C101020230177		Hardware	Laptop	Hanging/Slow processing	Patch Updation	LOW	Closed	10-10-2023 17:57	10-10-2023 18:05	0:0:7:14			updated window drivers issue resolved	Onsite
920	10-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C101020230176		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	10-10-2023 17:56	10-10-2023 18:04	0:0:8:21			unlocked email id issue resolved	Onsite
921	10-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C101020230175		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-10-2023 17:55	10-10-2023 18:04	0:0:9:2			cleared the paper issue resolved	Onsite
922	10-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C101020230174		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 17:54	10-10-2023 18:04	0:0:9:31			join the laptop on ads issue resolved	Onsite
923	10-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	DSK	C101020230173		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	10-10-2023 17:41	10-10-2023 17:42	0:0:0:32			RAM changed and call closed	Onsite
924	10-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101020230171		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:39	10-10-2023 18:07	0:0:28:6			PC join ADS	Onsite
925	10-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101020230172		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:39	10-10-2023 18:07	0:0:27:48			PC join ADS	Onsite
926	10-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	DSK	C101020230170		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	10-10-2023 17:39	10-10-2023 17:42	0:0:3:24			CMOS batery changed and mail timing issue resolved	Onsite
927	10-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101020230169		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:39	10-10-2023 18:07	0:0:28:19			PC join ADS	Onsite
928	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230164		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:38	10-10-2023 17:44	0:0:5:54			PC join with ads and issue resolved	Onsite
929	10-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	DSK	C101020230165		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:38	10-10-2023 17:43	0:0:5:30			PC join with ads and issue resolved	Onsite
930	10-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101020230166		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:38	10-10-2023 18:07	0:0:28:34			PC join ADS	Onsite
931	10-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	DSK	C101020230168		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	10-10-2023 17:38	10-10-2023 17:42	0:0:3:56			mail issue resolved after archive all mails	Onsite
932	10-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101020230163		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:38	10-10-2023 18:06	0:0:28:26			PC join ADS	Onsite
933	10-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	DSK	C101020230167		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 17:38	10-10-2023 17:43	0:0:4:51			laptop booting issue resolved after run diagnostic and clean temp files	Onsite
934	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230162		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:37	10-10-2023 17:44	0:0:6:16			PC join with ads and issue resolved	Onsite
935	10-10-2023	OTHERS	VSNL	QUALITY	C101020230161		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:37	10-10-2023 18:06	0:0:28:38			PC join ADS	Onsite
936	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230159		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:37	10-10-2023 17:45	0:0:7:40			PC join with ads and issue resolved	Onsite
937	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230158		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:37	10-10-2023 17:44	0:0:7:40			PC join with ads and issue resolved	Onsite
938	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230157		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:37	10-10-2023 17:44	0:0:7:40			PC join with ads and issue resolved	Onsite
939	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230160		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:37	10-10-2023 17:45	0:0:7:37			PC join with ads and issue resolved	Onsite
940	10-10-2023	OTHERS	VSNL	HR	C101020230156		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:36	10-10-2023 18:05	0:0:28:42			cable jointing app working now	Onsite
941	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230154		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:36	10-10-2023 17:44	0:0:7:40			PC join with ads and issue resolved	Onsite
942	10-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C101020230153		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:36	10-10-2023 17:44	0:0:8:18			PC join with ads and issue resolved	Onsite
943	10-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C101020230155		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 17:36	10-10-2023 17:44	0:0:7:42			PC join with ads and issue resolved	Onsite
944	10-10-2023	OTHERS	VSNL	O-M	C101020230152		Hardware	PC	TFT	Others	LOW	Closed	10-10-2023 17:35	10-10-2023 18:05	0:0:29:42			Complaint logged	Onsite
945	10-10-2023	VASANT KUNJ	Bijwasan	O-M	C101020230151		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	10-10-2023 17:33	10-10-2023 17:50	0:0:16:47			RAM clean and inserted then working	Onsite
946	10-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C101020230150		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-10-2023 17:24	10-10-2023 17:49	0:0:25:29			SAP has been unlocked from the BSES site	Remote
947	10-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C101020230149		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	10-10-2023 17:23	10-10-2023 17:48	0:0:25:21			RJ45 has been crimped	Onsite
948	10-10-2023	PALAM	Mangla Puri Complaint Center	OM-DIV	C101020230148		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	10-10-2023 17:22	10-10-2023 17:58	0:0:36:6			Mail archive & compact.	Remote
949	10-10-2023	PALAM	Dabri Indoor Complaint Center Near Dada Dev Hospital	OM-DIV	C101020230147		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 17:21	10-10-2023 17:59	0:0:38:1			PC P.M & Audit	Remote
950	10-10-2023	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C101020230146		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-10-2023 17:18	10-10-2023 17:18	0:0:0:31			ip configured	Onsite
951	10-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C101020230145		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	10-10-2023 17:17	10-10-2023 17:18	0:0:0:55			connected	Onsite
952	10-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C101020230144		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-10-2023 16:58	10-10-2023 17:47	0:0:48:42			Printer set as default	Remote
953	10-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C101020230143		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 16:56	10-10-2023 17:45	0:0:49:26			Printer driver reconfigured	Remote
954	10-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C101020230142		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:38	10-10-2023 16:46	0:0:7:49			Issue Resolved	Onsite
955	10-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C101020230141		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:37	10-10-2023 16:46	0:0:8:30			Issue Resolved	Onsite
956	10-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C101020230140		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 16:36	10-10-2023 16:45	0:0:8:49			Issue Resolved	Onsite
957	10-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C101020230139		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 16:36	10-10-2023 16:45	0:0:8:44			Issue Resolved	Onsite
958	10-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C101020230136		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	10-10-2023 16:35	10-10-2023 16:40	0:0:4:59			issue has been resolved after reset the mail password	Remote
959	10-10-2023	NEHRU PLACE	20 No Building	PLANNING &	C101020230138		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	10-10-2023 16:35	10-10-2023 17:06	0:0:30:10			IP configure	Onsite
960	10-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BPI	C101020230137		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-10-2023 16:35	10-10-2023 16:45	0:0:10:10			Issue Resolved	Onsite
961	10-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C101020230134		Telecome	Instrument	SIP	Network Issue	LOW	Closed	10-10-2023 16:34	10-10-2023 16:39	0:0:5:11			issue has been resolved after re login the phone	Remote
962	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C101020230135		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 16:34	10-10-2023 16:45	0:0:10:35			Issue Resolved	Onsite
963	10-10-2023	NEHRU PLACE	20 No Building	C-M	C101020230131		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 16:33	10-10-2023 17:05	0:0:32:26			Printer setting change	Onsite
964	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C101020230132		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 16:33	10-10-2023 16:44	0:0:11:22			Issue Resolved	Onsite
965	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C101020230130		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 16:33	10-10-2023 16:44	0:0:11:42			Issue Resolved	Onsite
966	10-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C101020230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 16:33	10-10-2023 16:44	0:0:11:9			Issue Resolved	Onsite
967	10-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C101020230128		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-10-2023 16:32	10-10-2023 16:44	0:0:12:1			Issue Resolved	Onsite
968	10-10-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C101020230129		Hardware	PC	System Password issue	Password Reset	LOW	Closed	10-10-2023 16:32	10-10-2023 16:38	0:0:5:53			issue has been resolved after reset the system password	Remote
969	10-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C101020230127		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-10-2023 16:31	10-10-2023 16:44	0:0:12:41			Issue Resolved	Onsite
970	10-10-2023	NEHRU PLACE	20 No Building	HR	C101020230126		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	10-10-2023 16:31	10-10-2023 17:05	0:0:34:20			PPT share done	Onsite
971	10-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C101020230125		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:30	10-10-2023 16:44	0:0:13:43			Issue Resolved	Onsite
972	10-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C101020230124		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:30	10-10-2023 16:44	0:0:14:4			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
973	10-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C101020230123		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:29	10-10-2023 16:44	0:0:14:37			Issue Resolved	Onsite
974	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C101020230122		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-10-2023 16:28	10-10-2023 16:43	0:0:14:59			Issue Resolved	Onsite
975	10-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C101020230121		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:28	10-10-2023 16:43	0:0:15:35			Issue Resolved	Onsite
976	10-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C101020230120		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 16:27	10-10-2023 16:38	0:0:10:48			issue has been resolved after configured the laptop IP	Remote
977	10-10-2023	SARITA VIHAR	Jasola Grid	BUSINESS/ BET	C101020230119		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	10-10-2023 16:27	10-10-2023 18:00	0:1:33:5			New dsk office site check	
978	10-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C101020230118		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:26	10-10-2023 16:37	0:0:11:21			issue has been resolved after joining ADS	Remote
979	10-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C101020230117		Hardware	PC	System Password issue	Password Reset	LOW	Closed	10-10-2023 16:25	10-10-2023 16:37	0:0:12:8			issue has been resolved after reset the system password	Remote
980	10-10-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C101020230116		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	10-10-2023 16:25	10-10-2023 17:59	0:1:34:39			After crimp rj45 connector issue resolved	
981	10-10-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C101020230115		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	10-10-2023 16:23	10-10-2023 17:58	0:1:35:17			Windows OS updated call closed	
982	10-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C101020230114		Hardware	E-Mail	Email _Lotus	Mail Return Due To	MEDIUM	Closed	10-10-2023 16:21	10-10-2023 17:56	0:1:34:10			After clear stuck mails and compact issue resolved	
983	10-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C101020230113		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	10-10-2023 16:16	10-10-2023 17:55	0:1:38:31			After mapping p96 with analyser issue resolved	
984	10-10-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C101020230112		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	MEDIUM	Closed	10-10-2023 16:14	10-10-2023 17:54	0:1:39:18			Tcpip host error showing after update host file issue resolved	
985	10-10-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C101020230111		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:06	10-10-2023 16:25	0:0:19:8			issue resolved	Remote
986	10-10-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C101020230110		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-10-2023 16:05	10-10-2023 16:25	0:0:20:31			issue resolved	Remote
987	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230109		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	10-10-2023 16:04	10-10-2023 16:52	0:0:48:13			Ms office not working issue resolved	Onsite
988	10-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C101020230107		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:04	10-10-2023 16:25	0:0:21:30			issue resolved	Remote
989	10-10-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C101020230108		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	10-10-2023 16:04	10-10-2023 16:25	0:0:21:9			issue resolved	Remote
990	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230105		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-10-2023 16:03	10-10-2023 16:52	0:0:49:24			password not working issue resolved	Onsite
991	10-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C101020230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:03	10-10-2023 16:25	0:0:22:12			issue resolved	Remote
992	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230103		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-10-2023 16:02	10-10-2023 16:52	0:0:50:1			Ms excel not working issue resolved	Onsite
993	10-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C101020230104		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:02	10-10-2023 16:25	0:0:22:40			issue resolved	Remote
994	10-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C101020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:01	10-10-2023 16:25	0:0:23:29			issue resolved	Remote
995	10-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C101020230102		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:01	10-10-2023 16:25	0:0:23:13			issue resolved	Remote
996	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C101020230100		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:01	10-10-2023 16:24	0:0:23:43			issue resolved	Remote
997	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C101020230098		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 16:00	10-10-2023 16:24	0:0:23:52			issue resolved	Remote
998	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230097		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-10-2023 16:00	10-10-2023 16:51	0:0:51:12			pdf not working issue resolved	Onsite
999	10-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C101020230096		Hardware	System Software	Other Software	proxy setting	LOW	Closed	10-10-2023 16:00	10-10-2023 16:24	0:0:24:12			issue resolved	Remote
1000	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230099		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	10-10-2023 16:00	10-10-2023 16:51	0:0:51:4			Ms excel not working issue resolved	Onsite
1001	10-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C101020230095		Hardware	System Software	MS Office	Others	LOW	Closed	10-10-2023 15:59	10-10-2023 16:24	0:0:24:30			issue resolved	Remote
1002	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230094		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-10-2023 15:58	10-10-2023 16:05	0:0:7:31			pdf not working issue resolved	Onsite
1003	10-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101020230092		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	10-10-2023 15:57	10-10-2023 16:05	0:0:7:43			Ms excel not working issue resolved	Onsite
1004	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230093		Hardware	System Software	Other Software	proxy setting	LOW	Closed	10-10-2023 15:57	10-10-2023 16:20	0:0:22:55			ESS issue	Onsite
1005	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230090		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:56	10-10-2023 16:21	0:0:24:57			Adobe issue	Onsite
1006	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230091		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:56	10-10-2023 16:20	0:0:24:19			SAP Issue	Onsite
1007	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230089		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:55	10-10-2023 16:22	0:0:26:54			Pc add on ADS	Onsite
1008	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230088		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:55	10-10-2023 16:22	0:0:27:29			Pc add on ADS	Onsite
1009	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230087		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:54	10-10-2023 16:22	0:0:28:11			Pc add on ADS	Onsite
1010	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230086		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:54	10-10-2023 16:22	0:0:28:46			Pc add on ADS	Onsite
1011	10-10-2023	OTHERS	Police Colony	Enforcement	C101020230085		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	10-10-2023 15:53	10-10-2023 16:23	0:0:29:28			Pc add on ADS	Onsite
1012	10-10-2023	OTHERS	Andrews Ganj	Enforcement	C101020230084		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-10-2023 15:53	10-10-2023 16:22	0:0:28:56			Printer issue	Onsite
1013	10-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C101020230083		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-10-2023 15:49	10-10-2023 16:45	0:0:55:18			Drivers Reinstalled Now working Issue Resolved	Onsite
1014	10-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C101020230082		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	10-10-2023 15:48	10-10-2023 16:44	0:0:56:5			New archive Created Now working Issue resolved	Onsite
1015	10-10-2023	ALAKNANDA	E Block GK 2	O-M	C101020230081		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-10-2023 15:47	10-10-2023 16:22	0:0:35:15			Change the password now issue resolved	Onsite
1016	10-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C101020230081		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-10-2023 15:47	10-10-2023 16:22	0:0:35:15			Change the password now issue resolved	Onsite
1017	10-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C101020230080		Hardware	Scanner	Scaning issue	Image Not Cleared	LOW	Closed	10-10-2023 15:46	10-10-2023 16:21	0:0:35:30			Re- Installed the Scanner now issue resolved	Onsite
1018	10-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C101020230079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-10-2023 15:46	10-10-2023 16:44	0:0:58:0			Printer Reconnected after PLA Court	Onsite
1019	10-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C101020230076		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	10-10-2023 15:45	10-10-2023 16:21	0:0:35:47			Change the RAM now issue resolved	Onsite
1020	10-10-2023	ALAKNANDA	CR Park HR Office	HR	C101020230078		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	10-10-2023 15:45	10-10-2023 16:21	0:0:35:41			Crimp the Patch cable now issue resolved	Onsite
1021	10-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C101020230077		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-10-2023 15:45	10-10-2023 16:43	0:0:58:11			Printer Reconnected after PLA Court	Onsite
1022	10-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C101020230074		Data Centre	NAS	NAS	Others	LOW	Closed	10-10-2023 15:44	10/20/2023 9:10:48 AM	9:17:26:10			FYI	Onsite
1023	10-10-2023	ALAKNANDA	Giri Nagar	MMG	C101020230075		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-10-2023 15:44	10-10-2023 16:20	0:0:35:58			SAP P92 Installed now issue resolved	Remote
1024	10-10-2023	ALAKNANDA	Giri Nagar	MMG	C101020230073		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	10-10-2023 15:44	10-10-2023 16:20	0:0:36:14			Joined now issue resolved	Onsite
1025	10-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C101020230072		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-10-2023 15:43	10-10-2023 16:19	0:0:36:9			Remove the paper from printer now issue resolved	Onsite
1026	10-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C101020230071		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 15:41	10-10-2023 15:43	0:0:1:36			call logged	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1027	10-10-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	OM-DIV	C101020230070		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	10-10-2023 15:40	10-10-2023 15:47	0:0:7:8			check the printer and set the tray	Onsite
1028	10-10-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C101020230069		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	10-10-2023 15:38	10-10-2023 15:43	0:0:4:28			join on ads	Remote
1029	10-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C101020230068		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	10-10-2023 15:37	10-10-2023 15:42	0:0:5:38			join on ads	Remote
1030	10-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSS	C101020230067		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-10-2023 15:32	10-10-2023 15:39	0:0:7:19			RESOLVED	Onsite
1031	10-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C101020230066		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 15:31	10-10-2023 15:36	0:0:5:35			RESOLVED	Onsite
1032	10-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C101020230065		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 15:21	10-10-2023 16:10	0:0:48:40			ADS Join	Onsite
1033	10-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C101020230064		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 15:19	10-10-2023 16:46	0:1:26:21			Proxy updated.	Onsite
1034	10-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C101020230063		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	10-10-2023 15:18	10-10-2023 15:36	0:0:18:25			LAN driver reinstalled	Onsite
1035	10-10-2023	SAKET	Pushp Vihar Sector 3	WORKSHOP	C101020230062		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	10-10-2023 15:15	10-10-2023 15:36	0:0:20:46			defragmentation of HDD	Onsite
1036	10-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C101020230059		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-10-2023 15:13	10-10-2023 15:32	0:0:19:19			pickup roller cleaned now issue resolved..	Onsite
1037	10-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	OM-DIV	C101020230061		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-10-2023 15:13	10-10-2023 15:33	0:0:19:22			ess run on mozilla firefox issue resolved..	Remote
1038	10-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C101020230060		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-10-2023 15:13	10-10-2023 15:32	0:0:19:21			ess run on mozilla firefox issue resolved..	Onsite
1039	10-10-2023	SAKET	Adchini	O-M	C101020230058		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 15:12	10-10-2023 15:34	0:0:22:24			printer not work	Onsite
1040	10-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C101020230057		Hardware	KEYBOARD	Not working	Sent to Nehru	MEDIUM	Closed	10-10-2023 15:07	10-10-2023 15:35	0:0:28:0			PLEASE CLUCTED FROM THE NHP OFFICE	Onsite
1041	10-10-2023	SAKET	Malviya Nagar CC	O-M	C101020230056		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	10-10-2023 15:04	10-10-2023 15:34	0:0:29:24			IOMS not work	Onsite
1042	10-10-2023	SAKET	Adchini	Data Center	C101020230055		Hardware	System Software	Other Software	proxy setting	LOW	Closed	10-10-2023 15:03	10-10-2023 15:33	0:0:29:42			internet not work	Remote
1043	10-10-2023	SAKET	Adchini	BUSINESS/BET	C101020230054		Telecome	Instrument	IP	Instrument Faulty	LOW	Closed	10-10-2023 15:03	10-10-2023 15:30	0:0:27:14			IP phone cord not work	Onsite
1044	10-10-2023	SAKET	Adchini	BUSINESS/BET	C101020230053		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	10-10-2023 15:01	10-10-2023 15:29	0:0:28:8			mail not open	Remote
1045	10-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C101020230051		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 14:48	10-10-2023 15:20	0:0:32:6			OS repaired.	Onsite
1046	10-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C101020230050		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	10-10-2023 14:41	10-10-2023 16:10	0:1:28:48			Done network troubleshooting now working fine	Onsite
1047	10-10-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C101020230049		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	10-10-2023 14:40	10-10-2023 16:09	0:1:29:25			Clean ram now working fine	Onsite
1048	10-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C101020230048		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 14:39	10-10-2023 16:09	0:1:29:52			ADS Join	Onsite
1049	10-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C101020230047		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 14:38	10-10-2023 16:09	0:1:30:16			ADS Join	Onsite
1050	10-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C101020230046		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 14:38	10-10-2023 16:08	0:1:30:37			ADS Join	Onsite
1051	10-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C101020230045		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 14:37	10-10-2023 16:08	0:1:30:56			ADS Join	Onsite
1052	10-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C101020230044		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	10-10-2023 14:37	10-10-2023 15:51	0:1:13:28			Printer driver software reinstalled.	Remote
1053	10-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C101020230043		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	10-10-2023 14:35	10-10-2023 15:50	0:1:14:45			Lotus mail software reinstalled.	Remote
1054	10-10-2023	SAKET	Adchini	DSK	C101020230042		Telecome	Instrument	Analog	Others	LOW	Closed	10-10-2023 14:33	10-10-2023 15:30	0:0:56:32			Phone cable changed	Onsite
1055	10-10-2023	SAKET	Adchini	DSK	C101020230041		Telecome	CCTV	DVR/NVR	Others	LOW	Closed	10-10-2023 14:31	10-10-2023 15:29	0:0:58:28			S/W re-installed	Onsite
1056	10-10-2023	SAKET	Adchini	BUSINESS/BET	C101020230040		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-10-2023 14:23	10-10-2023 15:29	0:1:5:35			Default program changed as Adobe pro	Onsite
1057	10-10-2023	SAKET	Chhatarpur CC	O-M	C101020230039		Hardware	MOUSE	Not working	Working after	LOW	Closed	10-10-2023 14:22	10-10-2023 15:28	0:1:5:56			Working after cleaning	Onsite
1058	10-10-2023	SAKET	Chhatarpur CC	O-M	C101020230038		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-10-2023 14:21	10-10-2023 15:27	0:1:6:24			Changed N/W sharing settings	Onsite
1059	10-10-2023	HAUZ KHAAS	Green Park Market	O-M	C101020230037		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 14:15	10-10-2023 14:40	0:0:25:17			Printer driver installed.	Onsite
1060	10-10-2023	HAUZ KHAAS	Green Park Market	O-M	C101020230036		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 14:14	10-10-2023 14:40	0:0:25:52			2 GB RAM installed.	Onsite
1061	10-10-2023	HAUZ KHAAS	Green Park Market	O-M	C101020230035		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 14:10	10-10-2023 14:39	0:0:28:7			Laptop join with ADS.	Onsite
1062	10-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C101020230034		Hardware	PC	System Password issue	Password Reset	LOW	Closed	10-10-2023 13:25	10-10-2023 13:46	0:0:20:59			Password unlocked, working now.	Remote
1063	10-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C101020230033		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-10-2023 13:24	10-10-2023 13:45	0:0:21:34			Working after restart of PC.	Remote
1064	10-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C101020230032		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	10-10-2023 13:23	10-10-2023 13:44	0:0:21:17			Mail replication issue resolved, working fine.	Remote
1065	10-10-2023	DWARKA	G 5 Matiala Grid Dwarka	C-M	C101020230031		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	10-10-2023 12:49	10-10-2023 14:44	0:1:54:58			Issue resolved after clean the ram	Onsite
1066	10-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C101020230029		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	10-10-2023 12:30	10-10-2023 15:00	0:2:29:18			Resolved	
1067	10-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C101020230028		Hardware	PC	Restart Problem	Others	LOW	Closed	10-10-2023 12:27	10-10-2023 13:10	0:0:42:19			PC Network not working shows red cross , check lan driver ok patch cable replaced	Onsite
1068	10-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C101020230027		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 12:23	10-10-2023 13:09	0:0:45:4			Printer not print shows error , drivers reinstall done with set lan ip again now	Onsite
1069	10-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C101020230026		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-10-2023 12:22	10-10-2023 12:39	0:0:16:52			ADS server Join done with backup done	Onsite
1070	10-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C101020230025		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	10-10-2023 12:21	10-10-2023 12:39	0:0:17:47			Printer not print shows error , drivers reinstall done with set lan ip again now	Onsite
1071	10-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C101020230023		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	10-10-2023 12:18	10-10-2023 12:38	0:0:20:13			workspace folder rename issue resolved	Onsite
1072	10-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C101020230022		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	10-10-2023 12:17	10-10-2023 12:34	0:0:17:3			Lan cable port change	Onsite
1073	10-10-2023	SAKET	D-Block Saket	O-M	C101020230021		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	10-10-2023 12:16	10-10-2023 12:23	0:0:7:11			User Login password reset	Onsite
1074	10-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C101020230020		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	10-10-2023 11:42					wc	Onsite
1075	10-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C101020230019		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-10-2023 11:41	10-10-2023 12:44	0:1:3:6			Done	Onsite
1076	10-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C101020230017		Hardware	PC	System Password issue	Others	LOW	Closed	10-10-2023 11:39	10-10-2023 12:45	0:1:6:1			done	Onsite
1077	10-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C101020230016		Hardware	PC	System Password issue	Others	LOW	Closed	10-10-2023 11:35	10-10-2023 12:45	0:1:10:0			done	Onsite
1078	10-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C101020230014		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-10-2023 11:33	10-10-2023 12:46	0:1:12:38			done	Onsite
1079	10-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C101020230015		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 11:33	10-10-2023 12:45	0:1:12:3			done	Onsite
1080	10-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C101020230012		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 11:24	10-10-2023 12:46	0:1:22:0			pending due to power extn board	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1081	10-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C101020230011		Hardware	PC	Not working at all	No power	LOW	Closed	10-10-2023 11:23	10-10-2023 12:46	0:1:22:54			done	Onsite
1082	10-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C101020230010		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 11:23	10-10-2023 12:46	0:1:23:44			done	Onsite
1083	10-10-2023	PALAM	Dwarka Sec 9 Complaint Center	C-M	C101020230009		Hardware	PC	Not working at all	Others	LOW	Closed	10-10-2023 11:21	10-10-2023 12:44	0:1:23:22			Power cable change.	Onsite
1084	10-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C101020230008		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	HIGH	Closed	10-10-2023 10:32	10-10-2023 14:59	0:4:26:24			Resolved	
1085	10-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C101020230007		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-10-2023 10:16	10-10-2023 11:20	0:1:4:28			printer drivers	Onsite
1086	10-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C101020230006		Hardware	PC	System Password issue	Password Reset	LOW	Closed	10-10-2023 10:14	10-10-2023 10:58	0:0:44:16			password reset issue resolved..	Onsite
1087	10-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C101020230005		Hardware	PC	Restart Problem	Others	LOW	Closed	10-10-2023 10:13	10-10-2023 10:58	0:0:44:37			win os repaired now issue resolved..	Onsite
1088	10-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C101020230003		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	10-10-2023 10:08	10-10-2023 11:20	0:1:12:16			RAM need upgradation	Onsite
1089	10-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C101020230002		Hardware	UPS	Backup	Output Issue	LOW	Closed	10-10-2023 10:07	10-10-2023 11:21	0:1:13:46			output issue	Onsite
1090	10-10-2023	OTHERS	VSNL	QUALITY	C101020230001		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	10-10-2023 09:49	10-12-2023 10:07	2:0:17:20			FWD To LAN team	Onsite
1091	11-10-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ BET	C161020230189		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 18:09	10/16/2023 6:19:06 PM	0:0:10:2			Ads Server joined done with data backup done working fine now	Onsite
1092	11-10-2023	SAKET	Adchini	SAFETY	C131020230041		Hardware	System Software	Other Software	proxy setting	LOW	Closed	13-10-2023 14:42	10/13/2023 3:03:23 PM	0:0:21:7			ESS not open	Remote
1093	11-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C121020230008		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	12-10-2023 10:54	10-12-2023 12:10	0:1:16:23			Issue has been resolved after clear the JAM PAPER	Onsite
1094	11-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C111020230160		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	11-10-2023 18:50	10-11-2023 19:32	0:0:42:23			after new archive create issue resolved	Onsite
1095	11-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C111020230159		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	11-10-2023 18:49	10-11-2023 19:32	0:0:42:35			after mail password reset issue resolved	Onsite
1096	11-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C111020230158		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	11-10-2023 18:48	10-11-2023 19:31	0:0:43:6			after paper jam clear issue resolved	Onsite
1097	11-10-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	O-M	C111020230157		Hardware	PC	Hanging/Slow processing	OS/System File/	LOW	Closed	11-10-2023 18:46	10-11-2023 19:31	0:0:44:4			after os reset issue resolved	Onsite
1098	11-10-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	O-M	C111020230156		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 18:45	10-11-2023 19:30	0:0:44:46			after printer reinstall issue resolved	Onsite
1099	11-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C111020230154		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 18:44	10-11-2023 18:54	0:0:10:13			Issue Resolved	Onsite
1100	11-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C111020230155		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 18:44	10-11-2023 18:54	0:0:9:32			Issue Resolved	Onsite
1101	11-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C111020230152		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 18:43	10-11-2023 18:54	0:0:10:45			Issue Resolved	Onsite
1102	11-10-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C111020230153		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	11-10-2023 18:43	10-11-2023 19:29	0:0:46:11			after reinsert lan cable from router side issue resolved	Onsite
1103	11-10-2023	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C111020230150		Hardware	System Software	Other Software	Browser issue	LOW	Closed	11-10-2023 18:42	10-11-2023 18:53	0:0:11:41			Issue Resolved	Onsite
1104	11-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C111020230151		Hardware	System Software	Other Software	proxy setting	LOW	Closed	11-10-2023 18:42	10-11-2023 18:54	0:0:11:23			Issue Resolved	Onsite
1105	11-10-2023	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C111020230148		Hardware	System Software	Other Software	software corrupt	LOW	Closed	11-10-2023 18:41	10-11-2023 18:53	0:0:12:13			Issue Resolved	Onsite
1106	11-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C111020230149		Hardware	PC	Restart Problem	Harddisk Issue	LOW	Closed	11-10-2023 18:41	10-11-2023 19:28	0:0:46:53			after hard disk change issue resolved	Onsite
1107	11-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C111020230146		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:40	10-11-2023 18:53	0:0:12:59			Issue Resolved	Onsite
1108	11-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C111020230147		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:40	10-11-2023 18:53	0:0:12:47			Issue Resolved	Onsite
1109	11-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C111020230145		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-10-2023 18:39	10-11-2023 18:53	0:0:13:26			Issue Resolved	Onsite
1110	11-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C111020230144		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 18:39	10-11-2023 18:53	0:0:14:9			Issue Resolved	Onsite
1111	11-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BPI	C111020230143		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:38	10-11-2023 18:53	0:0:14:44			Issue Resolved	Onsite
1112	11-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C111020230141		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:37	10-11-2023 18:52	0:0:15:24			Issue Resolved	Onsite
1113	11-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C111020230142		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:37	10-11-2023 18:52	0:0:15:10			Issue Resolved	Onsite
1114	11-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C111020230140		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:36	10-11-2023 18:52	0:0:15:46			Issue Resolved	Onsite
1115	11-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C111020230139		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 18:36	10-11-2023 18:52	0:0:16:6			Issue Resolved	Onsite
1116	11-10-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C111020230138		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 18:35	10-11-2023 18:52	0:0:16:28			Issue Resolved	Onsite
1117	11-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C111020230137		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 18:35	10-11-2023 18:52	0:0:16:52			Issue Resolved	Onsite
1118	11-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C111020230136		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	11-10-2023 18:06	10-11-2023 18:35	0:0:29:36			Paper jam cleared and pritner restart	Onsite
1119	11-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C111020230135		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	11-10-2023 18:05	10-11-2023 18:34	0:0:29:47			Mail has been sent to lotus team to mail unlock	Remote
1120	11-10-2023	VASANT KUNJ	Mahipalpur	O-M	C111020230134		Hardware	PC	Not working at all	Others	LOW	Closed	11-10-2023 18:04	10-11-2023 18:33	0:0:29:38			Windows repaired	Onsite
1121	11-10-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/ BET	C111020230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:44	10-11-2023 17:45	0:0:0:57			all data backup done and mail sap configure after joining a pc on ads	Onsite
1122	11-10-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/ BET	C111020230132		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:43	10-11-2023 17:45	0:0:2:5			pc joined on ADS done	Onsite
1123	11-10-2023	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C111020230131		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 17:37	10-11-2023 18:33	0:0:55:11			Printer has been connected	Remote
1124	11-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C111020230130		Hardware	PC	System Password issue	Others	LOW	Closed	11-10-2023 17:22	10-11-2023 17:48	0:0:26:38			user unlocked as reqd.	Remote
1125	11-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C111020230129		Telecome	Instrument	IP	Others	LOW	Closed	11-10-2023 17:20	10-12-2023 11:14	0:17:54:21			Phone configured as reqd, working fine.	Onsite
1126	11-10-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak park,Near Dwarka More Metro Station,Uttam	OM-DIV	C111020230128		Hardware	PC	Not working at all	Others	LOW	Closed	11-10-2023 17:19	10-11-2023 17:48	0:0:28:42			Windows issue resolved as reqd.	Onsite
1127	11-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C111020230127		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-10-2023 17:17	10-11-2023 17:46	0:0:28:38			Printer issue resolved as reqd.	Remote
1128	11-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C111020230126		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	11-10-2023 17:16	10-11-2023 17:45	0:0:28:57			issue resolved with help of Lotus team.	Remote
1129	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230125		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:09	10-11-2023 17:34	0:0:25:35			Software configured after joining a system to ADS and Call closed	Onsite
1130	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230122		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:08	10-11-2023 17:34	0:0:25:53			Software configured after joining a system to ADS and Call closed	Onsite
1131	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230123		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:08	10-11-2023 17:34	0:0:26:7			user joined with ADS and call closed	Onsite
1132	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230124		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:08	10-11-2023 17:35	0:0:26:4			user joined with ADS and call closed	Onsite
1133	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230121		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:07	10-11-2023 17:34	0:0:26:22			Software configured after joining a system to ADS and Call closed	Onsite
1134	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230120		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:07	10-11-2023 17:34	0:0:26:41			user joined with ADS and call closed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1135	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	WORKSHOP	C111020230116		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	11-10-2023 17:06	10-11-2023 17:32	0:0:26:16			Data backup given to user and call closed	Onsite
1136	11-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C111020230118		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-10-2023 17:06	10-11-2023 17:15	0:0:9:8			Reconnect & reconfigured printer.	Onsite
1137	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230117		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	11-10-2023 17:06	10-11-2023 17:33	0:0:27:9			Software configured after joining a system to ADS and Call closed	Onsite
1138	11-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	PROTECTION	C111020230119		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:06	10-11-2023 17:33	0:0:27:2			all data copied and issue resolved	Onsite
1139	11-10-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	WORKSHOP	C111020230115		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:05	10-11-2023 17:33	0:0:27:52			Software configured after joining a system to ADS and Call closed	Onsite
1140	11-10-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	WORKSHOP	C111020230114		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 17:04	10-11-2023 17:31	0:0:26:42			user joined with ADS and call closed	Onsite
1141	11-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C111020230113		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 16:58	10-11-2023 17:14	0:0:16:13			Reinstalled & reconfigured color id printer.	Onsite
1142	11-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C111020230112		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	11-10-2023 16:53	10-11-2023 17:14	0:0:20:38			Mail id unlocked with the help of lotus team.	Remote
1143	11-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C111020230111		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	11-10-2023 16:52	10-11-2023 17:13	0:0:21:3			Window 10 installed with all apps.	Onsite
1144	11-10-2023	SAKET	Adchini	CHD	C111020230110		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	11-10-2023 16:51	10-11-2023 17:11	0:0:19:34			windows firewal off	Remote
1145	11-10-2023	SAKET	Adchini	BUSINESS/BET	C111020230109		Hardware	System Software	Other Software	software corrupt	LOW	Closed	11-10-2023 16:50	10-11-2023 17:09	0:0:18:41			Windows issue	Remote
1146	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230105		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	11-10-2023 16:45	10-11-2023 16:55	0:0:10:11			Mouse not working issue resolved	Onsite
1147	11-10-2023	SAKET	Adchini	BUSINESS/BET	C111020230107		Hardware	PC	Restart Problem	Virus issue	LOW	Closed	11-10-2023 16:45	10-11-2023 17:39	0:0:54:24			Full scan PC, Working fine	Onsite
1148	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230108		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	11-10-2023 16:45	10-11-2023 16:55	0:0:9:57			google chrome not working issue resolved	Onsite
1149	11-10-2023	SAKET	Adchini	DSK	C111020230106		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 16:45	10-11-2023 17:07	0:0:22:19			Reinstalled LAN printer	Remote
1150	11-10-2023	SAKET	Malviya Nagar	HR	C111020230104		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	11-10-2023 16:44	10-11-2023 17:39	0:0:54:25			Mouse faulty, changed	Onsite
1151	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230102		Hardware	System Software	Other Software	Browser issue	LOW	Closed	11-10-2023 16:44	10-11-2023 16:55	0:0:10:34			google chrome not working issue resolved	Onsite
1152	11-10-2023	SAKET	Adchini	CUSTOMER CARE	C111020230103		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	11-10-2023 16:44	10-11-2023 17:07	0:0:22:51			Given Excel file is corrupted	Remote
1153	11-10-2023	SAKET	Adchini	DSS	C111020230099		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	11-10-2023 16:43	10-11-2023 17:06	0:0:22:53			Mail reinstalled on mobile	Remote
1154	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230100		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	11-10-2023 16:43	10-11-2023 16:54	0:0:10:50			Printer driver issue resolved	Onsite
1155	11-10-2023	SAKET	MIG CC	O-M	C111020230101		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	11-10-2023 16:43	10-11-2023 17:38	0:0:54:52			paper tray size changed	Onsite
1156	11-10-2023	SAKET	Adchini	BUSINESS/BET	C111020230097		Hardware	System Software	Other Software	software corrupt	LOW	Closed	11-10-2023 16:43	10-11-2023 17:06	0:0:23:10			Server issue	Remote
1157	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230098		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	11-10-2023 16:43	10-11-2023 16:54	0:0:10:59			Ms excel not working issue resolved	Onsite
1158	11-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C111020230096		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	11-10-2023 16:42	10-11-2023 17:37	0:0:55:4			paper removed from printer	Onsite
1159	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230094		Hardware	System Software	Other Software	Browser issue	LOW	Closed	11-10-2023 16:41	10-11-2023 16:54	0:0:12:59			google chrome not working issue resolved	Onsite
1160	11-10-2023	SAKET	Malviya Nagar CC	O-M	C111020230091		Hardware	Attendane Machine	Others	Others	LOW	Closed	11-10-2023 16:40	10-11-2023 17:35	0:0:55:57			Locally working, server issue, Mail sent to supporting team	Onsite
1161	11-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C111020230092		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	11-10-2023 16:40	10-11-2023 16:53	0:0:13:26			pdf not working issue resolved	Onsite
1162	11-10-2023	SAKET	Malviya Nagar	BUSINESS/BET	C111020230093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-10-2023 16:40	10-11-2023 17:36	0:0:55:46			Sharing Printer re-installed	Onsite
1163	11-10-2023	SAKET	Jonapur CC	O-M	C111020230090		Hardware	Attendane Machine	Others	Others	LOW	Closed	11-10-2023 16:37	10-11-2023 17:35	0:0:57:48			Locally working, server issue, Mail sent to supporting team	Onsite
1164	11-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C111020230089		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-10-2023 16:35	10-11-2023 17:08	0:0:33:18			Printer Connected Now Working Issue resolved	Onsite
1165	11-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C111020230088		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	11-10-2023 16:34	10-11-2023 17:07	0:0:33:54			Remove Cartage & Remove Paper & Set Printer On Bond Now Working Issue	Onsite
1166	11-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C111020230087		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	11-10-2023 16:33	10-11-2023 17:07	0:0:33:46			Remove RAM & Clean RAM Properly Now Working Issue Resolved	Onsite
1167	11-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C111020230086		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	11-10-2023 16:31	10-11-2023 17:04	0:0:32:38			Sap P92 created issue resolved	Remote
1168	11-10-2023	NEHRU PLACE	20 No Building	CPC	C111020230085		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 16:28	10-11-2023 16:33	0:0:4:59			printer installation done at okhla ph-3	Onsite
1169	11-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C111020230084		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	11-10-2023 16:28	10-11-2023 17:05	0:0:37:35			Mail, sap, printer and antivirus installed	Remote
1170	11-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C111020230083		Hardware	PC	Not working at all	Others	LOW	Closed	11-10-2023 16:27	10-11-2023 16:33	0:0:5:26			windowssetting changed at okhla ph-3 KCC	Onsite
1171	11-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C111020230082		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	11-10-2023 16:27	10-11-2023 17:06	0:0:39:18			After reconfigured issue resolved	Remote
1172	11-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C111020230081		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 16:25	10-11-2023 16:32	0:0:7:17			printer driver setting changed at okhla ph-3 KCC	Onsite
1173	11-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C111020230080		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	11-10-2023 16:25	10-11-2023 17:07	0:0:42:0			Beep sound coming after clean and reinsert ram issue resolved	Remote
1174	11-10-2023	NEHRU PLACE	20 No Building	GIS	C111020230079		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	11-10-2023 16:24	10-11-2023 16:32	0:0:7:38			laptop connect to projector for training session	Onsite
1175	11-10-2023	NEHRU PLACE	20 No Building	HR	C111020230078		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	11-10-2023 16:23	10-11-2023 16:31	0:0:8:10			laptop connect to projector for training session	Onsite
1176	11-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C111020230077		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	11-10-2023 16:20	10-11-2023 16:50	0:0:29:19			reset email id password issue resolved	Onsite
1177	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230076		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:16	10-11-2023 16:32	0:0:16:10			Pc add on ADS	Onsite
1178	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230075		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:16	10-11-2023 16:32	0:0:16:48			Pc add on ADS	Onsite
1179	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230074		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:15	10-11-2023 16:33	0:0:17:42			Pc add on ADS	Onsite
1180	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230073		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:14	10-11-2023 16:33	0:0:18:52			Pc add on ADS	Onsite
1181	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230072		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:13	10-11-2023 16:33	0:0:20:9			Pc add on ADS	Onsite
1182	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230070		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:12	10-11-2023 16:33	0:0:21:37			Adobe issue	Onsite
1183	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230071		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:12	10-11-2023 16:33	0:0:20:54			Pc add on ADS	Onsite
1184	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230069		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:11	10-11-2023 16:34	0:0:22:35			Pc add on ADS	Onsite
1185	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230068		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 16:11	10-11-2023 16:34	0:0:23:14			Pc add on ADS	Onsite
1186	11-10-2023	OTHERS	Andrews Ganj	Enforcement	C111020230067		Hardware	System Software	Other Software	proxy setting	LOW	Closed	11-10-2023 16:10	10-11-2023 16:34	0:0:24:4			Internet issue	Onsite
1187	11-10-2023	OTHERS	IIT Grid	Enforcement	C111020230066		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	11-10-2023 16:09	10-11-2023 16:34	0:0:24:59			Pc slow	Onsite
1188	11-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C111020230065		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	11-10-2023 16:02	10-11-2023 16:49	0:0:46:30			change the mouse from nehru place issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1189	11-10-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C111020230064		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	11-10-2023 16:02	10-11-2023 16:46	0:0:43:53			reset mail id password issue resolved	Onsite
1190	11-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C111020230063		Hardware	PC	Internet Issue	Internet Issue	LOW	Closed	11-10-2023 16:01	10-11-2023 16:45	0:0:44:27			provide the access of given site access issue resolved	Onsite
1191	11-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C111020230062		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	11-10-2023 16:00	10-11-2023 16:39	0:0:39:30			replaced cmouse battery issue resolved	Onsite
1192	11-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C111020230061		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	11-10-2023 15:50	10-11-2023 16:24	0:0:34:6			After provide permission to access floder isue resolved	Remote
1193	11-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	O-M	C111020230059		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	11-10-2023 15:43	10-11-2023 15:45	0:0:2:22			RJ45 connector change.	Onsite
1194	11-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C111020230060		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	11-10-2023 15:43	10-11-2023 15:45	0:0:1:15			RAM replace.	Onsite
1195	11-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C111020230058		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	11-10-2023 15:15	10-11-2023 16:32	0:1:16:17			Mail password reset.	Onsite
1196	11-10-2023	PALAM	Dabri Indoor Complaint Center Near Dada Dev Hospital	O-M	C111020230057		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	11-10-2023 15:14	10-11-2023 16:32	0:1:17:52			Mouse Replaced.	Onsite
1197	11-10-2023	ALAKNANDA	CR Park HR Office	HR	C111020230056		Hardware	System Software	MS Office	Software Not	LOW	Closed	11-10-2023 15:12	10-11-2023 16:07	0:0:54:56			Re- Installed the MS Office now issue resolved	Remote
1198	11-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C111020230055		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	11-10-2023 15:11	10-11-2023 16:07	0:0:55:19			Create the new archive now issue resolved	Onsite
1199	11-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C111020230054		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	11-10-2023 15:10	10-11-2023 16:06	0:0:55:41			Join to Domain now issue resolved	Onsite
1200	11-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C111020230052		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	11-10-2023 15:09	10-11-2023 17:00	0:1:51:36			done	Onsite
1201	11-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C111020230053		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	11-10-2023 15:09	10-11-2023 17:00	0:1:50:48			done	Onsite
1202	11-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C111020230051		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	11-10-2023 15:08	10-11-2023 17:01	0:1:52:23			done	Onsite
1203	11-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C111020230050		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 15:08	10-11-2023 17:01	0:1:52:50			done	Onsite
1204	11-10-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C111020230049		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	11-10-2023 15:07	10-11-2023 17:01	0:1:54:11			kb changed	Onsite
1205	11-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C111020230048		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	11-10-2023 15:06	10-11-2023 17:01	0:1:55:12			mluse changed	Onsite
1206	11-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C111020230047		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	11-10-2023 15:05	10-11-2023 16:05	0:1:0:10			Re-Configure the mail now issue resolved	Remote
1207	11-10-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C111020230046		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	11-10-2023 15:04	10-11-2023 16:04	0:0:59:41			Clear the temp file and restart the PC now issue resolved	Onsite
1208	11-10-2023	ALAKNANDA	Okhla Ph 1	MMG	C111020230045		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	11-10-2023 15:03	10-11-2023 16:01	0:0:58:8			Change the patch cable now issue resolved	Onsite
1209	11-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C111020230044		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 14:53	10-11-2023 16:22	0:1:28:49			HDD Loose tight the HDD now working fine	Onsite
1210	11-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C111020230043		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 14:52	10-11-2023 16:01	0:1:8:20			Join ADS	Onsite
1211	11-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C111020230042		Hardware	System Software	Other Software	New Installation	LOW	Closed	11-10-2023 14:48	10-11-2023 16:00	0:1:12:25			Join ADS	Onsite
1212	11-10-2023	JANAK PURI	I A 3 Janakpuri	O-M	C111020230040		Hardware	UPS	Backup	Battery Faulty	LOW	Closed	11-10-2023 14:47	10-11-2023 15:59	0:1:12:39			Battery Faulty	Onsite
1213	11-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C111020230041		Hardware	PC	Restart Problem	Others	LOW	Closed	11-10-2023 14:47	10-11-2023 16:00	0:1:12:41			CMOS Battery Faulty replace CMOS now working fine	Onsite
1214	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C111020230039		Hardware	System Software	Other Software	software corrupt	LOW	Closed	11-10-2023 14:18	10-11-2023 16:50	0:2:31:36			ess not working issue resolved	Onsite
1215	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C111020230038		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	11-10-2023 14:17	10-11-2023 16:50	0:2:32:58			system not working issue resolved	Onsite
1216	11-10-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C111020230037		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	11-10-2023 14:16	10-11-2023 15:06	0:0:50:45			replace the ram	Onsite
1217	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C111020230036		Hardware	System Software	Other Software	proxy setting	LOW	Closed	11-10-2023 14:15	10-11-2023 16:49	0:2:34:7			ess not working issue resolved	Onsite
1218	11-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C111020230035		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	11-10-2023 14:14	10-11-2023 15:06	0:0:51:4			unlock the account	Remote
1219	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C111020230034		Hardware	PC	Restart Problem	Patch Updation	LOW	Closed	11-10-2023 14:14	10-11-2023 16:49	0:2:35:21			network not working issue reolved	Onsite
1220	11-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C111020230033		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	11-10-2023 14:13	10-11-2023 15:05	0:0:51:50			call logged with vendor	Onsite
1221	11-10-2023	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C111020230032		Hardware	UPS	Backup	Output Issue	LOW	Closed	11-10-2023 14:11	10-11-2023 15:04	0:0:52:59			check the ups and advice to send it to nhp for repairing	Onsite
1222	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C111020230031		Hardware	PC	Restart Problem	Hardware Capacity	LOW	Closed	11-10-2023 14:10	10-11-2023 16:49	0:2:38:19			printer not working issue resolved	Onsite
1223	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C111020230030		Hardware	System Software	Other Software	software corrupt	LOW	Closed	11-10-2023 14:08	10-11-2023 16:48	0:2:39:58			sap not working issue resolved	Onsite
1224	11-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C111020230029		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	11-10-2023 14:08	10-11-2023 15:35	0:1:27:20			File corrupted.	Onsite
1225	11-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C111020230028		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	11-10-2023 14:07	10-11-2023 15:34	0:1:27:23			Power socket sparking.	Onsite
1226	11-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C111020230027		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	11-10-2023 14:06	10-11-2023 15:32	0:1:26:21			SAP password reset.	Onsite
1227	11-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C111020230026		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	11-10-2023 14:05	10-11-2023 15:32	0:1:26:43			CMOS battery replaced.	Onsite
1228	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data Center	C111020230025		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	11-10-2023 14:05	10-11-2023 16:48	0:2:42:55			printer not working issue resolved	Onsite
1229	11-10-2023	HAUZ KHAAS	Near Laxman Public School	O-M	C111020230024		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	11-10-2023 14:02	10-11-2023 15:31	0:1:28:33			Password reset.	Onsite
1230	11-10-2023	HAUZ KHAAS	Near Laxman Public School	O-M	C111020230023		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	11-10-2023 14:02	10-11-2023 15:30	0:1:28:42			RAM clean and working fine.	Onsite
1231	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C111020230022		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	11-10-2023 14:00	10-11-2023 16:48	0:2:47:9			system shifting from room no 202 to room no 304 issue resolved	Onsite
1232	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C111020230021		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	11-10-2023 13:59	10-11-2023 16:47	0:2:48:4			system shifting from room no 202 to room no 304 issue resolved	Onsite
1233	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C111020230020		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	11-10-2023 13:57	10-11-2023 16:47	0:2:50:1			pc not working issue resolved	Onsite
1234	11-10-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C111020230019		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	11-10-2023 13:36	10-11-2023 16:29	0:2:52:22			new win 10 re-installation done with all software's like sap , office , pdf , sap	Onsite
1235	11-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C111020230018		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	11-10-2023 13:31	10-11-2023 16:29	0:2:58:33			check printer drivers install , ip set ok but network cable check another pc not	Onsite
1236	11-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C111020230017		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	11-10-2023 13:22	10-11-2023 13:25	0:0:2:49			printer drivers install done and lotus config again with set id file now working	Onsite
1237	11-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	Enforcement	C111020230015		Hardware	PC	System Password issue	Password Reset	LOW	Closed	11-10-2023 12:02	10-11-2023 12:41	0:0:38:59			ads login password reset issue resolved..	Onsite
1238	11-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	Enforcement	C111020230014		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	11-10-2023 12:01	10-11-2023 12:41	0:0:39:7			os repaired issue resolved also user logged on ads	Onsite
1239	11-10-2023	PALAM	Mangla Puri Complaint Center	OM-DIV	C111020230013		Hardware	PC	Not working at all	Others	LOW	Closed	11-10-2023 11:54	10-11-2023 12:52	0:0:57:25			PC P.M & Audit	Onsite
1240	11-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C111020230012		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-10-2023 11:52	10-11-2023 12:52	0:1:0:32			Take Followup & issue resolve by NHP Team.	Onsite
1241	11-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C111020230011		Hardware	System Software	Other Software	Browser issue	LOW	Closed	11-10-2023 11:50	10-11-2023 12:54	0:1:4:27			Take Followup & issue resolved by sap team.	Onsite
1242	11-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C111020230009		Hardware	MOUSE	Not working	Hardware Faulty	HIGH	Closed	11-10-2023 11:11	10-11-2023 16:46	0:5:35:42			mouse not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1243	11-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C111020230008		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	11-10-2023 10:56	10-11-2023 15:11	0:4:15:14			Paper jam problem	Onsite
1244	11-10-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C111020230007		Hardware	Laptop	Other Issue	Others	HIGH	Closed	11-10-2023 10:55	10-11-2023 15:11	0:4:16:45			lan cable changed	Onsite
1245	11-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C111020230006		Hardware	PC	Restart Problem	Others	HIGH	Closed	11-10-2023 10:54	10-11-2023 15:12	0:4:18:8			pc poer problem	Onsite
1246	11-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C111020230005		Hardware	PC	Restart Problem	Others	HIGH	Closed	11-10-2023 10:53	10-11-2023 15:12	0:4:19:25			all cable reconnect	Onsite
1247	11-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C111020230004		Hardware	PC	Restart Problem	Others	HIGH	Closed	11-10-2023 10:52	10-11-2023 15:10	0:4:18:14			ram reconnect	Onsite
1248	11-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C111020230003		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	11-10-2023 10:31	10-11-2023 11:22	0:0:51:16			Workspace rename.	Remote
1249	11-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C111020230002		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	11-10-2023 10:29	10-11-2023 11:22	0:0:53:8			Jam Paper removed.	Onsite
1250	11-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C111020230001		Hardware	System Software	Other Software	Browser issue	LOW	Closed	11-10-2023 10:27	10-11-2023 11:23	0:0:55:37			Take followup & issue resolve by sap team.	Onsite
1251	12-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C121020230178		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 17:52	10-12-2023 18:11	0:0:19:0			M Cube Location Change issue resolve	Onsite
1252	12-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C121020230176		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 17:51	10-12-2023 18:10	0:0:19:34			Genus Installed	Onsite
1253	12-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C121020230177		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 17:51	10-12-2023 18:10	0:0:19:14			Genus Installed	Onsite
1254	12-10-2023	OTHERS	VSNL	RCM	C121020230175		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 17:50	10-12-2023 18:10	0:0:20:15			PC join ADS	Onsite
1255	12-10-2023	OTHERS	VSNL	RCM	C121020230174		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 17:49	10-12-2023 18:10	0:0:20:31			PC join ADS	Onsite
1256	12-10-2023	OTHERS	VSNL	RCM	C121020230173		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 17:48	10-12-2023 18:10	0:0:21:10			PC join ADS	Onsite
1257	12-10-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C121020230172		Hardware	PC	System Password issue	Password Reset	LOW	Closed	12-10-2023 17:37	10-12-2023 18:36	0:0:58:51			After PC user account password reset issue resolved	
1258	12-10-2023	OTHERS	VSNL	O-M	C121020230170		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	12-10-2023 17:36	10-12-2023 18:09	0:0:33:16			Complaint Logged	Onsite
1259	12-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C121020230171		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	12-10-2023 17:36	10-12-2023 18:35	0:0:58:59			After paper jam clear issue resolved	
1260	12-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C121020230169		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	12-10-2023 17:36	10-12-2023 18:34	0:0:58:44			After paper jam clear issue resolved	
1261	12-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C121020230168		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	12-10-2023 17:35	10-12-2023 18:34	0:0:58:31			After mail unlock issue resolved	
1262	12-10-2023	OTHERS	VSNL	O-M	C121020230167		Hardware	UPS	Hardware Issue	Ticket logged with	LOW	Closed	12-10-2023 17:35	10-12-2023 18:09	0:0:33:46			UPS battery & 5 KVS UPS Installed	Onsite
1263	12-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C121020230166		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	12-10-2023 17:34	10-12-2023 18:32	0:0:57:33			After unlock mail Id issue resolved	
1264	12-10-2023	SAKET	Chhatarpur CC	O-M	C121020230165		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 17:29	10-12-2023 17:33	0:0:4:26			Reassign	Onsite
1265	12-10-2023	SAKET	Malviya Nagar CC	O-M	C121020230164		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-10-2023 17:28	10-12-2023 17:32	0:0:4:17			USB cable re-insert other USB port, & re-installed the printer	Onsite
1266	12-10-2023	SAKET	Chhatarpur CC	O-M	C121020230163		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	12-10-2023 17:27	10-12-2023 17:31	0:0:3:40			Reassign	Onsite
1267	12-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/ BET	C121020230162		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 17:09	10-12-2023 17:09	0:0:0:46			issue has been resolved after joining the ADS	Remote
1268	12-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/ BET	C121020230161		Hardware	PC	TFT	Power Issue	LOW	Closed	12-10-2023 17:04	10-12-2023 17:40	0:0:36:1			change the power cable and issue resolved	Onsite
1269	12-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Store	C121020230160		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	12-10-2023 17:03	10-12-2023 17:33	0:0:29:54			change the id file path issue resolved	Onsite
1270	12-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C121020230159		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 17:02	10-12-2023 17:32	0:0:30:34			change the portal link issue resolved	Onsite
1271	12-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C121020230158		Hardware	Scanner	Scaning issue	Spot On Image	LOW	Closed	12-10-2023 17:01	10-12-2023 17:32	0:0:30:57			updated the drivers issue resolved	Onsite
1272	12-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C121020230157		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	12-10-2023 17:00	10-12-2023 17:32	0:0:31:28			change the file extension issue resolved	Onsite
1273	12-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C121020230156		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	12-10-2023 17:00	10-12-2023 17:06	0:0:6:21			Issue has been resolved after installing and configuration the mail id	Onsite
1274	12-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C121020230155		Hardware	System Software	MS Office	Others	LOW	Closed	12-10-2023 16:59	10-12-2023 17:05	0:0:5:55			Issue has been resolved after installed the MS office	Onsite
1275	12-10-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C121020230154		Hardware	PC	System Password issue	Password Reset	LOW	Closed	12-10-2023 16:59	10-12-2023 17:31	0:0:32:25			reset the login password issue resolved	Onsite
1276	12-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C121020230152		Hardware	Laptop	Restart Problem	High CPU Utilization	LOW	Closed	12-10-2023 16:58	10-12-2023 17:31	0:0:33:14			clean the trace file issue resolved	Onsite
1277	12-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C121020230153		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	12-10-2023 16:58	10-12-2023 17:05	0:0:6:20			Issue has been resolved after formatting the system	Onsite
1278	12-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C121020230151		Hardware	System Software	MS Office	Software Not	LOW	Closed	12-10-2023 16:56	10-12-2023 17:04	0:0:7:44			Issue has been resolved after reinstalled the MS office	Onsite
1279	12-10-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C121020230150		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:55	10-12-2023 17:04	0:0:8:19			Issue has been resolved after joining the ADS	Onsite
1280	12-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C121020230149		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	12-10-2023 16:55	10-12-2023 17:03	0:0:8:43			Issue has been resolved after clear the jam paper	Onsite
1281	12-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C121020230147		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:54	10-12-2023 17:02	0:0:8:19			Issue has been resolved after joining the ADS	Onsite
1282	12-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C121020230148		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	12-10-2023 16:54	10-12-2023 17:03	0:0:8:25			Issue has been resolved after ip configuration the printer	Onsite
1283	12-10-2023	VIKAS PURI	Shiv Vihar Complaint Center,JJ Colony Shiv Vihar Near Mother Dairy Uttam Nagar	OM-DIV	C121020230146		Hardware	PC	Not working at all	No power	LOW	Closed	12-10-2023 16:46	10-12-2023 17:28	0:0:42:27			Power issue resolved as reqd.	Onsite
1284	12-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C121020230145		Hardware	System Software	MS Office	Others	LOW	Closed	12-10-2023 16:44	10-12-2023 17:28	0:0:43:20			file recovered after power failure.	Remote
1285	12-10-2023	NEHRU PLACE	20 No Building	C-M	C121020230144		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	12-10-2023 16:34	10-12-2023 17:07	0:0:32:48			webex meting join done	Onsite
1286	12-10-2023	NEHRU PLACE	20 No Building	HR	C121020230143		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	12-10-2023 16:33	10-12-2023 17:06	0:0:33:31			laptop connect to projector done	Onsite
1287	12-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C121020230142		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	12-10-2023 16:32	10-12-2023 17:06	0:0:33:34			laptop connect to projector done	Onsite
1288	12-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C121020230141		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	12-10-2023 16:32	10-12-2023 17:04	0:0:32:5			printer installation done	Onsite
1289	12-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C121020230140		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-10-2023 16:31	10/13/2023 2:07:35 PM	0:21:36:14			done	Onsite
1290	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230135		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:28	10-12-2023 16:29	0:0:1:13			PC add on ADS	Onsite
1291	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230138		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:28	10-12-2023 16:29	0:0:0:32			PC add on ADS	Onsite
1292	12-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C121020230139		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	12-10-2023 16:28	10-12-2023 17:28	0:0:59:2			Adobe software reinstalled	Remote
1293	12-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BPI	C121020230136		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:28	10-12-2023 16:29	0:0:0:29			Issue Resolved	Onsite
1294	12-10-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/ BET	C121020230137		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	12-10-2023 16:28	10-12-2023 17:01	0:0:33:8			Repair the window 10. & working fine.	Onsite
1295	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230133		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:27	10-12-2023 16:29	0:0:1:59			PC add on ADS	Onsite
1296	12-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	RCM	C121020230134		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:27	10-12-2023 16:28	0:0:0:55			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1297	12-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C121020230130		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	12-10-2023 16:27	10-12-2023 17:26	0:0:59:17			Printer driver software reinsttaled	Remote
1298	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230132		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:27	10-12-2023 16:30	0:0:2:32			PC add on ADS	Onsite
1299	12-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C121020230131		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	12-10-2023 16:27	10-12-2023 17:01	0:0:34:1			LAN cable replaced.	Onsite
1300	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230128		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:26	10-12-2023 16:30	0:0:3:53			PC add on ADS	Onsite
1301	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230129		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:26	10-12-2023 16:30	0:0:3:20			PC add on ADS	Onsite
1302	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230126		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:26	10-12-2023 16:30	0:0:4:36			PC add on ADS	Onsite
1303	12-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C121020230127		Hardware	System Software	MS Office	Software Not	LOW	Closed	12-10-2023 16:26	10-12-2023 17:00	0:0:34:40			MS office reinstalled.	Onsite
1304	12-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C121020230125		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	12-10-2023 16:25	10-12-2023 17:25	0:0:59:49			PC restart and Mail issue resolved.	Remote
1305	12-10-2023	OTHERS	HUDCO Grid	PROTECTION	C121020230124		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:25	10-12-2023 16:30	0:0:5:8			PC add on ADS	Onsite
1306	12-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	OM-EHV	C121020230121		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:24	10-12-2023 17:00	0:0:35:27			Team viewer 15 updated.LJP-3EHV	Onsite
1307	12-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CUSTOMER CARE	C121020230120		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	12-10-2023 16:24	10-12-2023 17:24	0:1:0:6			printer paper removed printer working fine.	Onsite
1308	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230122		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	12-10-2023 16:24	10-12-2023 16:31	0:0:6:11			Printer issue	Onsite
1309	12-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C121020230123		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	MEDIUM	Closed	12-10-2023 16:24	10-12-2023 17:24	0:1:0:2			All Mail Archive problem resolved.	Remote
1310	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230119		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	12-10-2023 16:23	10-12-2023 16:31	0:0:7:45			PC booting issue	Onsite
1311	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230118		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	12-10-2023 16:22	10-12-2023 16:31	0:0:8:53			scanning issue	Onsite
1312	12-10-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C121020230117		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	12-10-2023 16:19	10-12-2023 16:58	0:0:39:13			After end task mail multiple process running in background issue resolved	Remote
1313	12-10-2023	OTHERS	Andrews Ganj	Enforcement	C121020230116		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:18	10-12-2023 16:32	0:0:13:25			sap software issue	Onsite
1314	12-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C121020230115		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	12-10-2023 16:18	10-12-2023 16:59	0:0:40:38			after remove stuck paper issue resolved	Onsite
1315	12-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C121020230114		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	12-10-2023 16:17	10-12-2023 17:00	0:0:42:11			QMS link saved in the chrome browser call closed	Remote
1316	12-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C121020230113		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	12-10-2023 16:17	10-12-2023 17:00	0:0:43:33			After clean temp file and change window setting issue resolved	Onsite
1317	12-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C121020230112		Hardware	E-Mail	Email _Lotus	Mail Replication	MEDIUM	Closed	12-10-2023 16:16	10-12-2023 17:01	0:0:45:4			After replace local replica issue resolved	Onsite
1318	12-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C121020230110		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	12-10-2023 16:14	10-12-2023 16:17	0:0:3:18			issue resolved	Onsite
1319	12-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/ BET	C121020230111		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	12-10-2023 16:14	10-12-2023 16:17	0:0:2:48			connected	Onsite
1320	12-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/ BET	C121020230109		Hardware	System Software	Other Software	proxy setting	LOW	Closed	12-10-2023 16:13	10-12-2023 16:17	0:0:3:24			done	Onsite
1321	12-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/ BET	C121020230108		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:13	10-12-2023 16:16	0:0:3:36			done	Onsite
1322	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230107		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	12-10-2023 16:12	10/16/2023 3:39:16 PM	3:23:26:27			Phone Lan point not working	Onsite
1323	12-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C121020230106		Hardware	Laptop	Hanging/Slow processing	Patch Updation	LOW	Closed	12-10-2023 16:11	10-12-2023 16:16	0:0:4:51			issue resolved	Onsite
1324	12-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C121020230105		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	12-10-2023 16:11	10-12-2023 16:16	0:0:4:57			working	Onsite
1325	12-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C121020230104		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 16:10	10-12-2023 16:16	0:0:5:13			Joinined	Onsite
1326	12-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C121020230103		Hardware	Laptop	Restart Problem	Harddisk Issue	LOW	Closed	12-10-2023 16:09	10-12-2023 16:15	0:0:6:1			HDD change	Onsite
1327	12-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C121020230102		Hardware	Laptop	Restart Problem	Physical cleaning	LOW	Closed	12-10-2023 16:07	10-12-2023 16:15	0:0:8:40			fan working	Onsite
1328	12-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C121020230101		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	12-10-2023 16:06	10-12-2023 16:15	0:0:8:50			configured	Onsite
1329	12-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C121020230100		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 16:05	10-12-2023 16:09	0:0:4:4			Issue Resolved	Onsite
1330	12-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C121020230099		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 16:04	10-12-2023 16:09	0:0:4:32			Issue Resolved	Onsite
1331	12-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C121020230098		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 16:03	10-12-2023 16:09	0:0:5:34			Issue Resolved	Onsite
1332	12-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C121020230096		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	12-10-2023 16:02	10-12-2023 16:09	0:0:7:1			Issue Resolved	Onsite
1333	12-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C121020230097		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 16:02	10-12-2023 16:09	0:0:6:13			Issue Resolved	Onsite
1334	12-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C121020230095		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 16:01	10-12-2023 16:26	0:0:25:13			P92 configured.	Onsite
1335	12-10-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	BUSINESS/ BET	C121020230094		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	12-10-2023 16:00	10-12-2023 16:26	0:0:25:25			Windows 10 installed.	Onsite
1336	12-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C121020230093		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	12-10-2023 16:00	10-12-2023 16:08	0:0:7:53			Issue Resolved	Onsite
1337	12-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C121020230092		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-10-2023 16:00	10-12-2023 16:08	0:0:8:12			Issue Resolved	Onsite
1338	12-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C121020230091		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-10-2023 15:59	10-12-2023 16:08	0:0:8:55			Issue Resolved	Onsite
1339	12-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C121020230090		Hardware	PC	Not working at all	No power	LOW	Closed	12-10-2023 15:58	10-12-2023 16:30	0:0:31:43			no display	Onsite
1340	12-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C121020230089		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	12-10-2023 15:58	10-12-2023 16:08	0:0:9:54			Issue Resolved	Onsite
1341	12-10-2023	SAKET	Fatehpur Beri CC	O-M	C121020230088		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	12-10-2023 15:57	10-12-2023 16:26	0:0:29:13			Cartridge drum clean	Onsite
1342	12-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C121020230087		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-10-2023 15:56	10-12-2023 16:08	0:0:11:52			Issue Resolved	Onsite
1343	12-10-2023	SAKET	Adchini	DSK	C121020230086		Hardware	System Software	Other Software	software corrupt	LOW	Closed	12-10-2023 15:55	10-12-2023 16:29	0:0:34:33			JPG file not open	Onsite
1344	12-10-2023	SAKET	Adchini	Recovery	C121020230085		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	12-10-2023 15:54	10-12-2023 16:28	0:0:33:43			LAN not work	Onsite
1345	12-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C121020230084		Hardware	OTHERS	VPN ISSUE	software corrupt	LOW	Closed	12-10-2023 15:53	10-12-2023 16:07	0:0:13:45			Issue Resolved	Onsite
1346	12-10-2023	SAKET	Adchini	SAFETY	C121020230083		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 15:53	10-12-2023 16:27	0:0:33:57			my desktop is full	Onsite
1347	12-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C121020230082		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	12-10-2023 15:53	10-12-2023 16:07	0:0:14:16			Issue Resolved	Onsite
1348	12-10-2023	SAKET	Adchini	DSS	C121020230080		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-10-2023 15:52	10-12-2023 16:25	0:0:32:49			scan file folder not found	Onsite
1349	12-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C121020230081		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 15:52	10-12-2023 16:07	0:0:14:37			Issue Resolved	Onsite
1350	12-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C121020230079		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 15:51	10-12-2023 16:07	0:0:15:23			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1351	12-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C121020230078		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	12-10-2023 15:51	10-12-2023 16:07	0:0:15:53			Issue Resolved	Onsite
1352	12-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C121020230076		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-10-2023 15:50	10-12-2023 16:06	0:0:16:12			Issue Resolved	Onsite
1353	12-10-2023	SAKET	Adchini	SAFETY	C121020230077		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	12-10-2023 15:50	10-12-2023 16:24	0:0:33:39			Word file open but not readable	Onsite
1354	12-10-2023	SAKET	D-Block Saket	O-M	C121020230075		Hardware	PC	Not working at all	Others	LOW	Closed	12-10-2023 15:42	10-12-2023 17:26	0:1:44:4			Windows files replaced	Onsite
1355	12-10-2023	SAKET	Adchini	Enforcement	C121020230074		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 15:41	10-12-2023 17:25	0:1:44:19			Adobe pro re-installed	Onsite
1356	12-10-2023	SAKET	Adchini	BUSINESS/BET	C121020230073		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	12-10-2023 15:40	10-12-2023 17:25	0:1:44:35			RJ45 crimp	Onsite
1357	12-10-2023	SAKET	Adchini	DSS	C121020230072		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 15:39	10-12-2023 17:24	0:1:45:13			P92 configured	Onsite
1358	12-10-2023	SAKET	Adchini	DSK	C121020230070		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	12-10-2023 15:38	10-12-2023 17:23	0:1:45:6			Keyboard faulty, sent to NHP	Onsite
1359	12-10-2023	SAKET	Adchini	BUSINESS/BET	C121020230071		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-10-2023 15:38	10-12-2023 17:24	0:1:45:12			Set as default printer changed	Onsite
1360	12-10-2023	SAKET	Adchini	BUSINESS/BET	C121020230069		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	12-10-2023 15:37	10-12-2023 17:22	0:1:45:7			MS Office Re-installed	Onsite
1361	12-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C121020230068		Hardware	System Software	Other Software	proxy setting	LOW	Closed	12-10-2023 15:35	10-12-2023 16:55	0:1:20:4			Change proxy setting now working fine	Remote
1362	12-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C121020230067		Hardware	System Software	Other Software	proxy setting	LOW	Closed	12-10-2023 15:33	10-12-2023 16:55	0:1:22:22			Change proxy setting now working fine	Remote
1363	12-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C121020230066		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 15:32	10-12-2023 16:55	0:1:22:40			ADS JOIN	Onsite
1364	12-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C121020230065		Hardware	System Software	Other Software	New Installation	LOW	Closed	12-10-2023 15:31	10-12-2023 16:55	0:1:23:6			ADS JOIN	Onsite
1365	12-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C121020230064		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	12-10-2023 15:26	10-12-2023 16:54	0:1:28:27			Change USB cable now working fine	Onsite
1366	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230063		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	12-10-2023 14:53	10-12-2023 16:19	0:1:26:16			Printer not working issue resolved	Onsite
1367	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230062		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 14:53	10-12-2023 16:19	0:1:26:31			google chrome not working issue resolved	Onsite
1368	12-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C121020230061		Hardware	PC	Not working at all	Physical cleaning	MEDIUM	Closed	12-10-2023 14:52	10-12-2023 16:11	0:1:18:46			pc working fine	Onsite
1369	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230060		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	12-10-2023 14:52	10-12-2023 16:19	0:1:26:40			pdf not working issue resolved	Onsite
1370	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230058		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 14:51	10-12-2023 16:18	0:1:27:43			google chrome not working issue resolved	Onsite
1371	12-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C121020230059		Hardware	Printer	No display on Panel	Power Issue	MEDIUM	Closed	12-10-2023 14:51	10-12-2023 16:10	0:1:19:35			power bord supply wire issue. Resolved by election printer working fine.	Onsite
1372	12-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C121020230057		Hardware	MOUSE	Not working	Working after	LOW	Closed	12-10-2023 14:49	10-12-2023 15:27	0:0:38:47			working after cleaning issue resolved..	Onsite
1373	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230055		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	12-10-2023 14:48	10-12-2023 16:18	0:1:29:57			google chrome not working issue resolved	Onsite
1374	12-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C121020230056		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	12-10-2023 14:48	10-12-2023 15:27	0:0:38:51			after update driver issue resolved..	Onsite
1375	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230054		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	12-10-2023 14:47	10-12-2023 16:18	0:1:30:19			pdf not working issue resolved	Onsite
1376	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230052		Hardware	System Software	MS Office	Software Not	LOW	Closed	12-10-2023 14:46	10-12-2023 16:17	0:1:31:18			Ms office not working issue resolved	Onsite
1377	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230053		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 14:46	10-12-2023 16:17	0:1:31:10			pdf not working issue resolved	Onsite
1378	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230051		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	12-10-2023 14:38	10-12-2023 16:16	0:1:38:21			New email not received issue resolved	Onsite
1379	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230050		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	12-10-2023 14:37	10-12-2023 16:16	0:1:38:39			Ms office not working issue resolved	Onsite
1380	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230049		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	12-10-2023 14:37	10-12-2023 16:16	0:1:38:49			Printer not working issue resolved	Onsite
1381	12-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C121020230048		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	12-10-2023 14:25	10-12-2023 15:09	0:0:44:27			Change the size of paper now issue resolved	Remote
1382	12-10-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	OM-DIV	C121020230047		NON-SAP	Others	Others	Others	LOW	Closed	12-10-2023 14:24	10-12-2023 14:49	0:0:24:32			join on ads	Onsite
1383	12-10-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	OM-DIV	C121020230046		NON-SAP	Others	Others	Others	LOW	Closed	12-10-2023 14:22	10-12-2023 14:50	0:0:27:36			join on ads	Remote
1384	12-10-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C121020230045		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-10-2023 14:21	10-12-2023 14:47	0:0:26:11			join on ads	Onsite
1385	12-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	OM-EHV	C121020230044		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	12-10-2023 14:19	10-12-2023 14:46	0:0:26:43			change the cable	Onsite
1386	12-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BUSINESS/BET	C121020230043		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	12-10-2023 14:07	10-12-2023 14:21	0:0:14:12			Replace against the faulty phone at NHP office	Onsite
1387	12-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C121020230042		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 14:06	10-12-2023 15:09	0:1:2:56			Re- Configure the SAP P92 now issue resolved	Remote
1388	12-10-2023	ALAKNANDA	A 12 Kalkaji	O-M	C121020230041		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	12-10-2023 14:05	10-12-2023 15:08	0:1:3:10			Change the KBD now issue resolved	Onsite
1389	12-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C121020230040		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	12-10-2023 14:04	10-12-2023 15:11	0:1:7:33			Change the location of archive now issue resolved	Remote
1390	12-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C121020230038		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	12-10-2023 14:03	10-12-2023 15:11	0:1:7:50			Choose the correct path now issue resolved	Onsite
1391	12-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C121020230039		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 14:03	10-12-2023 15:11	0:1:7:36			Chnage the IP now issue resolved	Onsite
1392	12-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C121020230036		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	12-10-2023 14:02	10-12-2023 15:10	0:1:8:3			Installed the printer now issue resolved	Onsite
1393	12-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C121020230037		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 14:02	10-12-2023 15:10	0:1:7:55			Change the password now issue resolved	Onsite
1394	12-10-2023	NIZAMUDDIN	Lodhi Road	O-M	C121020230035		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	12-10-2023 14:01	10-12-2023 15:10	0:1:8:27			Change the RAM now issue resolved	Onsite
1395	12-10-2023	ALAKNANDA	CR Park HR Office	HR	C121020230033		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	12-10-2023 14:00	10-12-2023 15:08	0:1:7:46			Sort by date now issue resolved	Onsite
1396	12-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C121020230034		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	12-10-2023 14:00	10-12-2023 15:08	0:1:7:24			Installed the printer now issue resolved	Onsite
1397	12-10-2023	ALAKNANDA	Giri Nagar	MMG	C121020230032		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	12-10-2023 13:58	10-12-2023 15:07	0:1:8:39			Remove the paper from printer now issue resolved	Onsite
1398	12-10-2023	PALAM	Dwarka Sec 9 Complaint Center	O-M	C121020230031		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	12-10-2023 13:47	10-12-2023 14:25	0:0:38:9			RJ 45 Crimp.	Onsite
1399	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230030		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	12-10-2023 13:28	10/16/2023 3:40:41 PM	4:2:12:20			Phone Lan point not working	Onsite
1400	12-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C121020230029		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	12-10-2023 13:07	10-12-2023 13:47	0:0:40:27			LAN connecter faulty.	Onsite
1401	12-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C121020230028		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 13:06	10-12-2023 13:21	0:0:14:41			Open with pdf now working.	Onsite
1402	12-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C121020230027		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	12-10-2023 13:05	10-12-2023 13:46	0:0:41:3			Windows 10 installed.	Onsite
1403	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230026		Network	LAN Issue	LAN Issue	Port Change	HIGH	Closed	12-10-2023 13:05	10/16/2023 3:41:18 PM	4:2:36:16			Phone Lan point not working.	Onsite
1404	12-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121020230025		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	12-10-2023 12:53	10/16/2023 3:41:52 PM	4:2:48:27			Lan point not working not working	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1405	12-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C121020230024		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 12:37	10-12-2023 13:42	0:1:5:4			QMS Link install & configure.	Onsite
1406	12-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C121020230023		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 12:35	10-12-2023 13:43	0:1:7:48			Provide user name & password.	Onsite
1407	12-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C121020230022		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	12-10-2023 12:33	10-12-2023 13:43	0:1:10:0			Lotus password reset.	Onsite
1408	12-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C121020230021		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	12-10-2023 12:32	10-12-2023 13:44	0:1:11:53			Correct Paper size.	Onsite
1409	12-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C121020230020		Hardware	UPS	Backup	Output Issue	LOW	Closed	12-10-2023 12:31	10-12-2023 13:44	0:1:13:49			Take follow up & issue resolve by vendor.	Onsite
1410	12-10-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/BET	C121020230019		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 11:58	10-12-2023 12:19	0:0:21:26			data backup done software install done after joining with ADS	Onsite
1411	12-10-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/BET	C121020230016		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 11:57	10-12-2023 12:19	0:0:22:38			data backup done software install done after joining with ADS	Onsite
1412	12-10-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/BET	C121020230017		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 11:57	10-12-2023 12:19	0:0:22:35			data backup done software install done after joining with ADS	Onsite
1413	12-10-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/BET	C121020230018		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 11:57	10-12-2023 12:19	0:0:21:49			data backup done software install done after joining with ADS	Onsite
1414	12-10-2023	VASANT KUNJ	Mahipalpur	O-M	C121020230015		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	12-10-2023 11:41	10-12-2023 12:10	0:0:29:1			Mail has been archive and reactivate mail send functions	Remote
1415	12-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C121020230014		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	12-10-2023 11:28	10-12-2023 13:05	0:1:37:23			Mouse setting corrected as reqd.	Onsite
1416	12-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C121020230013		Hardware	Laptop	KEYPAD	Setting issue	LOW	Closed	12-10-2023 11:27	10-12-2023 13:05	0:1:37:54			Keypad Setting configured as reqd.	Onsite
1417	12-10-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C121020230012		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 11:26	10-12-2023 12:11	0:0:45:48			User unlocked from web portal.	Remote
1418	12-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C121020230011		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 11:18	10-12-2023 12:11	0:0:53:11			NAs connected as reqd.	Remote
1419	12-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C121020230009		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 11:12	10-12-2023 11:21	0:0:9:18			Share file added on windows credential	Remote
1420	12-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C121020230010		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	12-10-2023 11:12	10-12-2023 11:22	0:0:9:5			Printer driver updated	Onsite
1421	12-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C121020230007		Hardware	System Software	Other Software	Browser issue	LOW	Closed	12-10-2023 10:54	10-12-2023 11:17	0:0:23:52			Link open from chrome to firefox browser the ess working fine	Remote
1422	12-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C121020230006		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-10-2023 10:51	10-12-2023 11:16	0:0:24:46			Mail font color changed	Onsite
1423	12-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C121020230005		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	12-10-2023 10:49	10-12-2023 11:15	0:0:25:26			RJ45 crimped and reconnect with printer the restart the printer	Onsite
1424	12-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C121020230004		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-10-2023 10:37	10-12-2023 11:16	0:0:38:48			ram cleaned now issue resolved..	Onsite
1425	12-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C121020230003		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	12-10-2023 10:36	10-12-2023 10:54	0:0:17:37			cas exe reinstalled now issue resolved..	Onsite
1426	12-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C121020230002		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	12-10-2023 09:48	10/13/2023 10:19:22 AM	1:0:30:57			Call Close By Sanjay & Subhash	Onsite
1427	12-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C121020230001		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	12-10-2023 09:12	10/17/2023 5:28:50 PM	5:8:16:28			LAN cable not working properly.	Onsite
1428	13-10-2023	SAKET	Adchini	CHD	C161020230009		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	16-10-2023 11:00	10/16/2023 11:17:49 AM	0:0:17:3			no sound	Onsite
1429	13-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C131020230149		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	13-10-2023 19:00	10/13/2023 7:13:46 PM	0:0:13:46			after all mail archived issue resolved	Onsite
1430	13-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C131020230148		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	13-10-2023 18:58	10/13/2023 7:50:18 PM	0:0:51:31			ISSUE RESOLVED	Onsite
1431	13-10-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	O-M	C131020230147		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	13-10-2023 18:57	10/13/2023 7:11:26 PM	0:0:13:38			after ip fill issue resolved	Onsite
1432	13-10-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C131020230146		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	13-10-2023 18:56	10/13/2023 7:10:48 PM	0:0:14:11			After printer reinstall issue resolved	Onsite
1433	13-10-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C131020230145		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	13-10-2023 18:55	10/13/2023 7:10:18 PM	0:0:14:53			After windows reset issue resolved	Onsite
1434	13-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C131020230144		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 18:26	10/13/2023 6:26:55 PM	0:0:0:42			PC Added to ADS	Onsite
1435	13-10-2023	JAFFERPUR	Ujwa Complain Center	O-M	C131020230143		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 18:25	10/13/2023 6:27:34 PM	0:0:2:11			PC added to ADS	Onsite
1436	13-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C131020230142		Network	Link Connectivit	Link Connectivity Issue	Device Reboot	LOW	Closed	13-10-2023 18:24	10/13/2023 6:27:51 PM	0:0:3:13			Going to site for FLT	Onsite
1437	13-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C131020230141		Hardware	System Software	Other Software	software corrupt	LOW	Closed	13-10-2023 18:23	10/13/2023 6:28:19 PM	0:0:4:29			Windows 10 installation.	Onsite
1438	13-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C131020230140		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 18:02	10/13/2023 6:08:51 PM	0:0:6:37			PC join ADS	Onsite
1439	13-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C131020230139		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 18:01	10/13/2023 6:08:42 PM	0:0:7:4			PC join ADS	Onsite
1440	13-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C131020230138		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 18:01	10/13/2023 6:08:32 PM	0:0:7:23			PC join ADS	Onsite
1441	13-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C131020230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 18:00	10/13/2023 6:08:21 PM	0:0:7:38			PC join ADS	Onsite
1442	13-10-2023	OTHERS	VSNL	O-M	C131020230136		Telecome	Instrument	SIP	Others	LOW	Closed	13-10-2023 18:00	10/13/2023 6:07:55 PM	0:0:7:48			Re-configured	Onsite
1443	13-10-2023	OTHERS	VSNL	MMG	C131020230135		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	13-10-2023 17:59	10/13/2023 6:07:22 PM	0:0:8:5			Password Reset	Onsite
1444	13-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C131020230134		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	13-10-2023 17:33	10/13/2023 5:37:53 PM	0:0:4:24			Issue resolved	Onsite
1445	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230133		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-10-2023 17:29	10/13/2023 5:38:08 PM	0:0:8:11			Issue resolved	Onsite
1446	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230132		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-10-2023 17:29	10/13/2023 5:38:18 PM	0:0:9:2			Issue resolved	Onsite
1447	13-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C131020230131		Hardware	PC	Hanging/Slow processing	Hardware Issue	LOW	Closed	13-10-2023 17:27	10/13/2023 5:37:31 PM	0:0:9:40			Issue resolved	Onsite
1448	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230130		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 17:26	10/13/2023 5:35:17 PM	0:0:8:52			issue resolved	Onsite
1449	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230129		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	13-10-2023 17:25	10/13/2023 5:35:04 PM	0:0:9:12			mail configuration	Onsite
1450	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230128		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	13-10-2023 17:25	10/13/2023 5:34:46 PM	0:0:9:37			mail configuration	Onsite
1451	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230127		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 17:24	10/13/2023 5:34:29 PM	0:0:9:48			data backup done	Onsite
1452	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230126		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-10-2023 17:23	10/13/2023 5:34:15 PM	0:0:10:22			laptop ready	Onsite
1453	13-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131020230125		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-10-2023 17:22	10/13/2023 5:33:57 PM	0:0:11:30			laptop ready	Onsite
1454	13-10-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	Enforcement	C131020230124		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	13-10-2023 17:09	10/13/2023 5:52:55 PM	0:0:43:47			change the RAM issue resolved	Onsite
1455	13-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C131020230123		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	13-10-2023 17:07	10/13/2023 5:52:32 PM	0:0:44:54			clean the trace file issue resolved	Onsite
1456	13-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C131020230122		Hardware	Scanner	Scaning issue	Spot On Image	LOW	Closed	13-10-2023 17:06	10/13/2023 5:52:13 PM	0:0:45:51			change the driver issue resolved	Onsite
1457	13-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C131020230121		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	13-10-2023 17:04	10/13/2023 5:51:59 PM	0:0:47:1			change the rz45 issue resolved	Onsite
1458	13-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Sustainability	C131020230120		Hardware	PC	Internet Issue	Internet Issue	LOW	Closed	13-10-2023 17:04	10/13/2023 5:51:45 PM	0:0:47:27			change the proxy setting issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1459	13-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C131020230119		Hardware	PC	TFT	Others	LOW	Closed	13-10-2023 17:02	10/13/2023 5:51:27 PM	0:0:48:40			installed projector for ioms audit issue resolved	Onsite
1460	13-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C131020230118		Hardware	PC	Not working at all	Driver installation	LOW	Closed	13-10-2023 17:01	10/13/2023 5:49:34 PM	0:0:48:22			installed the analogical file issue resolved	Onsite
1461	13-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C131020230117		Hardware	System Software	Other Software	software corrupt	LOW	Closed	13-10-2023 16:58	10/13/2023 5:49:09 PM	0:0:50:56			change the ip range and transfer the system to hauzkhash office	Onsite
1462	13-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C131020230116		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-10-2023 16:56	10/13/2023 4:59:34 PM	0:0:2:52			Printer setting changed.	Onsite
1463	13-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C131020230115		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	13-10-2023 16:55	10/13/2023 4:59:06 PM	0:0:3:11			Mail archived & compact.	Onsite
1464	13-10-2023	NEHRU PLACE	W Block GK 1	O-M	C131020230114		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-10-2023 16:55	10/13/2023 4:58:46 PM	0:0:3:30			Restart the mail & attachment opening.	Onsite
1465	13-10-2023	NEHRU PLACE	W Block GK 1	O-M	C131020230113		Hardware	PC	System Password issue	Password Reset	LOW	Closed	13-10-2023 16:54	10/13/2023 4:58:18 PM	0:0:4:16			Password reset for PC password.	Onsite
1466	13-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C131020230112		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-10-2023 16:52	10/13/2023 4:57:56 PM	0:0:5:2			Printer reinstalled at LJP-2 Billing office.	Onsite
1467	13-10-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C131020230111		Hardware	Laptop	Network Not Working	Other Issue	MEDIUM	Closed	13-10-2023 16:30	10/13/2023 6:05:29 PM	0:1:35:18			RJ45 CONNECTOR REPLACE	Onsite
1468	13-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C131020230110		Hardware	Scanner	Scaning issue	No Power Issue	MEDIUM	Closed	13-10-2023 16:26	10/13/2023 6:03:53 PM	0:1:37:27			Power cable issue,replace the cable working fine.	Remote
1469	13-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C131020230109		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	13-10-2023 16:24	10/13/2023 6:01:44 PM	0:1:37:22			clean the c drive and disk cleanup,temp,prefetch file.pc working	Onsite
1470	13-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C131020230108		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	13-10-2023 16:21	10/13/2023 5:57:36 PM	0:1:35:36			new oc installation required	Onsite
1471	13-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C131020230107		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-10-2023 16:09	10/13/2023 4:40:11 PM	0:0:30:14			PC & TFT S\N Details paste.	Onsite
1472	13-10-2023	OTHERS	Andrews Ganj	Enforcement	C131020230105		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 16:05	10/13/2023 4:55:52 PM	0:0:50:26			Pc add on ADS	Onsite
1473	13-10-2023	OTHERS	Andrews Ganj	Enforcement	C131020230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 16:05	10/13/2023 4:55:40 PM	0:0:49:51			Pc add on ADS	Onsite
1474	13-10-2023	OTHERS	Andrews Ganj	Enforcement	C131020230104		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 16:05	10/13/2023 4:56:02 PM	0:0:50:57			Pc add on ADS	Onsite
1475	13-10-2023	OTHERS	Andrews Ganj	Enforcement	C131020230103		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 16:04	10/13/2023 4:56:11 PM	0:0:51:41			Pc add on ADS	Onsite
1476	13-10-2023	OTHERS	Andrews Ganj	Enforcement	C131020230102		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-10-2023 16:04	10/13/2023 4:56:19 PM	0:0:52:16			Pc add on ADS	Onsite
1477	13-10-2023	OTHERS	Andrews Ganj	Enforcement	C131020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 16:03	10/13/2023 4:56:30 PM	0:0:53:4			Pc add on ADS	Onsite
1478	13-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C131020230100		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	13-10-2023 16:02	10/13/2023 4:59:36 PM	0:0:56:59			issue resolved after unlock the account	Onsite
1479	13-10-2023	OTHERS	HUDCO Grid	PROTECTION	C131020230099		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	13-10-2023 16:02	10/13/2023 4:57:02 PM	0:0:54:59			Pc booting issue	Onsite
1480	13-10-2023	NEHRU PLACE CSO	Third Floor -D Block Conf.Mandakini	IT	C131020230098		Hardware	PC	System Password issue	Password Reset	LOW	Closed	13-10-2023 16:01	10/13/2023 4:07:33 PM	0:0:6:2			done	Onsite
1481	13-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C131020230095		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 16:00	10/13/2023 5:00:30 PM	0:1:0:27			system login issue resolved after choose the correct profile	Onsite
1482	13-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C131020230097		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	13-10-2023 16:00	10/13/2023 4:07:25 PM	0:0:6:55			done	Onsite
1483	13-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C131020230096		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 16:00	10/13/2023 4:07:18 PM	0:0:7:13			joinned	Onsite
1484	13-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C131020230093		Hardware	Laptop	Hanging/Slow processing	Harddisk Issue	LOW	Closed	13-10-2023 15:59	10/13/2023 4:07:04 PM	0:0:7:25			HDD replaced	Onsite
1485	13-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C131020230094		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 15:59	10/13/2023 5:00:52 PM	0:1:1:10			system login issue resolved after choose the correct profile	Onsite
1486	13-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C131020230091		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	13-10-2023 15:59	10/13/2023 4:06:52 PM	0:0:7:38			mail installed	Onsite
1487	13-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C131020230092		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 15:59	10/13/2023 5:02:44 PM	0:1:3:25			issue resolved after change the setting	Onsite
1488	13-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C131020230088		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 15:58	10/13/2023 4:06:30 PM	0:0:8:22			done	Onsite
1489	13-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C131020230089		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 15:58	10/13/2023 5:03:22 PM	0:1:5:8			installation done and call closed	Onsite
1490	13-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C131020230090		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-10-2023 15:58	10/13/2023 4:06:41 PM	0:0:7:53			issue resolved	Onsite
1491	13-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C131020230085		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	13-10-2023 15:57	10/13/2023 5:04:01 PM	0:1:6:39			installation done and call closed	Onsite
1492	13-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C131020230086		Hardware	System Software	MS Office	Others	LOW	Closed	13-10-2023 15:57	10/13/2023 5:03:41 PM	0:1:5:57			installation done and call closed	Onsite
1493	13-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C131020230087		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 15:57	10/13/2023 4:06:19 PM	0:0:8:34			vpn configured	Onsite
1494	13-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C131020230084		Hardware	PC	Not working at all	Others	LOW	Closed	13-10-2023 15:56	10/13/2023 5:04:16 PM	0:1:7:27			installation done and call closed	Onsite
1495	13-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	C-M	C131020230083		Hardware	PC	Not working at all	Others	LOW	Closed	13-10-2023 15:55	10/13/2023 5:05:19 PM	0:1:9:33			pc issue of sat parkash has been resolved after change the hdd and re-insatll os	Onsite
1496	13-10-2023	NEHRU PLACE	20 No Building	C-M	C131020230082		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	13-10-2023 15:45	10/13/2023 5:11:53 PM	0:1:26:15			printer setting change	Onsite
1497	13-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C131020230081		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	13-10-2023 15:45	10/13/2023 5:10:26 PM	0:1:25:23			mail configure done	Onsite
1498	13-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C131020230080		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-10-2023 15:44	10/13/2023 5:09:01 PM	0:1:24:50			Sap installation done	Onsite
1499	13-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C131020230079		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	13-10-2023 15:43	10/13/2023 5:08:16 PM	0:1:24:55			lan cable change	Onsite
1500	13-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C131020230078		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 15:20	10/13/2023 3:25:18 PM	0:0:4:43			File share now working fine	Remote
1501	13-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C131020230077		Hardware	Scanner	Scaning issue	Others	LOW	Closed	13-10-2023 15:20	10/13/2023 4:40:55 PM	0:1:20:31			Remove staple pins.	Onsite
1502	13-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C131020230076		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 15:19	10/13/2023 3:25:38 PM	0:0:5:45			ADS JOPin now working	Remote
1503	13-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C131020230075		Hardware	PC	Restart Problem	Others	LOW	Closed	13-10-2023 15:19	10/13/2023 3:26:17 PM	0:0:6:59			System installed	Onsite
1504	13-10-2023	JANAK PURI	I A 1 Janakpuri	O-M	C131020230074		Hardware	PC	TFT	Power Issue	LOW	Closed	13-10-2023 15:18	10/13/2023 3:25:59 PM	0:0:7:33			Change power cable now working fine	Remote
1505	13-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C131020230073		Hardware	System Software	Other Software	Adobe Issue	HIGH	Closed	13-10-2023 15:16	10/13/2023 5:26:33 PM	0:2:10:31			pdf install	Onsite
1506	13-10-2023	SAKET	Chhatarpur CC	O-M	C131020230072		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	13-10-2023 15:13	10/13/2023 3:59:19 PM	0:0:45:41			RJ45 connector replaced	Onsite
1507	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230071		Hardware	PC	Restart Problem	Driver installation	LOW	Closed	13-10-2023 15:12	10/13/2023 3:22:51 PM	0:0:10:51			PC not working issue resolved	Onsite
1508	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230070		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	13-10-2023 15:11	10/13/2023 3:22:26 PM	0:0:11:18			pdf not working issue resolved	Onsite
1509	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230069		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	13-10-2023 15:10	10/13/2023 3:22:00 PM	0:0:11:26			pdf not working issue resolved	Onsite
1510	13-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C131020230068		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	HIGH	Closed	13-10-2023 15:08	10/13/2023 5:26:58 PM	0:2:18:27			mail reinstall	Onsite
1511	13-10-2023	VASANT KUNJ	Mahipalpur	O-M	C131020230067		Hardware	System Software	MS Office	Malfunctioi ng issues	LOW	Closed	13-10-2023 15:06	10/13/2023 4:11:36 PM	0:1:5:0			MS office reinstalled	Remote
1512	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230066		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	13-10-2023 15:05	10/13/2023 3:21:30 PM	0:0:16:26			pdf not working issue not working	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1513	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230065		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	13-10-2023 15:04	10/13/2023 3:21:06 PM	0:0:16:33			Printer not working issue resolved	Onsite
1514	13-10-2023	VASANT KUNJ	C 9 Vasant Kunj	Data Center	C131020230064		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-10-2023 15:04	10/13/2023 4:10:56 PM	0:1:6:34			Windows has been reset	Remote
1515	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230063		Hardware	System Software	MS Office	Software Not	LOW	Closed	13-10-2023 15:03	10/13/2023 3:20:37 PM	0:0:17:26			Ms excel not working issue resolved	Onsite
1516	13-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131020230062		Hardware	System Software	MS Office	Software Not	LOW	Closed	13-10-2023 15:02	10/13/2023 3:20:17 PM	0:0:17:39			Ms excel not working issue resolved	Onsite
1517	13-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C131020230061		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	13-10-2023 15:01	10/13/2023 5:27:34 PM	0:2:25:49			Paper jam	Onsite
1518	13-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C131020230060		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	13-10-2023 15:01	10/13/2023 4:07:12 PM	0:1:5:43			Password has been changed	Remote
1519	13-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C131020230059		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	13-10-2023 15:00	10/13/2023 5:27:57 PM	0:2:27:4			chrome reinstall	Onsite
1520	13-10-2023	VASANT KUNJ	Bijwasan	O-M	C131020230058		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-10-2023 15:00	10/13/2023 4:06:20 PM	0:1:6:1			Created a new workspace	Remote
1521	13-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C131020230057		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-10-2023 14:59	10/13/2023 3:00:29 PM	0:0:1:12			Issue Resolved	Onsite
1522	13-10-2023	VASANT KUNJ	C 8	O-M	C131020230056		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-10-2023 14:58	10/13/2023 4:03:14 PM	0:1:4:28			Read write permission has been given to the share file	Remote
1523	13-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C131020230053		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	13-10-2023 14:57	10/13/2023 4:00:37 PM	0:1:3:11			Display is not extend on TV	Onsite
1524	13-10-2023	NEHRU PLACE CSO	Second Floor - B Block	Finance	C131020230054		Hardware	PC	TFT	Flickering display	LOW	Closed	13-10-2023 14:57	10/13/2023 3:00:13 PM	0:0:2:21			Issue Resolved	Onsite
1525	13-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C131020230055		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:57	10/13/2023 4:15:38 PM	0:1:17:43			SAP P92 configured.	Onsite
1526	13-10-2023	HAUZ KHAAS	Green Park Market	O-M	C131020230052		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:56	10/13/2023 4:15:19 PM	0:1:18:51			Password reset done.	Onsite
1527	13-10-2023	HAUZ KHAAS	Green Park Market	O-M	C131020230051		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	13-10-2023 14:51	10/13/2023 4:15:04 PM	0:1:23:51			New RAM installed.	Onsite
1528	13-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C131020230050		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	13-10-2023 14:50	10/13/2023 4:14:50 PM	0:1:24:21			Complaint logged.	Onsite
1529	13-10-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C131020230047		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	13-10-2023 14:49	10/13/2023 4:14:07 PM	0:1:25:6			Printer driver installed.	Onsite
1530	13-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C131020230049		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	13-10-2023 14:49	10/13/2023 4:14:27 PM	0:1:24:41			PC configured.	Onsite
1531	13-10-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C131020230048		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	13-10-2023 14:49	10/13/2023 3:20:45 PM	0:0:31:42			chrome install	Onsite
1532	13-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C131020230046		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	13-10-2023 14:48	10/13/2023 4:13:47 PM	0:1:25:28			Rights given.	Onsite
1533	13-10-2023	SAKET	Adchini	CIVIL	C131020230045		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	13-10-2023 14:45	10/13/2023 3:04:51 PM	0:0:19:17			lotus reinstalled and configure	Onsite
1534	13-10-2023	SAKET	Adchini	SAFETY	C131020230043		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-10-2023 14:44	10/13/2023 3:04:14 PM	0:0:20:0			printer not work	Onsite
1535	13-10-2023	SAKET	Adchini	SAFETY	C131020230044		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	13-10-2023 14:44	10/13/2023 3:04:30 PM	0:0:19:40			mail not work	Onsite
1536	13-10-2023	SAKET	Adchini	CUSTOMER CARE	C131020230042		Hardware	PC	Not working at all	No power	LOW	Closed	13-10-2023 14:43	10/13/2023 3:03:43 PM	0:0:20:4			PC not on	Onsite
1537	13-10-2023	NEHRU PLACE CSO	Third Floor - A Block	MMG	C131020230040		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:24	10/13/2023 2:32:16 PM	0:0:7:22			Issue Resolved	Onsite
1538	13-10-2023	NEHRU PLACE CSO	Third Floor - A Block	MMG	C131020230039		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:24	10/13/2023 2:32:09 PM	0:0:7:44			Issue Resolved	Onsite
1539	13-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C131020230037		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:23	10/13/2023 2:31:46 PM	0:0:8:15			Issue Resolved	Onsite
1540	13-10-2023	NEHRU PLACE CSO	Third Floor - A Block	HR	C131020230038		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:23	10/13/2023 2:31:59 PM	0:0:8:1			Issue Resolved	Onsite
1541	13-10-2023	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C131020230036		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 14:23	10/13/2023 2:31:38 PM	0:0:8:35			Issue Resolved	Onsite
1542	13-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C131020230035		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	13-10-2023 14:22	10/13/2023 2:31:26 PM	0:0:8:59			Issue Resolved	Onsite
1543	13-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C131020230034		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	13-10-2023 14:21	10/13/2023 2:31:13 PM	0:0:9:23			Issue Resolved	Onsite
1544	13-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C131020230033		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 14:19	10/13/2023 2:31:04 PM	0:0:11:47			Issue Resolved	Onsite
1545	13-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C131020230032		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-10-2023 14:18	10/13/2023 2:30:50 PM	0:0:12:12			Issue Resolved	Onsite
1546	13-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C131020230031		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	13-10-2023 14:17	10/13/2023 2:29:55 PM	0:0:12:46			Issue Resolved	Onsite
1547	13-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C131020230030		Hardware	PC	Network Not Working	Connectivit y issue	LOW	Closed	13-10-2023 14:16	10/13/2023 2:29:42 PM	0:0:13:7			Issue Resolved	Onsite
1548	13-10-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C131020230028		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	13-10-2023 14:15	10/13/2023 2:29:09 PM	0:0:13:53			Issue Resolved	Onsite
1549	13-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C131020230029		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-10-2023 14:15	10/13/2023 2:29:19 PM	0:0:13:28			Issue Resolved	Onsite
1550	13-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C131020230027		Hardware	PC	Hanging/Slow processing	Patch Updation	LOW	Closed	13-10-2023 14:09	10/16/2023 10:35:34 AM	2:20:25:58			done	Onsite
1551	13-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C131020230026		Hardware	PC	Hanging/Slow processing	Patch Updation	LOW	Closed	13-10-2023 14:09	10/16/2023 10:35:56 AM	2:20:26:39			done	Onsite
1552	13-10-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C131020230025		Hardware	PC	Hanging/Slow processing	Patch Updation	LOW	Closed	13-10-2023 14:08	10/16/2023 10:36:19 AM	2:20:27:26			done	Onsite
1553	13-10-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C131020230024		Hardware	PC	Hanging/Slow processing	Patch Updation	LOW	Closed	13-10-2023 14:08	10/16/2023 10:36:39 AM	2:20:27:58			done	Onsite
1554	13-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C131020230023		Hardware	PC	Not working at all	Ticket logged with	LOW	Closed	13-10-2023 13:30	10/13/2023 1:55:22 PM	0:0:25:9			Motherboard faulty, call logged to vendor	Onsite
1555	13-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C131020230022		Hardware	PC	System Password issue	Password Reset	LOW	Closed	13-10-2023 13:29	10/13/2023 1:54:25 PM	0:0:24:53			Password changed	Onsite
1556	13-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C131020230021		Hardware	Laptop	Not working at all	Driver installation	LOW	Closed	13-10-2023 13:28	10/13/2023 1:53:59 PM	0:0:25:6			Audio driver download & installed	Onsite
1557	13-10-2023	SAKET	Fatehpur Beri CC	O-M	C131020230020		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	13-10-2023 13:27	10/13/2023 1:52:55 PM	0:0:25:10			Printer installed	Remote
1558	13-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C131020230019		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-10-2023 13:25	10/19/2023 9:47:45 AM	5:20:22:9			Printer LAN cable is not working, RJ45 already changed	Onsite
1559	13-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C131020230018		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-10-2023 13:05	10/13/2023 3:37:14 PM	0:2:31:18			Jam cleared as reqd, working fine.	Remote
1560	13-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C131020230017		Hardware	PC	System Password issue	Password Reset	LOW	Closed	13-10-2023 13:05	10/13/2023 3:36:29 PM	0:2:31:16			Passwod reset as reqd, working now.	Remote
1561	13-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C131020230016		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-10-2023 12:38	10/17/2023 5:28:03 PM	4:4:49:51			Lan point not working	Onsite
1562	13-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C131020230015		Hardware	PC	Not working at all	Others	LOW	Closed	13-10-2023 12:22	10/13/2023 1:26:44 PM	0:1:3:52			VGA Cable change.	Onsite
1563	13-10-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C131020230014		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-10-2023 12:20	10/13/2023 1:27:30 PM	0:1:7:4			Printer Software installation.	Onsite
1564	13-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C131020230013		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-10-2023 12:04	10/13/2023 1:16:51 PM	0:1:12:5			Sap p92 re configure now issue resolved	
1565	13-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C131020230012		Hardware	Laptop	Restart Problem	OS/System File/	LOW	Closed	13-10-2023 12:02	10/13/2023 1:17:33 PM	0:1:14:51			Windows installation now issue resolved	
1566	13-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C131020230010		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 12:01	10/13/2023 1:12:58 PM	0:1:11:31			Sap p92 install now issue resolved	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1567	13-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C131020230011		Hardware	System Software	MS Office	Software Not	LOW	Closed	13-10-2023 12:01	10/13/2023 1:15:35 PM	0:1:13:39			Ms office re installed now issue resolved	
1568	13-10-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C131020230009		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-10-2023 12:00	10/13/2023 1:12:02 PM	0:1:11:18			Remove the paper from printer now issue resolved	
1569	13-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C131020230006		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-10-2023 11:20	10/13/2023 11:42:04 AM	0:0:21:10			LAN issue resolved	Onsite
1570	13-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C131020230005		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-10-2023 10:41	10/13/2023 11:22:32 AM	0:0:41:2			NAS configured as reqd.	Onsite
1571	13-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C131020230004		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	13-10-2023 10:40	10/13/2023 11:21:54 AM	0:0:41:14			Power issue resolved, working fine.	Onsite
1572	13-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C131020230003		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	13-10-2023 10:02	10/13/2023 11:07:32 AM	0:1:4:49			Lan cable repunch and change port from switch now issue resolved..	
1573	13-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C131020230002		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-10-2023 10:01	10/13/2023 10:31:56 AM	0:0:30:48			Sap p92 reconfigured issue resolved..	
1574	13-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C131020230001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-10-2023 09:59	10/13/2023 10:30:45 AM	0:0:30:59			Printer reattached issue resolved..	
1575	16-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C171020230125		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	17-10-2023 17:10	10/17/2023 5:33:23 PM	0:0:23:9			pc check power cable ok , ram slot replaced and remove dust from cpu fan	Onsite
1576	16-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230050		Hardware	System Software	Other Software	Media Player	LOW	Closed	17-10-2023 14:48	10/17/2023 3:09:42 PM	0:0:21:25			Admin BYPL website not working issue resolved	Onsite
1577	16-10-2023	SAKET	Adchini	CUSTOMER CARE	C171020230023		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	17-10-2023 12:32	10/17/2023 12:57:03 PM	0:0:24:31			Mail not work	Onsite
1578	16-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C171020230007		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 11:30	10/17/2023 1:00:09 PM	0:1:29:21			Issue has been resolved after reinstalled the pdf	Onsite
1579	16-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C171020230005		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 11:30	10/17/2023 12:59:53 PM	0:1:29:39			Issue has been resolved after reinstalled the adf	Onsite
1580	16-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C171020230004		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 11:29	10/17/2023 12:59:31 PM	0:1:29:57			Issue has been resolved after joining ADS	Onsite
1581	16-10-2023	KHANPUR	Durga Vihar, A 68	DSK	C161020230201		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 19:12	10/16/2023 7:19:29 PM	0:0:7:15			after printer ip reinstall issue resolved	Onsite
1582	16-10-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	O-M	C161020230200		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-10-2023 19:08	10/16/2023 7:18:46 PM	0:0:9:48			after paper jam clear issue resolved	Onsite
1583	16-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C161020230199		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	16-10-2023 19:07	10/16/2023 7:18:10 PM	0:0:10:14			after mail password reset issue resolved	Onsite
1584	16-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C161020230198		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-10-2023 19:05	10/16/2023 7:15:21 PM	0:0:9:27			after printer driver reinstall issue resolved	Onsite
1585	16-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C161020230197		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	16-10-2023 19:04	10/16/2023 7:14:22 PM	0:0:9:39			after excel file change issue resoled	Onsite
1586	16-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C161020230196		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	16-10-2023 18:17	10/16/2023 6:21:13 PM	0:0:3:29			Printer drivers reinstall and IP set again also printer cable jack replaced now	Onsite
1587	16-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C161020230195		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	16-10-2023 18:16	10/16/2023 6:21:01 PM	0:0:4:8			Printer drivers reinstall and IP set again also printer cable jack replaced now	Onsite
1588	16-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C161020230194		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 18:14	10/16/2023 6:20:26 PM	0:0:5:33			Ads Server joined done with data backup done working fine now	Onsite
1589	16-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C161020230193		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 18:13	10/16/2023 6:20:39 PM	0:0:6:42			Ads Server joined done with data backup done working fine now	Onsite
1590	16-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C161020230192		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-10-2023 18:13	10/16/2023 6:20:09 PM	0:0:7:2			Check printer drivers reinstall and ip set again now working	Onsite
1591	16-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C161020230191		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 18:11	10/16/2023 6:19:50 PM	0:0:8:12			Ads Server joined done with data backup done working fine now	Onsite
1592	16-10-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C161020230190		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 18:10	10/16/2023 6:19:19 PM	0:0:8:59			Ads Server joined done with data backup done working fine now	Onsite
1593	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230188		Telecome	Instrument	Analog	Others	LOW	Closed	16-10-2023 18:01	10/16/2023 6:13:52 PM	0:0:12:30			Issue resolve	Onsite
1594	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230187		Hardware	Scanner	Scaning issue	Spot On Image	LOW	Closed	16-10-2023 18:00	10/16/2023 6:13:33 PM	0:0:12:56			Clean Scanner issue resolve	Onsite
1595	16-10-2023	OTHERS	VSNL	QUALITY	C161020230186		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-10-2023 18:00	10/16/2023 6:11:30 PM	0:0:11:26			Lotus Re-installed	Onsite
1596	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230185		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-10-2023 17:59	10/16/2023 6:11:03 PM	0:0:11:32			Oracle remove and re-installed	Onsite
1597	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230184		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:58	10/16/2023 6:10:30 PM	0:0:11:33			M Cube Re-installed	Onsite
1598	16-10-2023	OTHERS	VSNL	RCM	C161020230183		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:58	10/16/2023 6:09:51 PM	0:0:11:31			LAPTOP join ADS	Onsite
1599	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230182		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:57	10/16/2023 6:09:40 PM	0:0:11:48			LAPTOP join ADS	Onsite
1600	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230181		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:57	10/16/2023 6:09:30 PM	0:0:12:3			LAPTOP join ADS	Onsite
1601	16-10-2023	OTHERS	VSNL	MMG	C161020230179		Hardware	Scanner	Scaning issue	Paper Stuck	LOW	Closed	16-10-2023 17:56	10/16/2023 6:09:07 PM	0:0:12:57			Driver Re-installed issue resolve	Onsite
1602	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230180		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:56	10/16/2023 6:09:20 PM	0:0:12:22			LAPTOP join ADS	Onsite
1603	16-10-2023	OTHERS	VSNL	O-M	C161020230178		Hardware	Printer	Paper Pickup	Others	LOW	Closed	16-10-2023 17:55	10/16/2023 6:08:12 PM	0:0:12:50			Cartridge replace issue resolve	Onsite
1604	16-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C161020230177		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 17:53	10/16/2023 5:55:14 PM	0:0:1:23			PC added on ADS	Onsite
1605	16-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C161020230176		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	16-10-2023 17:48	10/16/2023 5:55:56 PM	0:0:7:48			replaced from nehru place issue resolved	Onsite
1606	16-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C161020230175		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	16-10-2023 17:47	10/16/2023 5:55:49 PM	0:0:8:8			replaced from nehru place issue resolved	Onsite
1607	16-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C161020230174		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	16-10-2023 17:47	10/16/2023 5:55:43 PM	0:0:8:29			replaced from nehru place issue resolved	Onsite
1608	16-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C161020230173		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	16-10-2023 17:46	10/16/2023 5:55:27 PM	0:0:8:44			change the printer power cable issue resolved	Onsite
1609	16-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C161020230172		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	16-10-2023 17:46	10/16/2023 5:55:08 PM	0:0:8:57			clamp the rz45 and clean the system issue resolved	Onsite
1610	16-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C161020230171		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	16-10-2023 17:45	10/16/2023 5:54:48 PM	0:0:9:0			change the rz45 issue resolved	Onsite
1611	16-10-2023	R.K.PURAM	Dhaula Kuan	OM-DIV	C161020230170		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-10-2023 17:45	10/16/2023 5:54:35 PM	0:0:9:18			reinstalled the software issue resolved	Onsite
1612	16-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C161020230169		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:41	10/16/2023 5:44:15 PM	0:0:2:17			IP msg install done	Onsite
1613	16-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C161020230168		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 17:41	10/16/2023 5:44:05 PM	0:0:2:42			IP msg install done	Onsite
1614	16-10-2023	NEHRU PLACE	20 No Building	MMG	C161020230167		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	16-10-2023 17:40	10/16/2023 5:43:33 PM	0:0:2:52			replica change issue resolved	Onsite
1615	16-10-2023	NEHRU PLACE	20 No Building	BUSINESS/BET	C161020230166		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 17:39	10/16/2023 5:42:44 PM	0:0:2:49			Microsoft team install done	Onsite
1616	16-10-2023	NEHRU PLACE	20 No Building	BUSINESS/BET	C161020230165		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 17:39	10/16/2023 5:42:33 PM	0:0:3:21			Microsoft team install done	Onsite
1617	16-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C161020230164		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	16-10-2023 17:29	10/16/2023 5:30:45 PM	0:0:1:36			issue resolved	Onsite
1618	16-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C161020230163		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 17:26	10/16/2023 5:30:28 PM	0:0:4:9			issue resolved	Onsite
1619	16-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C161020230162		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 17:25	10/16/2023 5:30:12 PM	0:0:5:10			pc ready	Onsite
1620	16-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C161020230161		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 17:24	10/16/2023 5:30:01 PM	0:0:5:54			pc ready	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1621	16-10-2023	JAFFERPUR	Ghuman Hera Complaint Center	O-M	C161020230160		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 17:23	10/16/2023 5:54:58 PM	0:0:31:8			PC added on ADS.	Onsite
1622	16-10-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/ BET	C161020230158		Hardware	PC	Not working at all	HW Replaceme	LOW	Closed	16-10-2023 17:22	10/16/2023 5:54:38 PM	0:0:31:57			CMOS Battery Replaced.	Onsite
1623	16-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C161020230157		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 17:22	10/16/2023 5:28:11 PM	0:0:5:56			pc ready	Onsite
1624	16-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C161020230159		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 17:22	10/16/2023 5:29:45 PM	0:0:6:54			laptop ready	Onsite
1625	16-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C161020230156		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	16-10-2023 17:01	10/17/2023 9:22:52 AM	0:16:21:47			After Reconfigured printer driver issues resolved	
1626	16-10-2023	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/ BET	C161020230155		Hardware	PC	TFT	Others	MEDIUM	Closed	16-10-2023 17:00	10/17/2023 9:21:58 AM	0:16:21:51			On call guide to user low brightness to use TFT button call closed	
1627	16-10-2023	VASANT KUNJ	D 4	O-M	C161020230154		Hardware	Laptop	Not working at all	Others	LOW	Closed	16-10-2023 16:59	10/16/2023 5:05:50 PM	0:0:6:20			Windows repaired	Onsite
1628	16-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C161020230153		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	16-10-2023 16:58	10/17/2023 9:19:39 AM	0:16:21:22			After crimp rj 45 Connector issue resolved	
1629	16-10-2023	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/ BET	C161020230152		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:58	10/16/2023 4:58:26 PM	0:0:0:25			Issue Resolved	Onsite
1630	16-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C161020230151		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	16-10-2023 16:55	10/16/2023 4:57:01 PM	0:0:1:13			Issue Resolved	Onsite
1631	16-10-2023	NEHRU PLACE CSO	Second Floor - C Block	BPI	C161020230149		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:54	10/16/2023 4:57:41 PM	0:0:3:33			Issue Resolved	Onsite
1632	16-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C161020230150		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	16-10-2023 16:54	10/16/2023 4:57:11 PM	0:0:2:29			Issue Resolved	Onsite
1633	16-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C161020230148		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	16-10-2023 16:53	10/16/2023 5:03:45 PM	0:0:10:9			Mail has been sent to lotus team for mail password reset	Remote
1634	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C161020230147		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:53	10/16/2023 4:57:51 PM	0:0:4:34			Issue Resolved	Onsite
1635	16-10-2023	VASANT KUNJ	Bijwasan	O-M	C161020230146		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-10-2023 16:51	10/16/2023 5:02:21 PM	0:0:11:6			MS office has been repaired	Remote
1636	16-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C161020230145		Hardware	PC	Not working at all	Others	MEDIUM	Closed	16-10-2023 16:51	10/17/2023 9:18:39 AM	0:16:27:38			System installed and configured printer and system ip call closed	
1637	16-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C161020230143		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 16:50	10/16/2023 4:58:05 PM	0:0:8:2			Issue Resolved	Onsite
1638	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C161020230144		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:50	10/16/2023 4:57:58 PM	0:0:7:15			Issue Resolved	Onsite
1639	16-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C161020230142		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 16:49	10/16/2023 4:58:33 PM	0:0:9:7			Issue Resolved	Onsite
1640	16-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C161020230141		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:48	10/16/2023 4:58:41 PM	0:0:9:47			Issue Resolved	Onsite
1641	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C161020230140		Hardware	PC	Not working at all	Others	LOW	Closed	16-10-2023 16:48	10/16/2023 4:58:49 PM	0:0:10:31			Issue Resolved	Onsite
1642	16-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C161020230139		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	16-10-2023 16:48	10/17/2023 9:16:55 AM	0:16:28:46			After recreate cas exe issue resolved	
1643	16-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C161020230138		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-10-2023 16:47	10/16/2023 4:58:57 PM	0:0:11:25			Issue Resolved	Onsite
1644	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161020230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:46	10/16/2023 4:59:04 PM	0:0:12:8			Issue Resolved	Onsite
1645	16-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C161020230136		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	16-10-2023 16:46	10/16/2023 4:59:12 PM	0:0:12:52			Issue Resolved	Onsite
1646	16-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C161020230135		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	16-10-2023 16:45	10/16/2023 4:59:32 PM	0:0:14:2			Issue Resolved	Onsite
1647	16-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C161020230134		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-10-2023 16:44	10/16/2023 4:59:40 PM	0:0:15:3			Issue Resolved	Onsite
1648	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C161020230132		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 16:43	10/16/2023 4:59:55 PM	0:0:16:33			Issue Resolved	Onsite
1649	16-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C161020230133		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 16:43	10/16/2023 4:59:47 PM	0:0:15:54			Issue Resolved	Onsite
1650	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161020230131		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	16-10-2023 16:42	10/16/2023 5:00:05 PM	0:0:17:39			Issue Resolved	Onsite
1651	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161020230130		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	16-10-2023 16:41	10/16/2023 5:00:18 PM	0:0:18:31			Issue Resolved	Onsite
1652	16-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C161020230129		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	16-10-2023 16:40	10/16/2023 5:00:27 PM	0:0:19:38			Issue Resolved	Onsite
1653	16-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C161020230128		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 16:40	10/16/2023 5:00:34 PM	0:0:20:15			Issue Resolved	Onsite
1654	16-10-2023	SAKET	D-Block Saket	O-M	C161020230127		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-10-2023 16:39	10/16/2023 5:01:24 PM	0:0:21:59			Remove paper from printer	Onsite
1655	16-10-2023	SAKET	Adchini	O-M	C161020230126		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	16-10-2023 16:37	10/16/2023 5:00:17 PM	0:0:22:36			LAN Cable reconnect	Onsite
1656	16-10-2023	VASANT KUNJ	Bijwasan	O-M	C161020230125		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:36	10/16/2023 5:01:16 PM	0:0:25:9			Oracle installed and DTM shortcut has been created	Remote
1657	16-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C161020230124		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:34	10/16/2023 5:00:46 PM	0:0:26:4			Issue Resolved	Onsite
1658	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161020230123		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:33	10/16/2023 5:02:23 PM	0:0:29:19			Issue Resolved	Onsite
1659	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161020230122		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 16:32	10/16/2023 5:02:11 PM	0:0:29:34			Issue Resolved	Onsite
1660	16-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C161020230121		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	16-10-2023 16:31	10/16/2023 5:04:06 PM	0:0:32:36			Configure now issue resolved	Remote
1661	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/ BET	C161020230119		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:30	10/16/2023 5:02:02 PM	0:0:31:31			Issue Resolved	Onsite
1662	16-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C161020230120		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	16-10-2023 16:30	10/16/2023 5:03:25 PM	0:0:32:26			Punch the Cable now issue resolved	Onsite
1663	16-10-2023	ALAKNANDA	CR Park HR Office	HR	C161020230118		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 16:30	10/16/2023 5:02:02 PM	0:0:31:39			Joined now issue resolved	Onsite
1664	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	BUSINESS/ BET	C161020230117		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:29	10/16/2023 5:01:52 PM	0:0:32:9			Issue Resolved	Onsite
1665	16-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C161020230115		Hardware	PC	Not working at all	Others	LOW	Closed	16-10-2023 16:28	10/16/2023 5:01:40 PM	0:0:33:0			Update the office now issue resolved	Onsite
1666	16-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161020230116		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:28	10/16/2023 5:01:42 PM	0:0:32:48			Issue Resolved	Onsite
1667	16-10-2023	NEHRU PLACE CSO	Third Floor - B Block	IT	C161020230114		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:28	10/16/2023 5:01:35 PM	0:0:33:12			Issue Resolved	Onsite
1668	16-10-2023	NEHRU PLACE CSO	Third Floor - B Block	IT	C161020230113		Hardware	Laptop	Hardware Issue	Sent to Nehru	LOW	Closed	16-10-2023 16:27	10/16/2023 5:01:27 PM	0:0:33:41			Issue Resolved	Onsite
1669	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/ BET	C161020230111		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	16-10-2023 16:26	10/16/2023 5:01:07 PM	0:0:34:44			Issue Resolved	Onsite
1670	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/ BET	C161020230112		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 16:26	10/16/2023 5:01:17 PM	0:0:34:28			Issue Resolved	Onsite
1671	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/ BET	C161020230110		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	16-10-2023 16:25	10/16/2023 5:00:59 PM	0:0:35:0			Issue Resolved	Onsite
1672	16-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C161020230109		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	16-10-2023 16:23	10/16/2023 4:46:21 PM	0:0:22:59			Cartage Replaced Issue Resolved	Onsite
1673	16-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C161020230108		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	16-10-2023 16:22	10/16/2023 4:46:02 PM	0:0:23:6			Cartage Replaced Issue Resolved	Onsite
1674	16-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C161020230107		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	16-10-2023 16:21	10/16/2023 5:44:54 PM	0:1:23:8			SCANNER DRIVER REINSTALLED	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1675	16-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C161020230106		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	16-10-2023 16:19	10/16/2023 4:21:13 PM	0:0:1:58			resolved	Onsite
1676	16-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C161020230105		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	16-10-2023 16:18	10/16/2023 4:20:43 PM	0:0:2:23			resolved	Onsite
1677	16-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C161020230104		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	16-10-2023 16:16	10/16/2023 4:20:27 PM	0:0:4:0			resolved	Onsite
1678	16-10-2023	SAKET	Adchini	BUSINESS/BET	C161020230103		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	16-10-2023 16:15	10/16/2023 4:17:12 PM	0:0:1:53			Mail sent to lotus support for unlock the mail account	Onsite
1679	16-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C161020230102		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	16-10-2023 16:14	10/16/2023 4:20:14 PM	0:0:5:19			resolved	Onsite
1680	16-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C161020230099		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	16-10-2023 16:07	10/16/2023 4:45:43 PM	0:0:38:1			Fort client Shut Down And LAN Cable Press By Clamping Tool Now Working	Onsite
1681	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230098		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:07	10/16/2023 4:30:17 PM	0:0:22:39			Image uploader issue	Onsite
1682	16-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C161020230100		Hardware	PC	System Password issue	Password Reset	LOW	Closed	16-10-2023 16:07	10/16/2023 5:01:08 PM	0:0:53:10			Reset the password now issue resolved	Onsite
1683	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:07	10/16/2023 4:30:05 PM	0:0:22:5			Image uploader issue	Onsite
1684	16-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C161020230095		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:06	10/16/2023 4:44:16 PM	0:0:37:30			VLC Player Installed Working Issue Resolved	Onsite
1685	16-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C161020230097		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 16:06	10/16/2023 5:00:26 PM	0:0:53:27			RAM Change now issue resolved	Onsite
1686	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230096		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 16:06	10/16/2023 4:30:39 PM	0:0:23:49			Wtsup installation	Onsite
1687	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230094		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 16:05	10/16/2023 4:30:52 PM	0:0:24:55			ESS issue	Onsite
1688	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230092		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-10-2023 16:05	10/16/2023 4:32:22 PM	0:0:26:56			OS issue	Onsite
1689	16-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C161020230091		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	16-10-2023 16:05	10/16/2023 4:26:26 PM	0:0:21:1			Issue resolved after cartridge replace.	Onsite
1690	16-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C161020230093		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	16-10-2023 16:05	10/16/2023 4:43:18 PM	0:0:37:22			New OS Installed Now Working Issue resolved	Onsite
1691	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230089		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:04	10/16/2023 4:32:37 PM	0:0:28:22			PC add on ADS	Onsite
1692	16-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C161020230090		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	16-10-2023 16:04	10/16/2023 4:25:54 PM	0:0:21:26			Keyboard replace as reqd.	Onsite
1693	16-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C161020230087		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 16:03	10/16/2023 4:42:52 PM	0:0:39:10			PC Replaced And New OS Installed Now Working Issue Resolved	Onsite
1694	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230088		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:03	10/16/2023 4:32:49 PM	0:0:28:57			PC add on ADS	Onsite
1695	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230086		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:03	10/16/2023 4:32:58 PM	0:0:29:36			PC add on ADS	Onsite
1696	16-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161020230082		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-10-2023 16:02	10/16/2023 4:42:27 PM	0:0:40:27			Printer driver installed.	Onsite
1697	16-10-2023	OTHERS	HUDCO Grid	PROTECTION	C161020230083		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:02	10/16/2023 4:34:09 PM	0:0:31:39			Pc add on ADS	Onsite
1698	16-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161020230084		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:02	10/16/2023 4:42:55 PM	0:0:40:11			PDF default set.	Onsite
1699	16-10-2023	OTHERS	Andrews Ganj	Enforcement	C161020230085		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 16:02	10/16/2023 4:33:07 PM	0:0:30:11			PC add on ADS	Onsite
1700	16-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161020230081		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 16:00	10/16/2023 4:41:58 PM	0:0:41:6			Oracle installed.	Onsite
1701	16-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161020230079		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 15:53	10/16/2023 4:40:51 PM	0:0:47:16			BSP configured	Onsite
1702	16-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C161020230080		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-10-2023 15:53	10/16/2023 4:47:47 PM	0:0:54:0			Change setting now working fine	Remote
1703	16-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161020230078		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-10-2023 15:52	10/16/2023 4:40:23 PM	0:0:47:32			Printer driver installed.	Onsite
1704	16-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C161020230077		Hardware	System Software	MS Office	File Not Opening	HIGH	Closed	16-10-2023 15:52	10/16/2023 6:43:40 PM	0:2:51:33			Ms office reinstalled	
1705	16-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C161020230076		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-10-2023 15:51	10/16/2023 4:47:24 PM	0:0:55:25			Clear paper jam now working fine	Onsite
1706	16-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C161020230075		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	16-10-2023 15:51	10/16/2023 6:42:53 PM	0:2:51:46			Printer paper jam issue	
1707	16-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C161020230074		Hardware	PC	Restart Problem	Others	LOW	Closed	16-10-2023 15:51	10/16/2023 4:47:06 PM	0:0:56:2			IP Address Change now working fine	Onsite
1708	16-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C161020230073		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 15:50	10/16/2023 4:46:37 PM	0:0:56:28			ADS Join	Remote
1709	16-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C161020230071		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 15:49	10/16/2023 4:46:28 PM	0:0:57:17			Change setting now working fine	Remote
1710	16-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C161020230072		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	16-10-2023 15:49	10/16/2023 5:44:14 PM	0:1:54:48			New Archive create	Remote
1711	16-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C161020230070		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 15:48	10/16/2023 4:46:06 PM	0:0:58:1			ADS Join	Remote
1712	16-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C161020230069		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 15:47	10/16/2023 4:45:55 PM	0:0:58:42			ADS Join	Remote
1713	16-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C161020230068		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-10-2023 15:46	10/16/2023 4:45:45 PM	0:0:59:7			ADS Join	Remote
1714	16-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C161020230067		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-10-2023 15:33	10/16/2023 4:47:10 PM	0:1:13:54			Paper jam removed.	Onsite
1715	16-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161020230066		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	16-10-2023 15:31	10/16/2023 3:48:07 PM	0:0:16:25			Ms office not working issue resolved	Onsite
1716	16-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C161020230065		Hardware	PC	Not working at all	Others	LOW	Closed	16-10-2023 15:31	10/16/2023 4:47:36 PM	0:1:16:12			ADS Create & Login.	Onsite
1717	16-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161020230064		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	16-10-2023 15:31	10/16/2023 3:47:45 PM	0:0:16:29			Ms excel not working issue resolved	Onsite
1718	16-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C161020230063		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	16-10-2023 15:25	10/16/2023 5:43:44 PM	0:2:18:24			change the RAM	Onsite
1719	16-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C161020230062		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-10-2023 15:16	10/16/2023 4:03:34 PM	0:0:46:57			Software issue resolved as reqd	Remote
1720	16-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C161020230060		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 15:08	10/16/2023 3:43:18 PM	0:0:35:12			printer setting changed.	Onsite
1721	16-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C161020230061		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	16-10-2023 15:08	10/16/2023 3:43:40 PM	0:0:35:0			Reconnect lan port.	Onsite
1722	16-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C161020230059		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	16-10-2023 15:07	10/16/2023 3:41:56 PM	0:0:34:29			Mobile traveler approved by Lotus team.	Onsite
1723	16-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C161020230058		Hardware	PC	Not working at all	Others	LOW	Closed	16-10-2023 15:06	10/16/2023 3:39:59 PM	0:0:33:58			Create another account & login.	Onsite
1724	16-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C161020230057		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-10-2023 15:03	10/16/2023 3:38:36 PM	0:0:34:40			Timing format changed.	Remote
1725	16-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C161020230056		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 15:03	10/16/2023 3:38:06 PM	0:0:35:3			Proxy setting changed.	Remote
1726	16-10-2023	SAKET	Malviya Nagar	HR	C161020230055		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	16-10-2023 15:02	10/16/2023 4:16:25 PM	0:1:13:42			Re-insert the RAM	Onsite
1727	16-10-2023	NEHRU PLACE	W Block GK 1	O-M	C161020230054		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 15:01	10/16/2023 3:37:56 PM	0:0:36:25			Proxy setting changed.	Remote
1728	16-10-2023	NEHRU PLACE	W Block GK 1	O-M	C161020230053		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 15:00	10/16/2023 3:37:45 PM	0:0:37:6			Proxy setting changed.	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1729	16-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C161020230052		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	16-10-2023 14:52	10/16/2023 3:33:25 PM	0:0:40:35			Issue has been closed on my side same is referred to Airtel team	Onsite
1730	16-10-2023	SAKET	Chhatarpur CC	O-M	C161020230051		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	16-10-2023 14:40	10/16/2023 3:10:04 PM	0:0:29:47			N/W driver re-installed	Onsite
1731	16-10-2023	SAKET	Fatehpur Beri CC	O-M	C161020230050		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 14:39	10/16/2023 3:08:54 PM	0:0:29:20			Re-create the DTM S/W from the server	Remote
1732	16-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C161020230049		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-10-2023 14:39	10/16/2023 3:07:54 PM	0:0:28:53			Re-installed the Lotus S/W & configured ID file	Onsite
1733	16-10-2023	SAKET	Malviya Nagar CC	O-M	C161020230048		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 14:38	10/16/2023 3:05:56 PM	0:0:27:33			USB cable changed	Onsite
1734	16-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	HR	C161020230047		Network	Link Connectivit	Link Connectivity Issue	Power Issue	HIGH	Closed	16-10-2023 14:30	10/16/2023 4:19:58 PM	0:1:49:36			resolved	Onsite
1735	16-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161020230046		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-10-2023 14:23	10/16/2023 3:28:36 PM	0:1:5:33			PC not working issue resolved	Onsite
1736	16-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161020230045		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-10-2023 14:22	10/16/2023 3:28:19 PM	0:1:5:44			pdf not working issue resolved	Onsite
1737	16-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C161020230044		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	16-10-2023 14:20	10/16/2023 9:38:47 PM	0:7:18:12				
1738	16-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C161020230043		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	16-10-2023 14:19	10/16/2023 9:38:15 PM	0:7:18:24				
1739	16-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161020230042		Hardware	Laptop	Hardware Issue	Sent to Nehru	LOW	Closed	16-10-2023 14:13	10/16/2023 3:27:57 PM	0:1:14:27			Laptop not working issue resolved	Onsite
1740	16-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C161020230041		Hardware	PC	Network Not Working	No Power	LOW	Closed	16-10-2023 13:11	10/16/2023 1:42:41 PM	0:0:30:45			Ups power issue restored now call closed	
1741	16-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C161020230040		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	16-10-2023 13:10	10/17/2023 5:27:25 PM	1:4:16:54			Call Close By Sanjay & Subhash	Onsite
1742	16-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C161020230039		Hardware	PC	Not working at all	No power	LOW	Closed	16-10-2023 13:03	10/16/2023 1:41:46 PM	0:0:38:1			Due to ups mcb trip so few pc power not on now check and resolved ups power	
1743	16-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C161020230038		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 12:26	10/16/2023 1:24:57 PM	0:0:58:38			This PC icon shortcut has been created	
1744	16-10-2023	VASANT KUNJ	B 1	O-M	C161020230037		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 12:20	10/16/2023 1:23:35 PM	0:1:3:20			Oracle installed and DTM shortcut has been created	
1745	16-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C161020230036		Network	LAN Issue	LAN Issue	Others	LOW	Closed	16-10-2023 12:13	10/16/2023 12:27:50 PM	0:0:14:21			Telephone LAN cable reconnect after restarted the working fine	Onsite
1746	16-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/BET	C161020230035		Telecome	Instrument	Line Cord	Line Cord Faulty	MEDIUM	Closed	16-10-2023 11:56	10/16/2023 3:14:21 PM	0:3:18:3			done	Onsite
1747	16-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C161020230034		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 11:44	10/16/2023 2:34:53 PM	0:2:50:13			add on ads	Remote
1748	16-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C161020230033		NON-SAP	Others	Others	Others	LOW	Closed	16-10-2023 11:43	10/16/2023 2:34:35 PM	0:2:51:5			change the name of land line	Remote
1749	16-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C161020230032		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	16-10-2023 11:42	10/16/2023 2:33:57 PM	0:2:51:51			add on ads	Remote
1750	16-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C161020230031		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-10-2023 11:41	10/16/2023 2:33:41 PM	0:2:52:38			check the laptop and reset the bios	Onsite
1751	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C161020230030		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	16-10-2023 11:20	10/19/2023 9:52:04 AM	2:22:31:35			pl send team	Onsite
1752	16-10-2023	PALAM	Mangla Puri Complaint Center	O-M	C161020230029		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-10-2023 11:16	10/16/2023 12:25:22 PM	0:1:8:29			Web mail password reset.	Remote
1753	16-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C161020230028		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-10-2023 11:14	10/16/2023 12:25:45 PM	0:1:11:0			Paper Jam Removed.	Remote
1754	16-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C161020230027		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	16-10-2023 11:13	10/16/2023 12:34:12 PM	0:1:20:39			not working due to nw issue	Onsite
1755	16-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C161020230026		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-10-2023 11:13	10/16/2023 12:26:12 PM	0:1:12:42			Instance no change.	Remote
1756	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	DSK	C161020230024		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 11:11	10/16/2023 12:33:52 PM	0:1:22:14			done	Onsite
1757	16-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C161020230025		Hardware	Scanner	Scaning issue	Others	LOW	Closed	16-10-2023 11:11	10/16/2023 12:26:45 PM	0:1:14:53			One side select.	Onsite
1758	16-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	DSK	C161020230023		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-10-2023 11:11	10/16/2023 12:33:39 PM	0:1:22:37			os install in progress	Onsite
1759	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	DSK	C161020230021		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	16-10-2023 11:10	10/16/2023 12:33:13 PM	0:1:22:58			done	Onsite
1760	16-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C161020230022		Hardware	PC	TFT	Others	LOW	Closed	16-10-2023 11:10	10/16/2023 12:27:05 PM	0:1:16:24			TFT Replaced.	Onsite
1761	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	DSK	C161020230020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 11:09	10/16/2023 12:32:59 PM	0:1:23:24			wporking	Onsite
1762	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	DSK	C161020230019		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 11:08	10/16/2023 12:32:27 PM	0:1:23:43			solved	Onsite
1763	16-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C161020230017		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-10-2023 11:07	10/16/2023 12:31:49 PM	0:1:24:7			done	Onsite
1764	16-10-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C161020230018		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-10-2023 11:07	10/16/2023 12:32:06 PM	0:1:24:7			done	Onsite
1765	16-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C161020230016		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-10-2023 11:06	10/16/2023 12:31:28 PM	0:1:24:30			done	Onsite
1766	16-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C161020230015		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	16-10-2023 11:06	10/16/2023 12:31:02 PM	0:1:24:24			Done	Onsite
1767	16-10-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C161020230014		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	16-10-2023 11:06	10/16/2023 1:39:48 PM	0:2:33:12			usb port changed	Onsite
1768	16-10-2023	SAKET	Adchini	BUSINESS/BET	C161020230013		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-10-2023 11:05	10/16/2023 11:28:51 AM	0:0:23:10			SAP login recreate	Onsite
1769	16-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C161020230011		Hardware	PC	Restart Problem	Others	HIGH	Closed	16-10-2023 11:03	10/16/2023 1:40:17 PM	0:2:37:9			vga cable changed	Onsite
1770	16-10-2023	SAKET	Adchini	Recovery	C161020230012		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-10-2023 11:03	10/16/2023 11:28:25 AM	0:0:24:50			pdf file open in different format	Onsite
1771	16-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C161020230010		Hardware	System Software	Other Software	proxy setting	HIGH	Closed	16-10-2023 11:02	10/16/2023 11:17:18 AM	0:0:15:14			Google team not open	Onsite
1772	16-10-2023	SAKET	Adchini	SAFETY	C161020230010		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-10-2023 11:02	10/16/2023 11:17:18 AM	0:0:15:14			Google team not open	Onsite
1773	16-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C161020230008		Hardware	PC	Restart Problem	OS/System File/	HIGH	Closed	16-10-2023 10:50	10/16/2023 1:39:17 PM	0:2:48:34			repair windows	Onsite
1774	16-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	DSK	C161020230007		Hardware	PC	TFT	Flickering display	LOW	Closed	16-10-2023 10:40	10/16/2023 11:03:08 AM	0:0:23:2			VGA cable changed	Onsite
1775	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C161020230005		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	16-10-2023 10:39	10/16/2023 11:04:09 AM	0:0:25:2			traveller not repsoning as quota error, archived mails now working	Onsite
1776	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C161020230006		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	16-10-2023 10:39	10/16/2023 11:03:34 AM	0:0:24:8			Mail archived	Onsite
1777	16-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C161020230004		Hardware	System Software	MS Office	Others	LOW	Closed	16-10-2023 10:38	10/16/2023 11:04:24 AM	0:0:25:58			enable macros	Onsite
1778	16-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C161020230003		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 10:37	10/16/2023 11:04:46 AM	0:0:26:57			Configured	Onsite
1779	16-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C161020230002		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-10-2023 10:37	10/16/2023 11:04:59 AM	0:0:27:35			Configured	Onsite
1780	16-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C161020230001		Hardware	PC	TFT	Dim Display	HIGH	Closed	16-10-2023 09:25	10/16/2023 4:19:43 PM	0:6:54:43			resolved	Onsite
1781	17-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C201020230067		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	20-10-2023 15:15	10/20/2023 3:23:49 PM	0:0:8:36			Check lan drivers installed and check Laptop ip ok , then check backbone cable	Onsite
1782	17-10-2023	SAKET	Adchini	DTC	C191020230097		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	19-10-2023 16:32	10/19/2023 4:45:19 PM	0:0:12:20			not work	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1783	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181020230020		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	18-10-2023 13:51	10/18/2023 3:53:11 PM	0:2:1:45			Google chrome not working issue resolved	Onsite
1784	17-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C181020230004		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	18-10-2023 11:43	10/18/2023 2:17:51 PM	0:2:34:27			issue has been resolved after clear the jam paper	Onsite
1785	17-10-2023	KHANPUR	Durga Vihar, A 68	O-M	C171020230174		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 18:52	10/17/2023 7:16:02 PM	0:0:23:14			after printer reinstall issue resolved	Onsite
1786	17-10-2023	KHANPUR	Durga Vihar, A 68	O-M	C171020230173		Hardware	PC	Restart Problem	Heating issue	LOW	Closed	17-10-2023 18:51	10/17/2023 7:15:40 PM	0:0:24:39			after pc physical pc clean and delete temp file issue resolved	Onsite
1787	17-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C171020230172		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	17-10-2023 18:49	10/17/2023 7:06:15 PM	0:0:17:15			after mail id unlock issue resolved	Onsite
1788	17-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C171020230171		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	17-10-2023 18:47	10/17/2023 7:05:40 PM	0:0:18:9			after mail id password reset issue resolved	Onsite
1789	17-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C171020230170		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 18:44	10/17/2023 7:05:02 PM	0:0:20:34			after paper jam clear and cartridge change issue resolved	Onsite
1790	17-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171020230169		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	17-10-2023 17:41	10/17/2023 5:56:23 PM	0:0:14:37			New Replace Create issue resolve	Onsite
1791	17-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171020230168		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:40	10/17/2023 5:55:38 PM	0:0:15:23			PC join ADS	Onsite
1792	17-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171020230167		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:39	10/17/2023 5:55:28 PM	0:0:15:42			PC join ADS	Onsite
1793	17-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171020230166		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 17:39	10/17/2023 5:55:16 PM	0:0:16:13			Printer Driver installed	Onsite
1794	17-10-2023	OTHERS	VSNL	O-M	C171020230165		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	17-10-2023 17:37	10/17/2023 5:54:56 PM	0:0:17:38			RAM Replaced issue resolve	Onsite
1795	17-10-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C171020230164		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:35	10/17/2023 5:38:57 PM	0:0:3:26			issue resolved	Onsite
1796	17-10-2023	SAKET	Jonapur CC	O-M	C171020230163		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-10-2023 17:32	10/17/2023 5:40:07 PM	0:0:7:13			N/W & sharing issue	Onsite
1797	17-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C171020230162		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:32	10/17/2023 5:38:43 PM	0:0:5:57			issue resolved	Onsite
1798	17-10-2023	SAKET	D-Block Saket	O-M	C171020230160		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	17-10-2023 17:31	10/17/2023 5:39:39 PM	0:0:8:34			Replica replaced	Remote
1799	17-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C171020230161		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:31	10/17/2023 5:38:31 PM	0:0:6:56			issue resolved	Onsite
1800	17-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C171020230158		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 17:30	10/17/2023 5:35:45 PM	0:0:5:45			Printer show red light paper jam inside removed paper & drivers install and set	Onsite
1801	17-10-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C171020230159		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 17:30	10/17/2023 5:38:19 PM	0:0:7:58			issue resolved	Onsite
1802	17-10-2023	SAKET	Adchini	BUSINESS/BET	C171020230157		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 17:29	10/17/2023 5:39:12 PM	0:0:9:26			New printer installed	Onsite
1803	17-10-2023	SAKET	Fatehpur Beri CC	O-M	C171020230156		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	17-10-2023 17:29	10/17/2023 5:38:46 PM	0:0:9:43			RJ45 changed	Onsite
1804	17-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C171020230154		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 17:28	10/17/2023 5:35:07 PM	0:0:6:57			Printer drivers install and set IP again now working	Onsite
1805	17-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C171020230155		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 17:28	10/17/2023 5:38:02 PM	0:0:9:38			issue resolved	Onsite
1806	17-10-2023	SAKET	Adchini	BUSINESS/BET	C171020230153		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	17-10-2023 17:27	10/17/2023 5:38:24 PM	0:0:11:0			Mouse changed	Onsite
1807	17-10-2023	SAKET	Malviya Nagar	HR	C171020230152		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:25	10/17/2023 5:37:56 PM	0:0:12:0			VLC player re-installed	Onsite
1808	17-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C171020230150		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:25	10/17/2023 5:50:08 PM	0:0:25:6			installed winr issue resolved	Onsite
1809	17-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C171020230151		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 17:25	10/17/2023 5:37:27 PM	0:0:12:11			Removed paper from printer	Onsite
1810	17-10-2023	NEHRU PLACE CSO	First Floor - F Block	IT	C171020230148		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	17-10-2023 17:23	10/17/2023 5:37:50 PM	0:0:14:5			issue resolved	Onsite
1811	17-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C171020230147		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	17-10-2023 17:23	10/17/2023 5:49:35 PM	0:0:26:30			reinstalled acrobat issue resolved	Onsite
1812	17-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C171020230149		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	17-10-2023 17:23	10/17/2023 5:49:49 PM	0:0:25:55			change the phone cord issue resolved	Onsite
1813	17-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C171020230146		Hardware	Attendane Machine	Not working at all	Machine hardware	LOW	Closed	17-10-2023 17:22	10/17/2023 5:49:19 PM	0:0:26:54			reconfigured the card and talk with hr issue resolved	Onsite
1814	17-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C171020230145		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:22	10/17/2023 5:37:30 PM	0:0:15:8			issue resolved	Onsite
1815	17-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C171020230144		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-10-2023 17:21	10/17/2023 5:48:55 PM	0:0:27:13			reset ads account password issue resolved	Onsite
1816	17-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C171020230143		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:21	10/17/2023 5:37:17 PM	0:0:16:13			issue resolved	Onsite
1817	17-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C171020230142		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-10-2023 17:19	10/17/2023 5:37:07 PM	0:0:17:23			issue resolved	Onsite
1818	17-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C171020230141		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	17-10-2023 17:19	10/17/2023 5:36:54 PM	0:0:17:46			issue resolved	Onsite
1819	17-10-2023	SAKET	Malviya Nagar	HR	C171020230140		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	17-10-2023 17:19	10/17/2023 5:36:07 PM	0:0:17:2			RJ45 changed	Onsite
1820	17-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C171020230139		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	17-10-2023 17:17	10/17/2023 5:36:36 PM	0:0:18:36			issue resolved	Onsite
1821	17-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C171020230138		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:17	10/17/2023 5:36:22 PM	0:0:19:19			issue resolved	Onsite
1822	17-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C171020230137		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 17:15	10/17/2023 5:34:20 PM	0:0:18:31			Printer show red light paper jam inside removed paper and cartage replaced now	Onsite
1823	17-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C171020230136		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	17-10-2023 17:14	10/17/2023 5:19:17 PM	0:0:4:30			Issue Resolved	Onsite
1824	17-10-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C171020230135		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:13	10/17/2023 5:19:07 PM	0:0:5:47			Issue Resolved	Onsite
1825	17-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C171020230134		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 17:13	10/17/2023 5:34:10 PM	0:0:20:58			Printer show red light paper jam inside removed paper and cartage replaced now	Onsite
1826	17-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	RCM	C171020230131		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:12	10/17/2023 5:18:51 PM	0:0:6:41			Issue Resolved	Onsite
1827	17-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C171020230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:12	10/17/2023 5:19:00 PM	0:0:6:15			Issue Resolved	Onsite
1828	17-10-2023	OTHERS	HUDCO Grid	PROTECTION	C171020230132		Hardware	Printer	Image Issue	Others	LOW	Closed	17-10-2023 17:12	10/17/2023 5:16:32 PM	0:0:4:9			Printer issue	Onsite
1829	17-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C171020230129		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 17:11	10/17/2023 5:33:45 PM	0:0:22:8			nitish - pc check power cable ok , ram slot replaced and remove dust from cpu	Onsite
1830	17-10-2023	NEHRU PLACE CSO	Third Floor - B Block	PROTECTION	C171020230128		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:11	10/17/2023 5:18:40 PM	0:0:7:25			Issue Resolved	Onsite
1831	17-10-2023	OTHERS	Andrews Ganj	Enforcement	C171020230130		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-10-2023 17:11	10/17/2023 5:14:12 PM	0:0:2:27			OS issue.Pc formatted	Onsite
1832	17-10-2023	OTHERS	Andrews Ganj	Enforcement	C171020230126		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 17:10	10/17/2023 5:14:41 PM	0:0:4:8			Pc add on ads	Onsite
1833	17-10-2023	OTHERS	Andrews Ganj	Enforcement	C171020230127		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	17-10-2023 17:10	10/17/2023 5:14:28 PM	0:0:3:30			Mail issue	Onsite
1834	17-10-2023	OTHERS	Andrews Ganj	PROTECTION	C171020230124		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 17:10	10/17/2023 5:14:49 PM	0:0:4:37			Pc add on ads	Onsite
1835	17-10-2023	OTHERS	Andrews Ganj	Enforcement	C171020230122		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 17:09	10/17/2023 5:15:07 PM	0:0:5:43			Pc add on ads	Onsite
1836	17-10-2023	OTHERS	Andrews Ganj	Enforcement	C171020230120		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 17:09	10/17/2023 5:15:17 PM	0:0:6:17			Pc add on ads	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1837	17-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C171020230121		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:09	10/17/2023 5:18:28 PM	0:0:9:16			Issue Resolved	Onsite
1838	17-10-2023	OTHERS	Andrews Ganj	Enforcement	C171020230123		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 17:09	10/17/2023 5:14:58 PM	0:0:5:8			Pc add on ads	Onsite
1839	17-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C171020230119		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	17-10-2023 17:08	10/17/2023 5:18:21 PM	0:0:10:3			Issue Resolved	Onsite
1840	17-10-2023	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C171020230118		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 17:06	10/17/2023 5:17:48 PM	0:0:11:2			Issue Resolved	Onsite
1841	17-10-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C171020230117		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	17-10-2023 17:06	10/17/2023 5:17:13 PM	0:0:10:58			Issue Resolved	Onsite
1842	17-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C171020230116		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-10-2023 17:05	10/17/2023 5:17:01 PM	0:0:11:15			Issue Resolved	Onsite
1843	17-10-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C171020230115		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-10-2023 17:00	10/17/2023 5:01:15 PM	0:0:0:56			install the os	Onsite
1844	17-10-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C171020230114		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-10-2023 16:56	10/17/2023 4:57:37 PM	0:0:0:38			restore the windows	Onsite
1845	17-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	O-M	C171020230113		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 16:55	10/17/2023 4:58:22 PM	0:0:2:43			restore the os	Onsite
1846	17-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C171020230112		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	17-10-2023 16:54	10/17/2023 4:58:42 PM	0:0:4:25			clean the temp	Onsite
1847	17-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C171020230111		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	17-10-2023 16:50	10/17/2023 4:57:56 PM	0:0:7:23			join on ads	Onsite
1848	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230110		Hardware	System Software	MS Office	Others	LOW	Closed	17-10-2023 16:46	10/17/2023 4:47:03 PM	0:0:0:46			resolved	Onsite
1849	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230109		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 16:45	10/17/2023 4:47:11 PM	0:0:1:31			resolved	Onsite
1850	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230107		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 16:44	10/17/2023 4:47:33 PM	0:0:3:6			resolved	Onsite
1851	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230108		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-10-2023 16:44	10/17/2023 4:47:23 PM	0:0:2:27			resolved	Onsite
1852	17-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C171020230106		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 16:44	10/17/2023 4:47:43 PM	0:0:3:33			resolved	Onsite
1853	17-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C171020230104		Hardware	PC	Not working at all	Others	LOW	Closed	17-10-2023 16:43	10/17/2023 4:48:09 PM	0:0:4:40			resolved	Onsite
1854	17-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C171020230105		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 16:43	10/17/2023 4:47:51 PM	0:0:3:53			resolved	Onsite
1855	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230102		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	17-10-2023 16:42	10/17/2023 4:48:31 PM	0:0:6:17			resolved	Onsite
1856	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230103		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	17-10-2023 16:42	10/17/2023 4:48:21 PM	0:0:5:28			resolved	Onsite
1857	17-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C171020230101		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	17-10-2023 16:41	10/17/2023 4:48:43 PM	0:0:7:8			resolved	Onsite
1858	17-10-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C171020230100		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	MEDIUM	Closed	17-10-2023 16:41	10/17/2023 5:20:18 PM	0:0:39:5			ARCHIVE TO ALL MAIL AND PROBLEM RESOLVED	Remote
1859	17-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C171020230097		Hardware	Laptop	Not working at all	Others	MEDIUM	Closed	17-10-2023 16:40	10/17/2023 5:19:10 PM	0:0:39:5			LAPTOP POWER ADAPTER CABLE NOT SUPPORT.CHANE THE CABLE AND ISSUE	Onsite
1860	17-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C171020230099		Hardware	PC	Not working at all	Others	LOW	Closed	17-10-2023 16:40	10/17/2023 4:48:52 PM	0:0:8:1			resolved	Onsite
1861	17-10-2023	VIKAS PURI	BSES Shankar Garden Office,B Block Shankar Garden Vikaspuri New Delhi 110018	O-M	C171020230098		Hardware	E-Mail	Email _Lotus	Mumbai related	LOW	Closed	17-10-2023 16:40	10/17/2023 5:37:44 PM	0:0:56:55			Mail forwarded to lotus team.	Remote
1862	17-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C171020230096		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	17-10-2023 16:39	10/17/2023 4:45:14 PM	0:0:6:2			issue has been resolved after reset the mail id password	Onsite
1863	17-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C171020230095		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-10-2023 16:38	10/17/2023 5:37:17 PM	0:0:58:38			Password issue resolved	Remote
1864	17-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C171020230094		Hardware	PC	TFT	Color Issue	MEDIUM	Closed	17-10-2023 16:38	10/17/2023 5:17:32 PM	0:0:38:59			VGA CABLE WAS PROPERLY APPLIED	Onsite
1865	17-10-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C171020230093		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-10-2023 16:38	10/17/2023 5:36:25 PM	0:0:58:22			Account unlocked as reqd.	Remote
1866	17-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C171020230092		Hardware	MOUSE	Not working	Hardware Faulty	MEDIUM	Closed	17-10-2023 16:37	10/17/2023 5:15:59 PM	0:0:38:47			change the mouse	Onsite
1867	17-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C171020230091		Hardware	System Software	Other Software	proxy setting	LOW	Closed	17-10-2023 16:25	10/17/2023 5:35:50 PM	0:1:9:57			Proxy disable, issue resolved.	Remote
1868	17-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C171020230090		Hardware	System Software	MS Office	Software Not	LOW	Closed	17-10-2023 16:11	10/17/2023 4:44:43 PM	0:0:32:56			issue has been resolved after reinstalled the MS office	Onsite
1869	17-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C171020230089		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 16:11	10/17/2023 4:44:06 PM	0:0:32:56			issue has been resolved after join the ADS	Onsite
1870	17-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C171020230088		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-10-2023 16:10	10/17/2023 4:43:38 PM	0:0:33:8			issue has been resolved after update the chrome	Remote
1871	17-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C171020230087		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 16:09	10/17/2023 4:43:15 PM	0:0:33:16			issue has been resolved after update the printer drivers	Remote
1872	17-10-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/BET	C171020230086		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-10-2023 16:07	10/17/2023 4:25:45 PM	0:0:18:5			Password reset from central team.	Onsite
1873	17-10-2023	NEHRU PLACE	W Block GK 1	O-M	C171020230085		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	17-10-2023 16:05	10/17/2023 4:25:35 PM	0:0:20:24			Password reset from central team.	Onsite
1874	17-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C171020230084		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-10-2023 16:04	10/17/2023 4:24:55 PM	0:0:20:44			Sharing file security setting changed.	Onsite
1875	17-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C171020230083		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	17-10-2023 16:02	10/17/2023 4:24:19 PM	0:0:21:19			Paper tray reinsert.	Onsite
1876	17-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C171020230082		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 15:46	10/17/2023 5:15:31 PM	0:1:29:4			ip msg install done	Onsite
1877	17-10-2023	NEHRU PLACE	20 No Building	HR	C171020230081		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	17-10-2023 15:45	10/17/2023 5:15:09 PM	0:1:29:53			laptop connect to projector for training	Onsite
1878	17-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C171020230080		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	17-10-2023 15:44	10/17/2023 5:14:37 PM	0:1:30:11			network enable and ip configure	Onsite
1879	17-10-2023	NEHRU PLACE	20 No Building	BUSINESS/BET	C171020230079		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 15:43	10/17/2023 5:14:03 PM	0:1:30:36			microsoft team reinstall	Onsite
1880	17-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C171020230078		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	17-10-2023 15:33	10/17/2023 3:38:18 PM	0:0:4:45			after clean the ram issue resolved	Onsite
1881	17-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C171020230077		Hardware	PC	TFT	Others	LOW	Closed	17-10-2023 15:32	10/17/2023 3:38:02 PM	0:0:5:4			issue resolved after change the power cable	Onsite
1882	17-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C171020230076		Hardware	PC	Not working at all	No power	LOW	Closed	17-10-2023 15:32	10/17/2023 3:37:34 PM	0:0:4:55			issue resolved after change the power cable	Onsite
1883	17-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C171020230075		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	17-10-2023 15:32	10/17/2023 3:37:09 PM	0:0:4:56			issue resolved after create a new replica	Onsite
1884	17-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C171020230074		Network	LAN Issue	LAN Issue	Others	LOW	Closed	17-10-2023 15:31	10/17/2023 3:36:41 PM	0:0:5:3			switch hang issue resolved after reboot	Onsite
1885	17-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C171020230073		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 15:31	10/17/2023 3:36:04 PM	0:0:4:44			mail working fine after LAN issue resolved	Onsite
1886	17-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	Billing	C171020230071		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	17-10-2023 15:30	10/17/2023 3:34:54 PM	0:0:4:49			printer install and issue resolved	Onsite
1887	17-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	Billing	C171020230072		Hardware	Printer	Paper Pickup	Others	LOW	Closed	17-10-2023 15:30	10/17/2023 3:35:08 PM	0:0:4:46			printer install and issue resolved	Onsite
1888	17-10-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	Billing	C171020230070		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 15:29	10/17/2023 3:34:35 PM	0:0:4:55			printer install and issue resolved	Onsite
1889	17-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171020230069		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 15:26	10/17/2023 3:31:59 PM	0:0:5:51			Printer driver installed.	Onsite
1890	17-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171020230068		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 15:25	10/17/2023 3:31:44 PM	0:0:6:5			Printer driver installed.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1891	17-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C171020230067		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 15:24	10/17/2023 3:31:29 PM	0:0:6:52			LAN connector replaced.	Onsite
1892	17-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C171020230066		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 15:20	10/17/2023 3:26:49 PM	0:0:6:8			LAN connector replaced.	Onsite
1893	17-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C171020230065		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 15:19	10/17/2023 3:26:32 PM	0:0:7:13			IP conflict	Onsite
1894	17-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C171020230064		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-10-2023 15:07	10/17/2023 3:53:47 PM	0:0:46:27			Anil Kumar DSK Portal Password reset.	Remote
1895	17-10-2023	ALAKNANDA	CR Park HR Office	HR	C171020230063		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	17-10-2023 15:02	10/17/2023 5:06:54 PM	0:2:4:50			Installed now issue resolved	Remote
1896	17-10-2023	ALAKNANDA	CR Park HR Office	HR	C171020230062		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-10-2023 15:01	10/17/2023 5:06:11 PM	0:2:4:48			Installed now issue resolved	Onsite
1897	17-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C171020230061		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-10-2023 15:00	10/17/2023 4:05:29 PM	0:1:4:46			BSP Password reset	Onsite
1898	17-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C171020230060		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-10-2023 15:00	10/17/2023 5:05:48 PM	0:2:5:6			Installed the analyzer now issue resolved	Remote
1899	17-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C171020230059		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 14:59	10/17/2023 4:06:03 PM	0:1:6:10			Jam Paper Removed.	Onsite
1900	17-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C171020230058		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 14:57	10/17/2023 5:05:05 PM	0:2:7:45			Installed the printer now issue resolved	Onsite
1901	17-10-2023	ALAKNANDA	Okhla Ph 1	MMG	C171020230057		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 14:56	10/17/2023 5:04:39 PM	0:2:8:25			Remove paper from printer now issue resolved	Onsite
1902	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230055		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	17-10-2023 14:51	10/17/2023 3:11:17 PM	0:0:20:0			chrome not working issue resolved	Onsite
1903	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230056		Hardware	System Software	Other Software	proxy setting	LOW	Closed	17-10-2023 14:51	10/17/2023 3:11:52 PM	0:0:20:5			Pdf not working issue resolved	Onsite
1904	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230054		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	17-10-2023 14:50	10/17/2023 3:10:59 PM	0:0:20:34			USB port not working issue resolved	Onsite
1905	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230053		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-10-2023 14:49	10/17/2023 3:10:40 PM	0:0:20:51			USB port not working issue resolved	Onsite
1906	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230052		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	17-10-2023 14:49	10/17/2023 3:10:19 PM	0:0:21:3			Ms excel not working issue resolved	Onsite
1907	17-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C171020230051		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	17-10-2023 14:48	10/17/2023 3:10:01 PM	0:0:21:14			Ms excel not working issue resolved	Onsite
1908	17-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C171020230049		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	17-10-2023 14:23	10/17/2023 4:13:52 PM	0:1:50:42			Clean ram now working fine	Onsite
1909	17-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C171020230048		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	17-10-2023 14:21	10/17/2023 3:18:39 PM	0:0:56:55			Done network troubleshooting now working fine	Onsite
1910	17-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C171020230047		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 14:19	10/17/2023 3:18:12 PM	0:0:58:36			ADS Join	Remote
1911	17-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C171020230046		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 14:18	10/17/2023 3:18:03 PM	0:0:59:6			ADS Join	Remote
1912	17-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C171020230045		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 14:18	10/17/2023 3:17:53 PM	0:0:59:33			ADS Join	Remote
1913	17-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C171020230044		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	17-10-2023 13:57	10/17/2023 5:26:33 PM	0:3:29:19			Call Close By Sanjay & Subhash	Onsite
1914	17-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C171020230043		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	17-10-2023 13:56	10/17/2023 5:27:06 PM	0:3:30:26			LAN not working	Onsite
1915	17-10-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C171020230042		Hardware	Scanner	Scaning issue	No Power Issue	HIGH	Closed	17-10-2023 13:45	10/17/2023 4:50:15 PM	0:3:5:3			power extension board change	Onsite
1916	17-10-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C171020230041		Hardware	System Software	Other Software	Adobe Issue	HIGH	Closed	17-10-2023 13:44	10/17/2023 4:46:04 PM	0:3:1:54			Adobe software reinstalled	Remote
1917	17-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C171020230040		Hardware	System Software	MS Office	File Corrupted	HIGH	Closed	17-10-2023 13:43	10/17/2023 4:45:24 PM	0:3:2:17			office software reinstalled	Remote
1918	17-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C171020230039		Hardware	PC	Not working at all	No power	HIGH	Closed	17-10-2023 13:42	10/17/2023 4:44:46 PM	0:3:2:31			power cable change	Onsite
1919	17-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C171020230038		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	17-10-2023 13:41	10/17/2023 4:44:11 PM	0:3:2:46			pc ram reconnect	Onsite
1920	17-10-2023	PALAM	Mangla Puri Complaint Center	O-M	C171020230037		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	17-10-2023 13:35	10/17/2023 2:57:39 PM	0:1:21:56			Mouse Replaced.	Onsite
1921	17-10-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C171020230036		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	17-10-2023 13:33	10/17/2023 3:15:58 PM	0:1:42:6			Issue has been resolved after cleaning the RAM	Onsite
1922	17-10-2023	JAFFERPUR	Ujwa Complain Center	O-M	C171020230035		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	17-10-2023 13:29	10/17/2023 1:33:02 PM	0:0:3:47			Rj45 connector Replaced.	Onsite
1923	17-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C171020230033		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 13:27	10/17/2023 1:36:42 PM	0:0:9:38			Change windows features through USB connection.	Onsite
1924	17-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C171020230034		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 13:27	10/17/2023 1:35:52 PM	0:0:8:9			PC added on ADS	Onsite
1925	17-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C171020230032		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-10-2023 13:15	10/17/2023 2:14:34 PM	0:0:59:24			req fwd to team	Onsite
1926	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230031		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Re-Assign	17-10-2023 13:14					yje	Onsite
1927	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230030		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 13:13	10/17/2023 2:14:02 PM	0:1:0:16			ordered	Onsite
1928	17-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171020230029		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-10-2023 13:13	10/17/2023 2:13:48 PM	0:1:0:36			request fwd to team	Onsite
1929	17-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C171020230028		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	17-10-2023 13:09	10/17/2023 3:29:00 PM	0:2:19:14			keyboard change and call closed	Onsite
1930	17-10-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C171020230027		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	17-10-2023 12:52	10/17/2023 2:13:23 PM	0:1:20:56			resolved	Onsite
1931	17-10-2023	SAKET	Adchini	CIVIL	C171020230026		Hardware	Scanner	Scaning issue	Connectivit y Issue	LOW	Closed	17-10-2023 12:34	10/17/2023 12:58:00 PM	0:0:23:48			scanner not installed	Onsite
1932	17-10-2023	SAKET	Adchini	CUSTOMER CARE	C171020230024		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	17-10-2023 12:33	10/17/2023 12:57:24 PM	0:0:24:15			Mail not work	Onsite
1933	17-10-2023	SAKET	Adchini	CIVIL	C171020230025		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-10-2023 12:33	10/17/2023 12:57:47 PM	0:0:24:8			not installed	Onsite
1934	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230022		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-10-2023 12:18	10/17/2023 12:51:43 PM	0:0:33:43			resolved	Onsite
1935	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C171020230021		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-10-2023 12:16	10/17/2023 12:51:31 PM	0:0:34:56			resolved	Onsite
1936	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230020		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	17-10-2023 12:14	10/17/2023 12:51:17 PM	0:0:36:59			resolved	Onsite
1937	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230019		Hardware	System Software	MS Office	Tools And Formula	LOW	Closed	17-10-2023 12:12	10/17/2023 12:51:05 PM	0:0:38:13			resolved	Onsite
1938	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230018		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	17-10-2023 12:11	10/17/2023 12:50:53 PM	0:0:39:37			resolved	Onsite
1939	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230017		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-10-2023 12:09	10/17/2023 12:50:38 PM	0:0:40:40			resolved	Onsite
1940	17-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C171020230015		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-10-2023 12:07	10/17/2023 1:16:56 PM	0:1:9:28			Genius meter link install.	Onsite
1941	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230016		Hardware	Laptop	Hanging/Slow processing	Harddisk Issue	LOW	Closed	17-10-2023 12:07	10/17/2023 12:50:22 PM	0:0:42:41			resolved	Onsite
1942	17-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C171020230014		Hardware	Printer	Paper Pickup	Others	LOW	Closed	17-10-2023 12:05	10/17/2023 1:17:20 PM	0:1:11:27			Cartridge change.	Onsite
1943	17-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C171020230013		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	17-10-2023 12:05	10/17/2023 12:49:57 PM	0:0:44:19			resolved	Onsite
1944	17-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C171020230012		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	17-10-2023 12:04	10/17/2023 1:17:44 PM	0:1:12:46			Mail password reset.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1945	17-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C171020230011		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	17-10-2023 12:03	10/17/2023 1:18:37 PM	0:1:14:53			Ram dust clean & paste coolant.	Onsite
1946	17-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/ BET	C171020230010		Hardware	PC	Not working at all	No power	LOW	Closed	17-10-2023 11:42	10/17/2023 11:58:30 AM	0:0:16:20			Power cable has been proper connect with CPU	Onsite
1947	17-10-2023	VASANT KUNJ	Kapashera	O-M	C171020230009		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	17-10-2023 11:38	10/17/2023 12:26:10 PM	0:0:47:15			IP has been filled on laptop	Onsite
1948	17-10-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/ BET	C171020230008		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-10-2023 11:33	10/17/2023 11:56:40 AM	0:0:22:53			Report viewer installed	Remote
1949	17-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C171020230006		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-10-2023 11:30	10/17/2023 11:54:27 AM	0:0:24:4			Browser changed for ESS opning	Onsite
1950	17-10-2023	VASANT KUNJ	B 1	O-M	C171020230003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-10-2023 11:28	10/17/2023 11:51:52 AM	0:0:23:37			Sharing printer added as a local port	Remote
1951	17-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C171020230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-10-2023 10:27	10/17/2023 11:35:20 AM	0:1:8:8			reconnect the printer issue resolved..	Onsite
1952	17-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C171020230001		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	17-10-2023 10:26	10/17/2023 11:35:02 AM	0:1:8:54			reinstall the driver now issue resolved..	Onsite
1953	18-10-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C191020230012		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	19-10-2023 11:20	10/19/2023 11:48:51 AM	0:0:28:21			issue has been resolved after changed the mouse	Onsite
1954	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C191020230011		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 11:19	10/19/2023 11:48:26 AM	0:0:29:9			issue has been resolved after joining the ADS	Onsite
1955	18-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C181020230139		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	18-10-2023 18:54	10/18/2023 7:01:13 PM	0:0:7:7			after new archive create issue resolved	Onsite
1956	18-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C181020230138		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	18-10-2023 18:52	10/18/2023 7:00:37 PM	0:0:7:52			after new mail archive create issue resolved	Onsite
1957	18-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C181020230137		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	18-10-2023 18:51	10/18/2023 6:59:46 PM	0:0:8:37			after paper jam clear issue resolved	Onsite
1958	18-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C181020230136		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	18-10-2023 18:48	10/20/2023 11:00:57 AM	1:16:12:12			Lan cable faulty need to be replaced	Onsite
1959	18-10-2023	KHANPUR	Batra,Near Batra Hospital	O-M	C181020230135		Hardware	PC	TFT	Flickering display	LOW	Closed	18-10-2023 18:47	10/18/2023 6:59:11 PM	0:0:11:22			after vga cable change issue resolved	Onsite
1960	18-10-2023	NEHRU PLACE CSO	Second Floor - D Block	ADMIN	C181020230134		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:38	10/18/2023 6:41:36 PM	0:0:2:48			Issue Resolved	Onsite
1961	18-10-2023	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C181020230133		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 18:37	10/18/2023 6:41:28 PM	0:0:4:27			Issue Resolved	Onsite
1962	18-10-2023	NEHRU PLACE CSO	Third Floor - B Block	PLANNING &	C181020230132		Hardware	Laptop	Not working at all	Others	LOW	Closed	18-10-2023 18:36	10/18/2023 6:41:21 PM	0:0:5:6			Issue Resolved	Onsite
1963	18-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C181020230131		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 18:35	10/18/2023 6:41:10 PM	0:0:5:36			Issue Resolved	Onsite
1964	18-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C181020230130		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	18-10-2023 18:34	10/18/2023 6:41:03 PM	0:0:6:14			Issue Resolved	Onsite
1965	18-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C181020230129		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:34	10/18/2023 6:40:54 PM	0:0:6:44			Issue Resolved	Onsite
1966	18-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C181020230127		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:33	10/18/2023 6:40:39 PM	0:0:7:34			Issue Resolved	Onsite
1967	18-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C181020230128		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:33	10/18/2023 6:40:47 PM	0:0:7:18			Issue Resolved	Onsite
1968	18-10-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C181020230126		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:32	10/18/2023 6:40:30 PM	0:0:8:23			Issue Resolved	Onsite
1969	18-10-2023	NEHRU PLACE CSO	Third Floor - A Block	O-M	C181020230125		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:31	10/18/2023 6:40:23 PM	0:0:9:14			Issue Resolved	Onsite
1970	18-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C181020230123		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 18:30	10/18/2023 6:40:05 PM	0:0:9:58			Issue Resolved	Onsite
1971	18-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C181020230124		Hardware	System Software	MS Office	Others	LOW	Closed	18-10-2023 18:30	10/18/2023 6:40:15 PM	0:0:9:37			Issue Resolved	Onsite
1972	18-10-2023	OTHERS	VSNL	O-M	C181020230122		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 18:13	10/18/2023 6:16:40 PM	0:0:3:32			Complaint logged	Onsite
1973	18-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C181020230121		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:06	10/18/2023 6:16:19 PM	0:0:9:58			Genus Software re-installed	Onsite
1974	18-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C181020230120		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 18:05	10/18/2023 6:15:52 PM	0:0:10:28			Laptop join ADS	Onsite
1975	18-10-2023	OTHERS	VSNL	Enforcement	C181020230119		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 18:04	10/18/2023 6:15:29 PM	0:0:10:57			PC join ADS	Onsite
1976	18-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C181020230118		Network	LAN Issue	LAN Issue	Port Enable	LOW	Closed	18-10-2023 17:58	10/18/2023 6:00:34 PM	0:0:1:41			change the patch cable issue resolved	Onsite
1977	18-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C181020230117		Hardware	Laptop	Internet Issue	Internet Issue	LOW	Closed	18-10-2023 17:56	10/18/2023 6:00:13 PM	0:0:3:56			configured new link issue resolved	Onsite
1978	18-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C181020230116		Hardware	Laptop	Not working at all	Laptop Overheatin	LOW	Closed	18-10-2023 17:55	10/18/2023 6:00:00 PM	0:0:4:28			clean the c drive issue resolved	Onsite
1979	18-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	OM-EHV	C181020230115		Hardware	System Software	Other Software	Browser issue	LOW	Closed	18-10-2023 17:30	10/18/2023 5:32:30 PM	0:0:2:17			Sharing security setting changed.	Onsite
1980	18-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C181020230114		Hardware	System Software	MS Office	Software Not	LOW	Closed	18-10-2023 17:28	10/18/2023 5:32:07 PM	0:0:3:35			Repairing the MS office. Lajpat nagar-2 billing office.	Onsite
1981	18-10-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C181020230113		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	18-10-2023 17:27	10/18/2023 6:57:34 PM	0:1:30:18			After paper jam clear issue resolved	Onsite
1982	18-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C181020230112		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	18-10-2023 17:26	10/18/2023 5:31:37 PM	0:0:4:43			New OS window 10 installed. Lajpat nagar-2 billing office.	Onsite
1983	18-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	Billing	C181020230111		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	18-10-2023 17:26	10/18/2023 5:31:11 PM	0:0:4:51			Physical cleaning & reinsert the RAM. Lajpat nagar-2 billing office.	Onsite
1984	18-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C181020230110		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 17:10	10/18/2023 5:10:59 PM	0:0:0:17			Laptop added on ADS	Onsite
1985	18-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C181020230109		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 17:07	10/18/2023 5:08:10 PM	0:0:0:46			PC added on ADS	Onsite
1986	18-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C181020230108		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 17:06	10/18/2023 5:08:19 PM	0:0:1:48			PC added on ADS	Onsite
1987	18-10-2023	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C181020230107		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 17:05	10/18/2023 5:08:30 PM	0:0:2:39			PC added on ADS	Onsite
1988	18-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C181020230106		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 17:05	10/18/2023 5:08:42 PM	0:0:3:25			PC added on ADS	Onsite
1989	18-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C181020230105		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 17:04	10/18/2023 5:08:53 PM	0:0:4:14			PC added on ADS	Onsite
1990	18-10-2023	OTHERS	Andrews Ganj	Enforcement	C181020230104		Hardware	System Software	Other Software	software corrupt	LOW	Closed	18-10-2023 16:59	10/18/2023 5:01:38 PM	0:0:2:25			MS Office issue	Onsite
1991	18-10-2023	OTHERS	Andrews Ganj	Enforcement	C181020230102		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:58	10/18/2023 5:01:56 PM	0:0:3:31			OS issue,pc formatted	Onsite
1992	18-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C181020230103		Hardware	OTHERS	QMS ISSUE	Display Issue	LOW	Closed	18-10-2023 16:58	10/18/2023 5:59:46 PM	0:1:1:18			change the vga cable issue resolved	Onsite
1993	18-10-2023	OTHERS	Andrews Ganj	Enforcement	C181020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:57	10/18/2023 5:02:12 PM	0:0:4:50			Pc add on ads	Onsite
1994	18-10-2023	OTHERS	HUDCO Grid	PROTECTION	C181020230099		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:56	10/18/2023 5:02:31 PM	0:0:6:19			Pc add on ads	Onsite
1995	18-10-2023	OTHERS	Andrews Ganj	Enforcement	C181020230100		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:56	10/18/2023 5:02:21 PM	0:0:5:34			Pc add on ads	Onsite
1996	18-10-2023	OTHERS	HUDCO Grid	PROTECTION	C181020230098		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:55	10/18/2023 5:02:39 PM	0:0:6:53			Pc add on ads	Onsite
1997	18-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C181020230097		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	18-10-2023 16:48	10/18/2023 4:56:01 PM	0:0:7:59			After reinstall printer issue resolved	Remote
1998	18-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C181020230096		Hardware	PC	Not working at all	No power	MEDIUM	Closed	18-10-2023 16:47	10/18/2023 4:56:29 PM	0:0:9:14			After fix power cable issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
1999	18-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C181020230093		Hardware	System Software	Other Software	software corrupt	MEDIUM	Closed	18-10-2023 16:46	10/18/2023 4:57:26 PM	0:0:11:25			After repair pdf file issue resolved	Remote
2000	18-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C181020230094		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	18-10-2023 16:46	10/18/2023 4:56:47 PM	0:0:10:14			P92 icon created issue resolved	Onsite
2001	18-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C181020230095		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	18-10-2023 16:46	10/23/2023 1:02:40 PM	4:20:15:50			Lan Not working pls send lan team for rectification	Onsite
2002	18-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C181020230092		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	18-10-2023 16:45	10/18/2023 4:57:50 PM	0:0:12:42			Printer installed and configure in the system	Onsite
2003	18-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C181020230091		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	18-10-2023 16:37	10/18/2023 4:51:28 PM	0:0:13:50			ms-office re-install	Onsite
2004	18-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C181020230090		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 16:36	10/18/2023 4:50:56 PM	0:0:14:33			mstsc setting change issue resolved	Onsite
2005	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C181020230089		Hardware	System Software	MS Office	Software Not	LOW	Closed	18-10-2023 16:30	10/18/2023 4:48:54 PM	0:0:18:5			Issue has been resolved after reinstalled the MS office	Onsite
2006	18-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C181020230087		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	18-10-2023 16:29	10/18/2023 4:49:14 PM	0:0:19:35			printer setting change	Onsite
2007	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C181020230088		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:29	10/18/2023 4:48:20 PM	0:0:18:36			Issue has been resolved after joining the ADS	Onsite
2008	18-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C181020230086		Hardware	PC	Not working at all	No power	LOW	Closed	18-10-2023 16:28	10/18/2023 4:47:54 PM	0:0:19:14			Issue has been resolved after reinstalled the another room	Onsite
2009	18-10-2023	NEHRU PLACE	20 No Building	C-M	C181020230085		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	18-10-2023 16:27	10/18/2023 4:48:46 PM	0:0:21:41			scanner setting change	Onsite
2010	18-10-2023	SAKET	Shivalik Grid	OM-EHV	C181020230084		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	18-10-2023 16:22	10/18/2023 5:12:04 PM	0:0:49:20			Mail sent to lotus support	Remote
2011	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C181020230083		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	18-10-2023 16:21	10/18/2023 4:47:04 PM	0:0:25:37			Issue has been resolved after cleaning the cpu	Onsite
2012	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C181020230082		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	18-10-2023 16:18	10/18/2023 4:45:16 PM	0:0:26:19			Issue has been resolved after create the new replica	Onsite
2013	18-10-2023	SAKET	MIG CC	O-M	C181020230081		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	18-10-2023 16:17	10/18/2023 5:11:54 PM	0:0:54:4			Mail sent to lotus support	Remote
2014	18-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C181020230080		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	18-10-2023 16:16	10/18/2023 5:16:04 PM	0:0:59:51			issue resolved	Remote
2015	18-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C181020230078		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	18-10-2023 16:14	10/18/2023 5:16:43 PM	0:1:2:39			mail configured	Remote
2016	18-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/BET	C181020230079		Hardware	Laptop	Hanging/Slow processing	Harddisk Issue	LOW	Closed	18-10-2023 16:14	10/18/2023 5:16:17 PM	0:1:1:27			bsesrpl.relianceenergy.com	Remote
2017	18-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C181020230077		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	18-10-2023 16:13	10/18/2023 5:17:06 PM	0:1:4:4			issue resolved	Remote
2018	18-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C181020230076		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:12	10/18/2023 5:17:37 PM	0:1:4:59			issue resolved	Remote
2019	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C181020230075		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	18-10-2023 16:11	10/18/2023 4:44:41 PM	0:0:33:14			Issue has been resolved after changed the lan cable	Onsite
2020	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C181020230074		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:09	10/18/2023 4:44:17 PM	0:0:34:37			Issue has been resolved after joining the ads	Onsite
2021	18-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C181020230073		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:08	10/18/2023 5:17:45 PM	0:1:8:51			issue resolved	Remote
2022	18-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C181020230072		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:07	10/18/2023 5:17:57 PM	0:1:10:35			issue resolved	Remote
2023	18-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C181020230071		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 16:06	10/18/2023 5:18:08 PM	0:1:11:58			issue resolved	Remote
2024	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C181020230070		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	18-10-2023 16:03	10/18/2023 4:43:55 PM	0:0:39:56			Issue has been resolved after reconfigured the printer drivers	Onsite
2025	18-10-2023	SAKET	Adchini	DSK	C181020230069		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	18-10-2023 15:45	10/18/2023 4:17:12 PM	0:0:32:10			Changed the default program as Adobe pro	Onsite
2026	18-10-2023	SAKET	Adchini	CIVIL	C181020230068		Network	LAN Issue	Not working	Sent to Nehru	LOW	Closed	18-10-2023 15:43	10/18/2023 4:16:24 PM	0:0:32:43			Mouse sent to NHP	Onsite
2027	18-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C181020230067		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	18-10-2023 15:40	10/18/2023 4:43:03 PM	0:1:2:16			Issue has been resolved after cleaning the USB	Onsite
2028	18-10-2023	SAKET	Adchini	CIVIL	C181020230066		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	18-10-2023 15:32	10/18/2023 4:16:04 PM	0:0:43:12			RJ45 crimp	Onsite
2029	18-10-2023	SAKET	Fatehpur Beri CC	O-M	C181020230065		Hardware	PC	System Password issue	Others	LOW	Closed	18-10-2023 15:31	10/18/2023 4:15:44 PM	0:0:44:33			PC password reset	Onsite
2030	18-10-2023	SAKET	Shivalik Grid	OM-EHV	C181020230064		Hardware	PC	System Password issue	Others	LOW	Closed	18-10-2023 15:30	10/18/2023 4:15:10 PM	0:0:44:42			User profile changed	Onsite
2031	18-10-2023	SAKET	Adchini	DTC	C181020230063		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	18-10-2023 15:29	10/18/2023 4:14:34 PM	0:0:44:58			Printer re-installed	Onsite
2032	18-10-2023	SAKET	Chhatarpur CC	O-M	C181020230062		Hardware	System Software	Other Software	Browser issue	LOW	Closed	18-10-2023 15:28	10/18/2023 4:12:50 PM	0:0:43:52			Proxy settings changed	Onsite
2033	18-10-2023	SAKET	Chhatarpur CC	O-M	C181020230061		Hardware	System Software	Other Software	software corrupt	LOW	Closed	18-10-2023 15:28	10/18/2023 4:12:27 PM	0:0:44:12			Oracle TNS file replaced	Onsite
2034	18-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C181020230060		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 15:27	10/18/2023 4:27:07 PM	0:0:59:7			ADS Join	Onsite
2035	18-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C181020230058		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 15:27	10/18/2023 4:26:55 PM	0:0:59:49			ADS Join	Onsite
2036	18-10-2023	SAKET	Fatehpur Beri CC	O-M	C181020230059		Hardware	Attendane Machine	Not working at all	Network Issue	LOW	Closed	18-10-2023 15:27	10/18/2023 4:11:46 PM	0:0:44:29			Reassign	Onsite
2037	18-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C181020230056		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	18-10-2023 15:26	10/18/2023 4:10:39 PM	0:0:44:11			SATA cable faulty, changed	Onsite
2038	18-10-2023	JANAK PURI	Sagar Pur Grid	O-M	C181020230057		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	18-10-2023 15:26	10/18/2023 4:45:57 PM	0:1:19:27			Clean ram jam now working fine	Onsite
2039	18-10-2023	SAKET	Chhatarpur CC	O-M	C181020230054		Hardware	PC	Not working at all	Others	LOW	Closed	18-10-2023 15:25	10/18/2023 4:09:56 PM	0:0:44:11			Reassign	Onsite
2040	18-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C181020230053		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 15:25	10/18/2023 4:26:42 PM	0:1:1:33			ADS Join	Onsite
2041	18-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C181020230055		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	18-10-2023 15:25	10/18/2023 4:27:29 PM	0:1:1:39			Done network troubleshooting now working fine	Onsite
2042	18-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C181020230052		Hardware	System Software	Other Software	New Installation	LOW	Closed	18-10-2023 15:24	10/18/2023 4:26:31 PM	0:1:1:59			ADS Join	Onsite
2043	18-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C181020230051		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	18-10-2023 15:09	10/18/2023 3:35:38 PM	0:0:25:40			chrome reinstall	Onsite
2044	18-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C181020230050		Hardware	Laptop	Other Issue	Others	HIGH	Closed	18-10-2023 15:07	10/18/2023 3:36:05 PM	0:0:28:27			Project connect	Onsite
2045	18-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C181020230049		Hardware	Laptop	Other Issue	Others	HIGH	Closed	18-10-2023 15:05	10/18/2023 3:36:37 PM	0:0:31:1			project connect	Onsite
2046	18-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C181020230048		Hardware	PC	Restart Problem	Others	HIGH	Closed	18-10-2023 15:03	10/18/2023 3:35:08 PM	0:0:31:35			windows login problem	Onsite
2047	18-10-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C181020230047		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	18-10-2023 15:01	10/18/2023 3:34:37 PM	0:0:33:14			Paper jam clien	Onsite
2048	18-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C181020230046		Hardware	Printer	Image Issue	Black Spot On Image	LOW	Closed	18-10-2023 14:26	10/18/2023 2:55:51 PM	0:0:29:25			toner and Teflon cleaned now issue resolved..	Onsite
2049	18-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C181020230045		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	18-10-2023 14:25	10/18/2023 2:54:48 PM	0:0:28:57			location change now issue resolved..	Remote
2050	18-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C181020230044		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-10-2023 14:25	10/18/2023 2:54:18 PM	0:0:28:53			printer reconnected issue resolved..	Onsite
2051	18-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C181020230043		Hardware	UPS	Backup	Output Issue	LOW	Closed	18-10-2023 14:25	10/18/2023 2:53:53 PM	0:0:28:52			after charge the battery now ups is working fine issue resolved..	Onsite
2052	18-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C181020230042		Hardware	System Software	Other Software	Browser issue	LOW	Closed	18-10-2023 14:23	10/18/2023 3:30:31 PM	0:1:7:30			Username has been field as like server name the working	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2053	18-10-2023	VASANT KUNJ	Bijwasan	O-M	C181020230041		Hardware	PC	Not working at all	Others	LOW	Closed	18-10-2023 14:19	10/18/2023 3:27:44 PM	0:1:8:3			Windows reset and configured softwares	Onsite
2054	18-10-2023	VASANT KUNJ	C 8	O-M	C181020230040		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	18-10-2023 14:16	10/18/2023 3:26:13 PM	0:1:9:25			Mail archived and compact the mail	Remote
2055	18-10-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/ BET	C181020230039		Hardware	System Software	Other Software	Browser issue	LOW	Closed	18-10-2023 14:13	10/18/2023 3:24:23 PM	0:1:11:13			replace shortcut has been created on desktop	Remote
2056	18-10-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C181020230038		Hardware	PC	Not working at all	Others	HIGH	Closed	18-10-2023 14:12	10/18/2023 2:35:54 PM	0:0:23:28			done	Onsite
2057	18-10-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C181020230037		Hardware	PC	Restart Problem	Others	HIGH	Closed	18-10-2023 14:12	10/18/2023 2:36:08 PM	0:0:23:53			done	Onsite
2058	18-10-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C181020230034		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-10-2023 14:11	10/18/2023 3:23:20 PM	0:1:11:36			PC time zone changed	Remote
2059	18-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C181020230033		Hardware	PC	Restart Problem	Others	HIGH	Closed	18-10-2023 14:11	10/18/2023 2:36:45 PM	0:0:25:12			done	Onsite
2060	18-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C181020230032		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	18-10-2023 14:11	10/18/2023 2:36:58 PM	0:0:25:52			done	Onsite
2061	18-10-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C181020230035		Hardware	PC	Not working at all	Others	HIGH	Closed	18-10-2023 14:11	10/18/2023 2:36:30 PM	0:0:24:39			done	Onsite
2062	18-10-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C181020230036		Hardware	PC	Restart Problem	Others	HIGH	Closed	18-10-2023 14:11	10/18/2023 2:36:18 PM	0:0:24:19			done	Onsite
2063	18-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C181020230031		Hardware	System Software	CS	Others	HIGH	Closed	18-10-2023 14:10	10/18/2023 2:37:11 PM	0:0:26:34			done	Onsite
2064	18-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C181020230030		Hardware	System Software	CS	Others	HIGH	Closed	18-10-2023 14:08	10/18/2023 2:37:20 PM	0:0:28:26			done	Onsite
2065	18-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C181020230029		Hardware	PC	Not working at all	No power	HIGH	Closed	18-10-2023 14:08	10/18/2023 2:37:37 PM	0:0:29:19			done	Onsite
2066	18-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	O-M	C181020230028		Hardware	PC	New OS Insatallation	New OS Insatallatio	HIGH	Closed	18-10-2023 14:07	10/18/2023 2:37:46 PM	0:0:30:23			done	Onsite
2067	18-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	O-M	C181020230026		Network	LAN Issue	LAN Issue	Port Change	HIGH	Closed	18-10-2023 13:55	10/18/2023 2:37:57 PM	0:0:42:51			done	Onsite
2068	18-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181020230027		Hardware	PC	System Password issue	Others	LOW	Closed	18-10-2023 13:55	10/18/2023 3:55:55 PM	0:2:0:15			Domain joining issue resolved	Onsite
2069	18-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181020230025		Hardware	System Software	MS Office	Software Not	LOW	Closed	18-10-2023 13:54	10/18/2023 3:55:15 PM	0:2:0:19			Ms excel not working issue resolved	Onsite
2070	18-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	O-M	C181020230024		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	18-10-2023 13:54	10/18/2023 2:38:08 PM	0:0:43:33			done	Onsite
2071	18-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	O-M	C181020230023		Hardware	PC	Hanging/Slow processing	Driver installation	LOW	Closed	18-10-2023 13:53	10/18/2023 2:38:24 PM	0:0:44:30			done	Onsite
2072	18-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181020230022		Hardware	Laptop	Hardware Issue	Sent to Nehru	LOW	Closed	18-10-2023 13:53	10/18/2023 3:54:50 PM	0:2:1:34			Power adapter issue resolved	Onsite
2073	18-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181020230021		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	18-10-2023 13:52	10/18/2023 3:53:29 PM	0:2:1:4			Google chrome not working issue resolved	Onsite
2074	18-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C181020230018		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 13:43	10/18/2023 2:31:34 PM	0:0:48:19			SAP P92 re configure now issue resolved	Onsite
2075	18-10-2023	ALAKNANDA	Giri Nagar	MMG	C181020230019		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	18-10-2023 13:43	10/18/2023 2:31:58 PM	0:0:48:3			Create the new archive now issue resolved	Onsite
2076	18-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C181020230017		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	18-10-2023 13:42	10/18/2023 2:31:11 PM	0:0:48:28			Installed the OS now issue resolved	Onsite
2077	18-10-2023	ALAKNANDA	A 12 Kalkaji	O-M	C181020230016		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	18-10-2023 13:42	10/18/2023 2:30:49 PM	0:0:48:34			Configured mail now issue resolved	Remote
2078	18-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C181020230015		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	18-10-2023 13:41	10/18/2023 2:30:19 PM	0:0:48:41			Re-Installed the driver now issue resolved	Remote
2079	18-10-2023	ALAKNANDA	Giri Nagar	MMG	C181020230014		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-10-2023 13:41	10/18/2023 2:29:56 PM	0:0:48:45			Joined to Domain now issue resolved	Onsite
2080	18-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C181020230013		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	18-10-2023 13:39	10/18/2023 2:29:26 PM	0:0:49:34			Hard drive issue complain log for the same	Onsite
2081	18-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C181020230012		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-10-2023 12:26	10/18/2023 12:54:18 PM	0:0:27:55			New Archive create.	Remote
2082	18-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C181020230010		Network	Link Connectivit	Link Connectivity Issue	Device Reboot	LOW	Closed	18-10-2023 12:09	10/18/2023 12:40:31 PM	0:0:31:26			Devices reboot Link working	Remote
2083	18-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C181020230011		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	18-10-2023 12:09	10/18/2023 12:41:00 PM	0:0:31:16			Proxy enable and working fine.	Remote
2084	18-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C181020230009		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	18-10-2023 12:08	10/18/2023 12:40:21 PM	0:0:31:46			PC join with ADS.	Remote
2085	18-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C181020230007		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	18-10-2023 12:06	10/18/2023 12:40:01 PM	0:0:34:1			Ols HDD disconnected sent to NHP	Remote
2086	18-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C181020230008		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	18-10-2023 12:06	10/18/2023 12:39:35 PM	0:0:33:3			Printer driver installed.	Remote
2087	18-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C181020230006		Network	Link Connectivit	Link Connectivity Issue	Device Reboot	LOW	Closed	18-10-2023 12:05	10/18/2023 12:39:09 PM	0:0:33:58			Devices reboot Link working	Remote
2088	18-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C181020230005		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	18-10-2023 12:04	10/18/2023 12:38:36 PM	0:0:34:2			Issue from SAP team.	Remote
2089	18-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C181020230003		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	18-10-2023 11:42	10/18/2023 5:50:14 PM	0:6:7:27			PC OS UPDATE AND ALL SOFTWARE REINSTALLED.	Onsite
2090	18-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C181020230002		Hardware	PC	Not working at all	Others	LOW	Closed	18-10-2023 10:44	10/18/2023 12:04:00 PM	0:1:19:24			PC P.M & audit.	Onsite
2091	18-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C181020230001		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	18-10-2023 10:43	10/18/2023 12:04:40 PM	0:1:21:23			Jam Paper removed.	Onsite
2092	19-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C201020230016		Hardware	PC	Not working at all	Others	LOW	Closed	20-10-2023 10:20	10/20/2023 11:20:42 AM	0:1:0:10			Issue has been resolved after changed the VGA cable	Onsite
2093	19-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C191020230155		Hardware	System Software	Other Software	Browser issue	LOW	Closed	19-10-2023 18:07	10/19/2023 6:19:34 PM	0:0:12:15			after google chrome reinstall issue resolved	Onsite
2094	19-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C191020230154		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	19-10-2023 18:05	10/19/2023 6:18:53 PM	0:0:12:58			after paper jam clear and select tray size correct issue resolved	Onsite
2095	19-10-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C191020230153		Hardware	PC	Restart Problem	Others	LOW	Closed	19-10-2023 18:04	10/19/2023 6:18:00 PM	0:0:13:10			after power cable change and physical clean issue resolved	Onsite
2096	19-10-2023	KHANPUR	Durga Vihar, A 68	DSK	C191020230152		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	19-10-2023 18:01	10/19/2023 6:17:17 PM	0:0:16:12			after new archive create and mail archive issue resolved	Onsite
2097	19-10-2023	KHANPUR	Durga Vihar, A 68	DSK	C191020230151		Hardware	Scanner	Scaning issue	Connectivit y Issue	LOW	Closed	19-10-2023 17:58	10/19/2023 6:16:28 PM	0:0:17:33			after scanner driver reinstall issue resolved	Onsite
2098	19-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C191020230150		Hardware	PC	Not working at all	Others	HIGH	Closed	19-10-2023 17:53	10/19/2023 8:06:56 PM	0:2:13:13			Lan cable changed	
2099	19-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C191020230149		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	19-10-2023 17:52	10/19/2023 8:05:42 PM	0:2:12:56			Paper jam clien	
2100	19-10-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C191020230148		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	HIGH	Closed	19-10-2023 17:51	10/19/2023 8:04:53 PM	0:2:12:55			Mail reinstall	
2101	19-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/ BET	C191020230147		Hardware	System Software	Other Software	software reinstallatio	HIGH	Closed	19-10-2023 17:50	10/19/2023 8:03:48 PM	0:2:12:49			Winzip install	
2102	19-10-2023	OTHERS	VSNL	QUALITY	C191020230146		Telecome	Instrument	Analog	Others	LOW	Closed	19-10-2023 17:50	10/19/2023 6:04:59 PM	0:0:14:7			Cable joint issue resolve	Onsite
2103	19-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C191020230144		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 17:50	10/19/2023 6:04:27 PM	0:0:14:18			SAP Re-installed	Onsite
2104	19-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/ BET	C191020230145		Hardware	System Software	Other Software	New Installation	HIGH	Closed	19-10-2023 17:50	10/19/2023 8:02:56 PM	0:2:12:42			Winzip install	
2105	19-10-2023	OTHERS	VSNL	RCM	C191020230143		Hardware	Scanner	Scaning issue	Others	LOW	Closed	19-10-2023 17:49	10/19/2023 6:04:08 PM	0:0:15:5			Scanner installed	Onsite
2106	19-10-2023	OTHERS	VSNL	RCM	C191020230142		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-10-2023 17:48	10/19/2023 6:03:44 PM	0:0:15:16			Reset password issue resolve	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2107	19-10-2023	OTHERS	VSNL	RCM	C191020230141		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	19-10-2023 17:47	10/19/2023 6:03:17 PM	0:0:15:39			Password change issue resolve	Onsite
2108	19-10-2023	OTHERS	VSNL	O-M	C191020230140		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-10-2023 17:46	10/19/2023 6:02:07 PM	0:0:15:8			Replace cartridge issue resolve	Onsite
2109	19-10-2023	OTHERS	VSNL	O-M	C191020230139		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	19-10-2023 17:45	10/19/2023 6:00:57 PM	0:0:15:16			PC Send to NHP for data recovery	Onsite
2110	19-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	O-M	C191020230138		Hardware	PC	Not working at all	Others	LOW	Closed	19-10-2023 17:37	10/19/2023 8:17:07 PM	0:2:40:3				
2111	19-10-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C191020230137		Hardware	PC	Not working at all	Others	LOW	Closed	19-10-2023 17:31	10/19/2023 8:16:34 PM	0:2:44:40				
2112	19-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	O-M	C191020230136		Hardware	PC	Not working at all	Others	LOW	Closed	19-10-2023 17:30	10/19/2023 8:16:04 PM	0:2:45:10				
2113	19-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C191020230135		Hardware	PC	Not working at all	Others	HIGH	Closed	19-10-2023 17:27	10/19/2023 6:22:37 PM	0:0:55:18			ADS Create & Login.	Onsite
2114	19-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C191020230134		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	19-10-2023 17:25	10/19/2023 5:28:37 PM	0:0:3:0			issue resolved	Onsite
2115	19-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C191020230133		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	19-10-2023 17:24	10/19/2023 5:28:29 PM	0:0:4:12			issue resolved	Onsite
2116	19-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C191020230132		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	19-10-2023 17:23	10/19/2023 5:28:18 PM	0:0:4:40			issue resolved	Onsite
2117	19-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C191020230131		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	19-10-2023 17:15	10/19/2023 5:46:26 PM	0:0:30:45			After re create cas.exe issue resolved	
2118	19-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C191020230130		Hardware	System Software	Other Software	proxy setting	LOW	Closed	19-10-2023 17:14	10/19/2023 5:28:10 PM	0:0:13:44			issue resolved	Onsite
2119	19-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C191020230129		Hardware	System Software	MS Office	Software Not	MEDIUM	Closed	19-10-2023 17:11	10/19/2023 5:45:32 PM	0:0:33:41			After reinstall Excel issue resolved	
2120	19-10-2023	NEHRU PLACE CSO	Ground Floor	IT	C191020230128		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	19-10-2023 17:10	10/19/2023 5:27:59 PM	0:0:17:27			issue resolved	Onsite
2121	19-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C191020230127		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 17:08	10/19/2023 5:27:49 PM	0:0:19:33			issue resolved	Onsite
2122	19-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C191020230126		Hardware	System Software	MS Office	Software Not	LOW	Closed	19-10-2023 17:06	10/19/2023 5:27:41 PM	0:0:21:26			issue resolved	Onsite
2123	19-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C191020230123		Hardware	PC	Not working at all	Others	LOW	Closed	19-10-2023 17:05	10/19/2023 5:32:05 PM	0:0:26:54			join the pc on ADS issue resolved	Onsite
2124	19-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C191020230125		Hardware	PC	Not working at all	No power	MEDIUM	Closed	19-10-2023 17:05	10/19/2023 5:44:42 PM	0:0:39:13			After reinsert CPU power cable issue resolved	
2125	19-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C191020230124		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 17:05	10/19/2023 5:27:26 PM	0:0:21:57			issue resolved	Onsite
2126	19-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C191020230122		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 17:04	10/19/2023 5:27:18 PM	0:0:22:43			issue resolved	Onsite
2127	19-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C191020230121		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 17:03	10/19/2023 5:27:09 PM	0:0:23:25			issue resolved	Onsite
2128	19-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C191020230120		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	19-10-2023 17:03	10/19/2023 5:31:42 PM	0:0:28:15			clamp the rz45 issue resolved	Onsite
2129	19-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C191020230119		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 17:03	10/19/2023 5:26:56 PM	0:0:23:56			issue resolved	Onsite
2130	19-10-2023	SARITA VIHAR	Pocket B Block	BUSINESS/ BET	C191020230118		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	19-10-2023 17:02	10/19/2023 5:43:38 PM	0:0:41:18			Sap P2 icon created call closed	
2131	19-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C191020230117		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	19-10-2023 17:00	10/19/2023 5:26:47 PM	0:0:26:14			issue resolved	Onsite
2132	19-10-2023	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/ BET	C191020230115		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	19-10-2023 17:00	10/19/2023 5:42:43 PM	0:0:42:24			After reinstall printer driver issue resolved	
2133	19-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C191020230116		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	19-10-2023 17:00	10/19/2023 5:31:29 PM	0:0:31:8			change the usb cable issue resolved	Onsite
2134	19-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C191020230114		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	19-10-2023 16:59	10/19/2023 5:26:37 PM	0:0:26:46			issue resolved	Onsite
2135	19-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C191020230113		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	19-10-2023 16:58	10/19/2023 5:26:28 PM	0:0:28:17			issue resolved	Onsite
2136	19-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Recovery	C191020230112		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	19-10-2023 16:57	10/19/2023 5:26:18 PM	0:0:28:57			issue resolved	Onsite
2137	19-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C191020230111		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	19-10-2023 16:54	10/19/2023 5:31:09 PM	0:0:36:19			unlocked mail id issue resolved	Onsite
2138	19-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C191020230110		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	19-10-2023 16:53	10/19/2023 5:30:55 PM	0:0:37:50			change the instruments issue resolved	Onsite
2139	19-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C191020230109		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	19-10-2023 16:46	10/19/2023 4:48:55 PM	0:0:2:12			Issue Resolved	Onsite
2140	19-10-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C191020230108		Hardware	System Software	MS Office	Others	LOW	Closed	19-10-2023 16:46	10/19/2023 4:48:44 PM	0:0:2:25			Issue Resolved	Onsite
2141	19-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C191020230107		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 16:43	10/19/2023 4:48:24 PM	0:0:5:10			Issue Resolved	Onsite
2142	19-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C191020230106		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 16:42	10/19/2023 4:48:15 PM	0:0:6:6			Issue Resolved	Onsite
2143	19-10-2023	NEHRU PLACE CSO	Second Floor - C Block	ETG	C191020230105		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	19-10-2023 16:41	10/19/2023 4:48:06 PM	0:0:6:36			Issue Resolved	Onsite
2144	19-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C191020230104		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 16:40	10/19/2023 4:47:53 PM	0:0:6:54			Issue Resolved	Onsite
2145	19-10-2023	SAKET	Malviya Nagar Grid	OM-EHV	C191020230103		Hardware	PC	Not working at all	Others	LOW	Closed	19-10-2023 16:36	10/19/2023 4:46:31 PM	0:0:10:22			New PC configure	Onsite
2146	19-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C191020230101		Hardware	System Software	Other Software	software reinstallatio	LOW	Re-Assign	19-10-2023 16:35					Issue Resolved	Onsite
2147	19-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C191020230102		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 16:35	10/19/2023 4:47:45 PM	0:0:11:58			Issue Resolved	Onsite
2148	19-10-2023	SAKET	Adchini	BUSINESS/ BET	C191020230100		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	19-10-2023 16:35	10/19/2023 4:46:11 PM	0:0:10:48			printer not work	Onsite
2149	19-10-2023	SAKET	Adchini	SAFETY	C191020230099		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	19-10-2023 16:34	10/20/2023 12:53:01 PM	0:20:18:20			Reassign	Onsite
2150	19-10-2023	SAKET	Adchini	CUSTOMER CARE	C191020230098		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	19-10-2023 16:33	10/19/2023 4:45:42 PM	0:0:11:58			printer not work	Onsite
2151	19-10-2023	NEHRU PLACE	20 No Building	OET	C191020230096		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 16:25	10/19/2023 5:17:59 PM	0:0:52:5			winrar install	Onsite
2152	19-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C191020230095		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	19-10-2023 16:24	10/19/2023 5:17:39 PM	0:0:52:49			printer installation done	Onsite
2153	19-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C191020230094		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	19-10-2023 16:22	10/19/2023 5:17:06 PM	0:0:54:37			FLT done, call log to ISP via network team	Onsite
2154	19-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C191020230093		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 15:56	10/19/2023 4:24:58 PM	0:0:28:37			SAP P92 configured.	Onsite
2155	19-10-2023	NEHRU PLACE CSO	Third Floor - D Block	LEGAL	C191020230092		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	19-10-2023 15:40	10/19/2023 3:49:50 PM	0:0:9:41			issue resolved	Remote
2156	19-10-2023	NEHRU PLACE CSO	Third Floor - D Block	LEGAL	C191020230091		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 15:39	10/19/2023 3:49:39 PM	0:0:9:54			joinned	Remote
2157	19-10-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C191020230090		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 15:39	10/19/2023 3:49:28 PM	0:0:10:27			Issue resolved	Remote
2158	19-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C191020230089		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	19-10-2023 15:38	10/19/2023 3:49:09 PM	0:0:10:54			Ip configured	Remote
2159	19-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C191020230087		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	19-10-2023 15:37	10/19/2023 3:48:29 PM	0:0:11:10			issue resolved	Remote
2160	19-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C191020230088		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	19-10-2023 15:37	10/19/2023 3:48:59 PM	0:0:11:9			printer installed	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2161	19-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C191020230085		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 15:36	10/19/2023 3:47:50 PM	0:0:11:25			DOne	Remote
2162	19-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C191020230086		Hardware	System Software	Other Software	Browser issue	LOW	Closed	19-10-2023 15:36	10/19/2023 3:48:07 PM	0:0:11:18			name changed	Remote
2163	19-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C191020230084		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 15:36	10/19/2023 3:47:39 PM	0:0:11:38			done	Remote
2164	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/BET	C191020230083		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	19-10-2023 15:18	10/23/2023 1:04:24 PM	3:21:46:16			LAN Not working	Onsite
2165	19-10-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C191020230082		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 15:15	10/19/2023 3:59:49 PM	0:0:44:3			Issue has been resolved after joining the ADS	Remote
2166	19-10-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C191020230081		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 15:13	10/19/2023 3:59:15 PM	0:0:45:16			Issue has been resolved after joining the ADS	Remote
2167	19-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C191020230080		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	19-10-2023 15:07	10/19/2023 3:58:46 PM	0:0:51:26			Issue has been resolved after changed the mail id password	Remote
2168	19-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C191020230078		Telecome	Instrument	SIP	Network Issue	LOW	Closed	19-10-2023 15:06	10/19/2023 3:50:34 PM	0:0:44:22			Network problem now working.	Onsite
2169	19-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C191020230079		Hardware	System Software	Other Software	software corrupt	LOW	Closed	19-10-2023 15:06	10/19/2023 3:58:22 PM	0:0:51:42			Issue has been resolved after changed the system password	Remote
2170	19-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C191020230077		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	19-10-2023 15:04	10/19/2023 3:56:56 PM	0:0:52:22			Issue has been resolved after changed the mouse	Onsite
2171	19-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C191020230076		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 15:03	10/19/2023 3:50:07 PM	0:0:46:11			Adove acrobat reinstalled.	Onsite
2172	19-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C191020230075		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	19-10-2023 14:59	10/19/2023 3:39:02 PM	0:0:39:57			Dust problem.	Onsite
2173	19-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C191020230074		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	19-10-2023 14:56	10/19/2023 3:38:46 PM	0:0:42:37			PC shifted.	Onsite
2174	19-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C191020230072		Hardware	PC	Restart Problem	Others	LOW	Closed	19-10-2023 14:51	10/19/2023 4:36:54 PM	0:1:45:1			System clean now working fine	Onsite
2175	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230073		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:51	10/19/2023 2:55:59 PM	0:0:4:5			issue resolved after pc join on ADS	Onsite
2176	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230071		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:51	10/19/2023 2:56:10 PM	0:0:4:31			issue resolved after pc join on ADS	Onsite
2177	19-10-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C191020230070		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	19-10-2023 14:51	10/19/2023 4:03:43 PM	0:1:12:28			Replace motherboard now working fine	Onsite
2178	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230067		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:50	10/19/2023 2:56:38 PM	0:0:6:13			issue resolved after pc join on ADS	Onsite
2179	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230069		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:50	10/19/2023 2:56:19 PM	0:0:5:29			issue resolved after pc join on ADS	Onsite
2180	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230068		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:50	10/19/2023 2:56:30 PM	0:0:5:56			issue resolved after pc join on ADS	Onsite
2181	19-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C191020230066		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 14:50	10/19/2023 4:02:30 PM	0:1:12:6			ADS Join	Remote
2182	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230065		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:50	10/19/2023 2:57:13 PM	0:0:7:7			issue resolved after pc join on ADS	Onsite
2183	19-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C191020230064		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 14:49	10/19/2023 4:02:19 PM	0:1:12:36			ADS Join	Remote
2184	19-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C191020230063		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 14:49	10/19/2023 4:02:07 PM	0:1:13:4			ADS Join	Remote
2185	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230060		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:48	10/19/2023 2:57:44 PM	0:0:9:41			issue resolved after pc join on ADS	Onsite
2186	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230061		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:48	10/19/2023 2:57:36 PM	0:0:9:7			issue resolved after pc join on ADS	Onsite
2187	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230062		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:48	10/19/2023 2:57:24 PM	0:0:8:44			issue resolved after pc join on ADS	Onsite
2188	19-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C191020230059		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	19-10-2023 14:47	10/19/2023 2:57:54 PM	0:0:10:14			issue resolved after pc join on ADS	Onsite
2189	19-10-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	WORKSHOP	C191020230058		Hardware	Printer	Hardware Issue	Ticket logged with	HIGH	Closed	19-10-2023 14:03	10/20/2023 11:37:30 AM	0:21:33:55			IT team kindly look into it	Onsite
2190	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230057		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	19-10-2023 13:52	10/19/2023 3:42:11 PM	0:1:50:6			Email not working issue resolved	Onsite
2191	19-10-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C191020230056		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	19-10-2023 13:43	10/19/2023 2:57:36 PM	0:1:14:8			Mail installation & configuration.	Remote
2192	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230054		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	19-10-2023 13:31	10/19/2023 3:41:35 PM	0:2:10:31			ADS adding issue resolved	Onsite
2193	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230055		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	19-10-2023 13:31	10/19/2023 3:41:53 PM	0:2:10:1			google chrome not working issue resolved	Onsite
2194	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230053		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	19-10-2023 13:30	10/19/2023 3:41:18 PM	0:2:10:40			pdf not working issue resolved	Onsite
2195	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230052		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	19-10-2023 13:30	10/19/2023 3:41:01 PM	0:2:10:51			ADS Joining issue resolved	Onsite
2196	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230051		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	19-10-2023 13:29	10/19/2023 3:40:38 PM	0:2:11:37			Ms excel not working issue resolved	Onsite
2197	19-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191020230050		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	19-10-2023 13:27	10/19/2023 2:29:50 PM	0:1:2:26			Pdf not working issue resolved	Onsite
2198	19-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	Billing	C191020230049		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-10-2023 13:26	10/19/2023 2:56:59 PM	0:1:30:47			Issue resolved after change the ram	Onsite
2199	19-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C191020230048		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	19-10-2023 13:13	10/19/2023 2:03:03 PM	0:0:49:20			Printer connected	Remote
2200	19-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C191020230047		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-10-2023 13:08	10/19/2023 1:58:52 PM	0:0:50:25			Print spooler has been restarted and connect with PC	Onsite
2201	19-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C191020230045		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	19-10-2023 13:06	10/19/2023 1:53:20 PM	0:0:46:45			Performance enhanced	Onsite
2202	19-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C191020230046		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	19-10-2023 13:06	10/19/2023 2:50:16 PM	0:1:43:36			Update now issue resolved	
2203	19-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C191020230044		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	19-10-2023 13:05	10/19/2023 2:49:03 PM	0:1:43:9			Create the archive now issue resolved	
2204	19-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C191020230043		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	19-10-2023 13:05	10/19/2023 1:48:26 PM	0:0:43:21			QMS machine display extended and restart then working fine	Onsite
2205	19-10-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C191020230041		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-10-2023 13:04	10/19/2023 2:47:29 PM	0:1:43:13			Cartridge change now issue resolved	
2206	19-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C191020230042		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	19-10-2023 13:04	10/19/2023 2:48:20 PM	0:1:43:25			Re installed now issue resolved	
2207	19-10-2023	ALAKNANDA	I Block CR Park	O-M	C191020230040		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	19-10-2023 13:03	10/19/2023 2:46:23 PM	0:1:42:58			Punch the LAN Cable now issue resolved	
2208	19-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C191020230039		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	19-10-2023 13:02	10/19/2023 2:44:06 PM	0:1:41:40			Remove paper now issue resolved	
2209	19-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C191020230038		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	19-10-2023 12:59	10/19/2023 1:36:11 PM	0:0:36:20			Mail installation & configuration.	Remote
2210	19-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C191020230037		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	19-10-2023 12:58	10/19/2023 1:36:50 PM	0:0:38:29			Do mail archive & compact.	Onsite
2211	19-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C191020230036		Hardware	System Software	Other Software	Browser issue	LOW	Closed	19-10-2023 12:57	10/19/2023 1:37:10 PM	0:0:39:46			Anil kumar DSK Portal password reset.	Onsite
2212	19-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	IT	C191020230035		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 12:43	10/19/2023 1:29:06 PM	0:0:45:13			Webex re-installed as reqd, Working fine.	Onsite
2213	19-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C191020230034		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-10-2023 12:43	10/19/2023 1:28:40 PM	0:0:45:32			SAp logon created as reqd.	Remote
2214	19-10-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C191020230033		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	19-10-2023 12:41	10/23/2023 5:53:20 PM	4:5:11:54			Sent for sync approval to Lotus team.	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2215	19-10-2023	VIKAS PURI	Shiv Vihar Complaint Center,JJ Colony Shiv Vihar Near Mother Dairy Uttam Nagar	OM-DIV	C191020230032		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-10-2023 12:40	10/19/2023 1:28:15 PM	0:0:47:52			Printer service restarted, then re-configured.	Onsite
2216	19-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C191020230031		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	19-10-2023 12:38	10/19/2023 12:47:36 PM	0:0:9:3			New OS installed after Hard Drive changed	Onsite
2217	19-10-2023	SAKET	Fatehpur Beri CC	O-M	C191020230030		Hardware	System Software	Other Software	proxy setting	LOW	Closed	19-10-2023 12:35	10/19/2023 12:46:33 PM	0:0:11:11			Reassign	Remote
2218	19-10-2023	SAKET	Chhatarpur CC	O-M	C191020230029		Hardware	Printer	Image Issue	Black Line On Image	LOW	Closed	19-10-2023 12:34	10/19/2023 12:46:02 PM	0:0:11:38			Reassign	Onsite
2219	19-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C191020230028		Hardware	System Software	Other Software	software corrupt	LOW	Closed	19-10-2023 12:33	10/19/2023 12:44:58 PM	0:0:11:46			Dotnet fretwork 3.5 enabled & Oracle installed For LTM S/W	Onsite
2220	19-10-2023	SAKET	Malviya Nagar	HR	C191020230027		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	19-10-2023 12:32	10/19/2023 12:43:29 PM	0:0:11:19			Hard Drive issue, call logged to vendor	Onsite
2221	19-10-2023	SAKET	MIG CC	O-M	C191020230026		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	19-10-2023 12:31	10/19/2023 12:42:44 PM	0:0:11:42			Windows startup issue, startup repaired	Onsite
2222	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C191020230025		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	19-10-2023 12:15	10/19/2023 2:13:09 PM	0:1:57:33			mail archive server problem resolved	Onsite
2223	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C191020230024		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	19-10-2023 12:14	10/19/2023 2:11:21 PM	0:1:56:53			Antivirus update problem resolved	Onsite
2224	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C191020230023		Hardware	PC	TFT	Power Issue	LOW	Closed	19-10-2023 12:12	10/19/2023 2:10:50 PM	0:1:58:14			Change the power cable problem resolved	Onsite
2225	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C191020230022		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	19-10-2023 12:10	10/19/2023 2:10:03 PM	0:1:59:57			paper jam problem resolved	Onsite
2226	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C191020230021		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	19-10-2023 12:08	10/19/2023 2:09:21 PM	0:2:0:27			Password reset problem resolved	Remote
2227	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C191020230020		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	19-10-2023 12:06	10/19/2023 2:08:52 PM	0:2:2:46			Email network problem resolved	Remote
2228	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C191020230019		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-10-2023 12:03	10/19/2023 2:07:33 PM	0:2:3:37			Password reset problem resolved	Remote
2229	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data Center	C191020230018		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	19-10-2023 12:01	10/19/2023 2:06:53 PM	0:2:5:4			Printer new installations problem resolved	Onsite
2230	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data Center	C191020230017		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-10-2023 12:00	10/19/2023 2:05:04 PM	0:2:4:52			password reset resolved	Remote
2231	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data Center	C191020230016		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	19-10-2023 11:58	10/19/2023 2:04:14 PM	0:2:5:40			System Hanging problem resolved	Onsite
2232	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C191020230015		Hardware	Scanner	Scaning issue	No Power Issue	LOW	Closed	19-10-2023 11:56	10/19/2023 2:01:36 PM	0:2:4:45			Power cable losse resolved	Onsite
2233	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C191020230014		Hardware	PC	TFT	Power Issue	LOW	Closed	19-10-2023 11:55	10/19/2023 2:00:46 PM	0:2:5:19			Change the power cable resolved	Onsite
2234	19-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C191020230013		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	19-10-2023 11:53	10/19/2023 2:00:07 PM	0:2:6:33			Paper jam problem resolved	Onsite
2235	19-10-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C191020230010		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-10-2023 10:57	10/19/2023 12:02:04 PM	0:1:4:19			reinsert ram after cleaned the dust now pc is working fine	Onsite
2236	19-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C191020230009		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-10-2023 10:55	10/19/2023 12:00:22 PM	0:1:4:49			printer reconnected issue resolved	Remote
2237	19-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C191020230008		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	19-10-2023 10:54	10/19/2023 11:40:54 AM	0:0:45:55			Issue resolved after lotus restart.	Remote
2238	19-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C191020230007		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	19-10-2023 10:54	10/19/2023 11:40:24 AM	0:0:46:13			Proxy setting corrected, working fine.	Onsite
2239	19-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C191020230006		Hardware	MOUSE	Not working	Hardware Faulty	MEDIUM	Closed	19-10-2023 10:45	10/19/2023 11:10:22 AM	0:0:24:30			mouse changed	Onsite
2240	19-10-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C191020230005		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-10-2023 10:32	10/19/2023 11:29:22 AM	0:0:57:6			reset the battery	Onsite
2241	19-10-2023	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C191020230004		NON-SAP	Others	Others	Others	LOW	Closed	19-10-2023 10:30	10/19/2023 11:30:10 AM	0:1:0:5			add on ads	Onsite
2242	19-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	OM-DIV	C191020230003		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	19-10-2023 10:28	10/19/2023 10:35:09 AM	0:0:6:18			remove and clean the printer, working fine now	Onsite
2243	19-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C191020230002		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	19-10-2023 10:27	10/19/2023 10:34:08 AM	0:0:6:42			call logged	Onsite
2244	19-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C191020230001		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	19-10-2023 10:26	10/23/2023 1:03:49 PM	4:2:37:27			LAN faulty	Onsite
2245	20-10-2023	SAKET	Malviya Nagar	O-M	C231020230080		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	23-10-2023 15:06	10/23/2023 3:21:14 PM	0:0:14:25			LAN reconnected from N/W switch side	Onsite
2246	20-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C231020230029		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	23-10-2023 13:15	10/23/2023 1:34:50 PM	0:0:19:37			Check power cable cross with TFT working then smps power supply	Onsite
2247	20-10-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C211020230002		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	21-10-2023 12:18	10/26/2023 9:58:33 AM	4:21:40:12			Closed by sanjay and jitender	Onsite
2248	20-10-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C211020230001		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	21-10-2023 12:17	10/21/2023 3:21:09 PM	0:3:3:33			Resolved	Onsite
2249	20-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C201020230171		Hardware	System Software	Other Software	proxy setting	LOW	Closed	20-10-2023 19:23	10/20/2023 7:32:01 PM	0:0:8:58			after dsk link change issue resolved	Onsite
2250	20-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C201020230170		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	20-10-2023 19:18	10/20/2023 7:31:24 PM	0:0:13:20			after cartridge change issue resolved	Onsite
2251	20-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C201020230169		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 18:21	10/20/2023 6:26:02 PM	0:0:4:10			issue resolved	Onsite
2252	20-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C201020230168		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 18:20	10/20/2023 6:25:51 PM	0:0:5:13			issue resolved	Onsite
2253	20-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C201020230166		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 18:19	10/20/2023 6:25:25 PM	0:0:6:22			issue resolved	Onsite
2254	20-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C201020230167		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 18:19	10/20/2023 6:25:33 PM	0:0:5:34			issue resolved	Onsite
2255	20-10-2023	NEHRU PLACE CSO	Second Floor - B Block	CORPORATE	C201020230165		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 18:18	10/20/2023 6:25:16 PM	0:0:7:10			issue resolved	Onsite
2256	20-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C201020230164		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 18:15	10/20/2023 6:25:04 PM	0:0:9:9			issue resolved	Onsite
2257	20-10-2023	NEHRU PLACE CSO	Second Floor - B Block	CORPORATE	C201020230163		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	20-10-2023 18:15	10/20/2023 6:24:50 PM	0:0:9:37			issue resolved	Onsite
2258	20-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C201020230162		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 18:13	10/20/2023 6:24:35 PM	0:0:10:43			issue resolved	Onsite
2259	20-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C201020230161		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 18:13	10/20/2023 6:24:20 PM	0:0:11:11			issue resolved	Onsite
2260	20-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C201020230160		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 18:12	10/20/2023 6:24:06 PM	0:0:11:40			issue resolved	Onsite
2261	20-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C201020230158		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 18:08	10/20/2023 6:23:47 PM	0:0:15:35			issue resolved	Onsite
2262	20-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C201020230159		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 18:08	10/20/2023 6:23:56 PM	0:0:15:5			issue resolved	Onsite
2263	20-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C201020230157		Hardware	System Software	MS Office	Software Not	LOW	Closed	20-10-2023 18:07	10/20/2023 6:48:24 PM	0:0:40:24			MS office has been repaired	Remote
2264	20-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C201020230156		Hardware	Printer	Internet Issue	Internet Issue	LOW	Closed	20-10-2023 18:04	10/20/2023 6:47:46 PM	0:0:43:39			Proxy setting changed	Remote
2265	20-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C201020230154		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 18:02	10/20/2023 6:47:21 PM	0:0:44:31			Paper jam issue resolved	Remote
2266	20-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C201020230155		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	20-10-2023 18:02	10/20/2023 6:23:35 PM	0:0:20:39			issue resolved	Onsite
2267	20-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C201020230153		Hardware	PC	TFT	Color Issue	LOW	Closed	20-10-2023 18:01	10/20/2023 6:37:17 PM	0:0:35:31			VGA Cable change.	Onsite
2268	20-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C201020230152		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 18:01	10/20/2023 6:46:37 PM	0:0:45:0			Sharing file saved as a windows credentials	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2269	20-10-2023	VASANT KUNJ	B 1	O-M	C201020230151		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 18:00	10/20/2023 6:25:32 PM	0:0:25:21			Windows has been reset	Onsite
2270	20-10-2023	VASANT KUNJ	Bijwasan	O-M	C201020230150		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 17:58	10/20/2023 6:24:47 PM	0:0:26:46			Windows reinstalled	Onsite
2271	20-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C201020230149		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 17:43	10/20/2023 6:21:01 PM	0:0:37:44			Genus Installed	Onsite
2272	20-10-2023	OTHERS	VSNL	O-M	C201020230148		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	20-10-2023 17:42	10/20/2023 6:20:47 PM	0:0:38:1			Lotus RE-installed and configured	Onsite
2273	20-10-2023	OTHERS	VSNL	BUSINESS/BET	C201020230147		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 17:41	10/20/2023 6:20:11 PM	0:0:38:12			mail and SAP installed other System	Onsite
2274	20-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C201020230146		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 17:41	10/20/2023 6:19:50 PM	0:0:38:27			M Cube remove and re-installed	Onsite
2275	20-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C201020230145		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 17:40	10/20/2023 6:19:30 PM	0:0:38:47			Printer Driver Installed	Onsite
2276	20-10-2023	OTHERS	VSNL	HR	C201020230144		Hardware	PC	Not working at all	No power	LOW	Closed	20-10-2023 17:39	10/20/2023 6:19:13 PM	0:0:40:5			Power Cable replaced	Onsite
2277	20-10-2023	OTHERS	VSNL	O-M	C201020230143		Telecome	Instrument	SIP	Lan Port Faulty	LOW	Closed	20-10-2023 17:36	10/20/2023 6:18:44 PM	0:0:41:49			SIP Phone re-configured	Onsite
2278	20-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C201020230142		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	20-10-2023 17:31	10/20/2023 6:17:33 PM	0:0:46:22			Power issue resolved as reqd	Onsite
2279	20-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C201020230141		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 17:30	10/20/2023 6:03:04 PM	0:0:33:0			Jam cleared, working fine.	Onsite
2280	20-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C201020230140		Hardware	PC	System Password issue	Others	LOW	Closed	20-10-2023 17:23	10/20/2023 6:02:12 PM	0:0:38:47			Password issue resolved	Remote
2281	20-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C201020230139		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	20-10-2023 17:22	10/20/2023 6:01:24 PM	0:0:39:10			Default program setting corrected as reqd	Remote
2282	20-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C201020230138		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	20-10-2023 17:00	10/20/2023 10:16:22 PM	0:5:16:22			Paper jam clien	
2283	20-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C201020230136		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	20-10-2023 16:59	10/23/2023 12:20:55 PM	2:19:21:24			After repair pdf file issue resolved	
2284	20-10-2023	SAKET	Adchini	CIVIL	C201020230137		Hardware	System Software	MS Office	Software Not	LOW	Closed	20-10-2023 16:59	10/20/2023 5:03:03 PM	0:0:3:11			MS Office repair	Onsite
2285	20-10-2023	SAKET	Fatehpur Beri CC	O-M	C201020230134		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	20-10-2023 16:59	10/20/2023 5:02:40 PM	0:0:3:24			RJ45 replaced	Onsite
2286	20-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C201020230135		Hardware	PC	TFT	Power Issue	MEDIUM	Closed	20-10-2023 16:59	10/20/2023 5:33:14 PM	0:0:33:54			power cable change issue resolved.	Onsite
2287	20-10-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C201020230131		Hardware	System Software	Other Software	software reinstallatio	HIGH	Closed	20-10-2023 16:58	10/20/2023 10:15:35 PM	0:5:17:5			Ms office reinstalled	
2288	20-10-2023	SAKET	Adchini	Recovery	C201020230132		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	20-10-2023 16:58	10/20/2023 5:02:15 PM	0:0:3:41			mail lock	Onsite
2289	20-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C201020230133		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	20-10-2023 16:58	10/23/2023 12:20:09 PM	2:19:21:34			After replace printer driver issue resolved	
2290	20-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C201020230130		Hardware	Scanner	Scaning issue	Image Not Cleared	MEDIUM	Closed	20-10-2023 16:57	10/20/2023 5:29:25 PM	0:0:31:32			scanner lance clean issue resolved.	Onsite
2291	20-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C201020230126		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	20-10-2023 16:57	10/23/2023 12:18:48 PM	2:19:21:46			After clean temp file and change windows settings issue resolved	
2292	20-10-2023	SAKET	Jonapur CC	O-M	C201020230127		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 16:57	10/20/2023 5:01:53 PM	0:0:4:23			printer driver reinstalled	Onsite
2293	20-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C201020230128		Hardware	E-Mail	Email _Lotus	Mail Return Due To	MEDIUM	Closed	20-10-2023 16:57	10/23/2023 12:19:30 PM	2:19:21:49			After clear mail and compact issue resolved	
2294	20-10-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C201020230129		Hardware	System Software	Other Software	software reinstallatio	HIGH	Closed	20-10-2023 16:57	10/20/2023 10:14:28 PM	0:5:16:44			Windows password reset	
2295	20-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C201020230125		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	20-10-2023 16:56	10/20/2023 5:28:56 PM	0:0:32:25			printer paper removed and printer working now.	Onsite
2296	20-10-2023	NAGLOI	66 KV Grid Gh 5 Sayed Gaon	O-M	C201020230124		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	20-10-2023 16:55	10/20/2023 10:13:18 PM	0:5:17:39			Mail reinstall	
2297	20-10-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C201020230123		Hardware	PC	Not working at all	No power	MEDIUM	Closed	20-10-2023 16:55	10/20/2023 5:28:08 PM	0:0:32:34			pc smps change issue resolved.	Onsite
2298	20-10-2023	SAKET	Adchini	O-M	C201020230121		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 16:54	10/20/2023 5:01:23 PM	0:0:7:3			printer not installed	Onsite
2299	20-10-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C201020230120		Hardware	E-Mail	Email _Lotus	Mail Password	HIGH	Closed	20-10-2023 16:54	10/20/2023 10:12:31 PM	0:5:18:17			Mail reinstall	
2300	20-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C201020230116		Hardware	Laptop	Hanging/Slow processing	Driver installation	LOW	Closed	20-10-2023 16:51	10/20/2023 5:09:34 PM	0:0:18:2			reinstalled the network driver issue resolved	Onsite
2301	20-10-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C201020230117		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 16:51	10/20/2023 5:15:40 PM	0:0:23:56			Printer drivers installed.	Onsite
2302	20-10-2023	NIZAMUDDIN	Lajpat Nagar 2	O-M	C201020230114		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 16:50	10/20/2023 5:15:15 PM	0:0:25:5			LR mission 9 link attached .	Onsite
2303	20-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C201020230115		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	20-10-2023 16:50	10/20/2023 5:09:10 PM	0:0:18:28			change the cartridge issue resolved	Onsite
2304	20-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C201020230113		Hardware	System Software	Internet Issue	Internet Issue	LOW	Closed	20-10-2023 16:50	10/20/2023 5:08:51 PM	0:0:18:43			change the proxy setting issue resolved	Onsite
2305	20-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C201020230112		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 16:49	10/20/2023 5:08:31 PM	0:0:19:0			configured dsk portal issue resolved	Onsite
2306	20-10-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C201020230111		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 16:49	10/20/2023 5:14:44 PM	0:0:25:40			Printer driver configured.	Onsite
2307	20-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C201020230110		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	20-10-2023 16:48	10/20/2023 5:08:11 PM	0:0:19:15			clean the pc issue resolved	Onsite
2308	20-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	O-M	C201020230109		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	20-10-2023 16:48	10/20/2023 5:07:54 PM	0:0:19:35			installed acrobat issue resolved	Onsite
2309	20-10-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C201020230108		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-10-2023 16:47	10/20/2023 5:14:16 PM	0:0:26:34			Proxy enable internet working.	Remote
2310	20-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C201020230107		Hardware	PC	Not working at all	Others	LOW	Closed	20-10-2023 16:36	10/20/2023 4:54:21 PM	0:0:18:0			system restart, issue resolved	Onsite
2311	20-10-2023	NEHRU PLACE	20 No Building	C-M	C201020230106		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	20-10-2023 16:35	10/20/2023 4:53:58 PM	0:0:18:27			dienotes run issue resolved	Onsite
2312	20-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C201020230105		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 16:31	10/20/2023 4:33:53 PM	0:0:2:41			Issue Resolved	Onsite
2313	20-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C201020230104		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-10-2023 16:30	10/20/2023 4:33:43 PM	0:0:3:12			Issue Resolved	Onsite
2314	20-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C201020230102		Hardware	System Software	Other Software	software corrupt	LOW	Closed	20-10-2023 16:29	10/20/2023 4:33:10 PM	0:0:4:0			Issue Resolved	Onsite
2315	20-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C201020230103		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	20-10-2023 16:29	10/20/2023 4:33:24 PM	0:0:3:32			Issue Resolved	Onsite
2316	20-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C201020230101		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 16:28	10/20/2023 4:32:48 PM	0:0:4:23			Issue Resolved	Onsite
2317	20-10-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C201020230100		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 16:27	10/20/2023 4:32:34 PM	0:0:5:2			Issue Resolved	Onsite
2318	20-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C201020230099		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 16:26	10/20/2023 4:32:23 PM	0:0:5:54			Issue Resolved	Onsite
2319	20-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C201020230098		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-10-2023 16:24	10/20/2023 4:32:11 PM	0:0:7:36			Issue Resolved	Onsite
2320	20-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C201020230097		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 16:24	10/20/2023 4:32:03 PM	0:0:8:3			Issue Resolved	Onsite
2321	20-10-2023	NEHRU PLACE CSO	Second Floor -D Block Conf.Godavari	SAFETY	C201020230095		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	20-10-2023 16:22	10/20/2023 4:31:56 PM	0:0:9:1			Issue Resolved	Onsite
2322	20-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C201020230093		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	20-10-2023 16:22	10/20/2023 4:31:48 PM	0:0:9:41			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2323	20-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/BET	C201020230094		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	20-10-2023 16:22	10/20/2023 4:27:11 PM	0:0:4:48			issue resolved	Onsite
2324	20-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C201020230087		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-10-2023 16:19	10/20/2023 4:31:38 PM	0:0:12:5			Issue Resolved	Onsite
2325	20-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C201020230085		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 16:06	10/20/2023 4:07:17 PM	0:0:0:51			joinned	Onsite
2326	20-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C201020230084		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	20-10-2023 16:05	10/20/2023 4:07:46 PM	0:0:2:12			mail configured	Onsite
2327	20-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C201020230083		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 16:04	10/20/2023 4:07:26 PM	0:0:3:14			joinned	Onsite
2328	20-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C201020230082		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 16:03	10/20/2023 4:07:34 PM	0:0:4:10			joinned	Onsite
2329	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230081		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	20-10-2023 15:46	10/20/2023 4:06:02 PM	0:0:19:49			Mouse not working issue resolved	Onsite
2330	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230080		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 15:43	10/20/2023 4:04:59 PM	0:0:21:40			Email not working issue resolved	Onsite
2331	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230079		Hardware	System Software	MS Office	Software Not	LOW	Closed	20-10-2023 15:41	10/20/2023 3:59:29 PM	0:0:17:58			google chorme not working issue resolved	Onsite
2332	20-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C201020230078		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-10-2023 15:40	10/20/2023 4:22:45 PM	0:0:42:18			Run diagnostic and clear temp files now working fine	Onsite
2333	20-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201020230076		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	20-10-2023 15:39	10/20/2023 4:22:15 PM	0:0:42:37			Replace keyboard now working fine	Onsite
2334	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230077		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 15:39	10/20/2023 3:58:39 PM	0:0:18:48			Mouse not working issue resolved	Onsite
2335	20-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C201020230074		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 15:38	10/20/2023 4:21:24 PM	0:0:43:20			ADS Join	Remote
2336	20-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C201020230075		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	20-10-2023 15:38	10/20/2023 4:21:55 PM	0:0:43:10			Run Diagnostic now working fine	Onsite
2337	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230073		Hardware	System Software	Other Software	software corrupt	LOW	Closed	20-10-2023 15:37	10/20/2023 3:58:07 PM	0:0:20:9			pdf not working issue resolved	Onsite
2338	20-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201020230072		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 15:37	10/20/2023 4:21:06 PM	0:0:43:37			ADS Join	Remote
2339	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230071		Hardware	System Software	Other Software	software corrupt	LOW	Closed	20-10-2023 15:27	10/20/2023 3:57:34 PM	0:0:29:56			Google chrome not working issue resolved	Onsite
2340	20-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C201020230070		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 15:23	10/20/2023 3:25:20 PM	0:0:2:9			win 10 reinstalled with software install done	Onsite
2341	20-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C201020230069		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	20-10-2023 15:20	10/20/2023 3:24:54 PM	0:0:3:58			PC lan drivers reinstall again set ip ok working now also Lotus software not login	Onsite
2342	20-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C201020230068		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	20-10-2023 15:17	10/20/2023 3:24:13 PM	0:0:6:41			pc restart issue cpu fan heat removed dust on it and ram slot repalced ok	Onsite
2343	20-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201020230066		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	20-10-2023 15:13	10/20/2023 3:56:52 PM	0:0:43:25			adobe not working issue resolved	Onsite
2344	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C201020230065		Hardware	PC	TFT	Others	LOW	Closed	20-10-2023 14:51	10/20/2023 3:54:31 PM	0:1:2:36			VGA Cable replaced.	Onsite
2345	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C201020230064		Telecome	Instrument	Analog	Others	LOW	Closed	20-10-2023 14:50	10/20/2023 3:55:08 PM	0:1:4:27			Volume set.	Onsite
2346	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C201020230063		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 14:49	10/20/2023 3:55:34 PM	0:1:6:21			BSP Password reset.	Onsite
2347	20-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C201020230062		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 14:49	10/23/2023 12:54:50 PM	2:22:5:47			ADS Migration done	Onsite
2348	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C201020230061		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	20-10-2023 14:47	10/20/2023 3:56:03 PM	0:1:8:53			do mail archive & compact.	Onsite
2349	20-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C201020230060		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 14:34	10/20/2023 5:23:22 PM	0:2:48:51			Mail Opening Issue	Onsite
2350	20-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C201020230059		Hardware	System Software	MS Office	Tools And Formula	LOW	Closed	20-10-2023 14:34	10/20/2023 5:23:09 PM	0:2:49:9			issue resolve	Onsite
2351	20-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C201020230057		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-10-2023 14:33	10/20/2023 5:22:46 PM	0:2:49:22			Mail Opening Issue	Onsite
2352	20-10-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	BUSINESS/BET	C201020230058		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-10-2023 14:33	10/20/2023 3:55:41 PM	0:1:21:52			MS office reinstalled.	Onsite
2353	20-10-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	BUSINESS/BET	C201020230056		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-10-2023 14:32	10/20/2023 3:55:19 PM	0:1:22:30			Temp file deleted.	Onsite
2354	20-10-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	BUSINESS/BET	C201020230054		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-10-2023 14:32	10/20/2023 3:54:58 PM	0:1:22:57			Antivirus updated.	Onsite
2355	20-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C201020230055		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 14:32	10/20/2023 5:22:26 PM	0:2:49:38			Domain Join	Onsite
2356	20-10-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	BUSINESS/BET	C201020230053		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-10-2023 14:31	10/20/2023 3:52:19 PM	0:1:20:57			Antivirus installed.	Onsite
2357	20-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C201020230052		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-10-2023 14:27	10/20/2023 5:22:13 PM	0:2:54:20			PC Date and time issue	Onsite
2358	20-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C201020230051		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-10-2023 14:26	10/20/2023 5:12:47 PM	0:2:45:51			OS Installed	Onsite
2359	20-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C201020230050		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	20-10-2023 14:25	10/20/2023 3:14:32 PM	0:0:48:45			issue has been resolved after setting the tray	Remote
2360	20-10-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash Apartment	O-M	C201020230049		Hardware	System Software	Other Software	proxy setting	LOW	Closed	20-10-2023 14:23	10/20/2023 3:13:42 PM	0:0:50:29			issue has been resolved after setting the proxy	Remote
2361	20-10-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C201020230048		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-10-2023 14:22	10/20/2023 3:13:08 PM	0:0:50:25			issue has been resolved after joining the ADS	Remote
2362	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230047		Hardware	PC	TFT	Power Issue	LOW	Closed	20-10-2023 14:03	10/20/2023 2:30:58 PM	0:0:27:29			Change the power cable problem resolved	Onsite
2363	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C201020230046		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 13:47	10/20/2023 2:28:10 PM	0:0:40:16			ADS problem resolved	Onsite
2364	20-10-2023	PALAM	C2 D,Dabri More Palam Commercial Office	CIVIL	C201020230045		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	20-10-2023 13:17	10/26/2023 9:58:17 AM	5:20:40:39			LAN Not Working Not Issue	Onsite
2365	20-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C201020230044		NON-SAP	Others	Others	Others	LOW	Closed	20-10-2023 12:58	10/20/2023 2:17:59 PM	0:1:19:59			repair the ms office	Onsite
2366	20-10-2023	SAKET	Chhatarpur CC	O-M	C201020230043		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 12:57	10/20/2023 1:00:19 PM	0:0:2:28			P92 configuration	Remote
2367	20-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C201020230042		NON-SAP	Others	Others	Others	LOW	Closed	20-10-2023 12:56	10/20/2023 2:19:47 PM	0:1:23:26			add on ads	Onsite
2368	20-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C201020230041		Hardware	PC	TFT	Others	LOW	Closed	20-10-2023 12:54	10/20/2023 2:19:12 PM	0:1:24:20			tft damage ask user to send it Nehru place	Onsite
2369	20-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	OM-DIV	C201020230040		Hardware	UPS	Hardware Issue	Ticket logged with	LOW	Closed	20-10-2023 12:52	10/20/2023 2:18:34 PM	0:1:26:3			check with electrician and log the complaint	Onsite
2370	20-10-2023	SAKET	Adchini	DSK	C201020230039		Hardware	Laptop	System Password issue	Others	LOW	Closed	20-10-2023 12:42	10/20/2023 12:50:27 PM	0:0:8:13			Re-start the Laptop	Onsite
2371	20-10-2023	SAKET	Adchini	DSK	C201020230038		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	20-10-2023 12:41	10/20/2023 12:50:45 PM	0:0:9:9			RJ45 replaced	Onsite
2372	20-10-2023	SAKET	Pushp Vihar Sector 3	O-M	C201020230037		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	20-10-2023 12:40	10/20/2023 1:01:47 PM	0:0:20:59			Workspace folder Renamed	Onsite
2373	20-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C201020230035		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 12:39	10/20/2023 12:45:56 PM	0:0:6:38			Printer driver installation	Onsite
2374	20-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C201020230036		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	20-10-2023 12:39	10/20/2023 12:45:42 PM	0:0:5:51			MAil password reset	Onsite
2375	20-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C201020230034		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	20-10-2023 12:38	10/20/2023 1:02:13 PM	0:0:23:32			Windows startup repaired	Onsite
2376	20-10-2023	JAFFERPUR	Ujwa Complain Center	O-M	C201020230033		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	20-10-2023 12:38	10/20/2023 12:38:34 PM	0:0:0:23			RAM Cleaning.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2377	20-10-2023	SAKET	D-Block Saket	O-M	C201020230032		Hardware	PC	Not working at all	Others	LOW	Closed	20-10-2023 12:37	10/20/2023 12:49:12 PM	0:0:11:16			USB setting changed from BIOS	Onsite
2378	20-10-2023	SAKET	D-Block Saket	O-M	C201020230031		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 12:37	10/20/2023 12:47:38 PM	0:0:10:32			Printer installed	Onsite
2379	20-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	O-M	C201020230030		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	20-10-2023 12:36	10/20/2023 12:37:32 PM	0:0:0:55			wrong location setected	Onsite
2380	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230029		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 11:58	10/20/2023 12:52:11 PM	0:0:54:6			Printer Software installation.	Onsite
2381	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230028		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 11:57	10/20/2023 12:52:22 PM	0:0:55:15			Printer Software installation.	Onsite
2382	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230027		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 11:56	10/20/2023 12:53:20 PM	0:0:57:11			User Printer Faulty attach on another printer.	Onsite
2383	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230026		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 11:54	10/20/2023 12:53:32 PM	0:0:58:32			User Printer Faulty attach on another printer.	Onsite
2384	20-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230025		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 11:53	10/20/2023 12:53:44 PM	0:1:0:16			User Printer Faulty attach on another printer.	Onsite
2385	20-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C201020230024		Hardware	MOUSE	Not working	Working after	LOW	Closed	20-10-2023 11:39	10/20/2023 11:58:15 AM	0:0:18:20			usb port change and clean the mouse now issue resolved..	Onsite
2386	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230023		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 10:59	10/20/2023 12:07:28 PM	0:1:8:17			New printer driver installations resolved	Onsite
2387	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230022		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 10:56	10/20/2023 12:07:59 PM	0:1:11:29			New printer driver installations resolved	Onsite
2388	20-10-2023	NEHRU PLACE	20 No Building	MMG	C201020230021		Hardware	KEYBOARD	Not working	Sent to Nehru	HIGH	Closed	20-10-2023 10:28	10/20/2023 11:37:03 AM	0:1:8:39			Keyboard change h.o	Onsite
2389	20-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C201020230018		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 10:24	10/20/2023 11:27:51 AM	0:1:3:24			issue resolved after reinstall the printer	
2390	20-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C201020230020		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-10-2023 10:24	10/20/2023 11:38:27 AM	0:1:13:36			Change Printer setting now working fine	Onsite
2391	20-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C201020230019		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 10:24	10/20/2023 11:37:51 AM	0:1:13:14			Clear paper jam now working fine	Onsite
2392	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230017		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 10:20	10/20/2023 10:21:17 AM	0:0:0:36			issue resolved after reinstall the printer	Onsite
2393	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230015		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 10:20	10/20/2023 10:21:29 AM	0:0:1:1			issue resolved after reinstall the printer	Onsite
2394	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230014		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-10-2023 10:20	10/20/2023 10:21:52 AM	0:0:1:46			clean temp files and issue resolved	Onsite
2395	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230011		Hardware	Scanner	Scaning issue	Paper Stuck	LOW	Closed	20-10-2023 10:19	10/20/2023 10:23:04 AM	0:0:4:0			issue resolved after clean the scanner lens	Onsite
2396	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230012		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	20-10-2023 10:19	10/20/2023 10:22:40 AM	0:0:3:14			issue resolved after archive all mails	Onsite
2397	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230013		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 10:19	10/20/2023 10:22:19 AM	0:0:2:30			issue resolved after change the browser default setting	Onsite
2398	20-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C201020230010		Hardware	Scanner	Scaning issue	Paper Stuck	LOW	Closed	20-10-2023 10:18	10/20/2023 10:23:22 AM	0:0:4:29			issue resolved after clean the scanner lens	Onsite
2399	20-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C201020230009		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	20-10-2023 10:02	10/20/2023 11:06:03 AM	0:1:3:56			restart the pc issue resolved	Onsite
2400	20-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C201020230007		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 10:01	10/20/2023 10:20:36 AM	0:0:19:3			run in internet explorer	Onsite
2401	20-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C201020230008		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-10-2023 10:01	10/20/2023 11:05:46 AM	0:1:4:3			resolved..	Onsite
2402	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230006		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	20-10-2023 09:43	10/20/2023 10:54:33 AM	0:1:10:50			Reset the password probelm resolved	Onsite
2403	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230005		Hardware	PC	TFT	Power Issue	LOW	Closed	20-10-2023 09:41	10/20/2023 10:53:56 AM	0:1:12:33			Change the power cable resolved	Onsite
2404	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230004		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-10-2023 09:40	10/20/2023 10:53:05 AM	0:1:12:33			paper jam problem resolved	Onsite
2405	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230003		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	20-10-2023 09:37	10/20/2023 10:52:39 AM	0:1:15:10			Antivirus update problem resolved	Onsite
2406	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230002		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-10-2023 09:36	10/20/2023 10:52:06 AM	0:1:16:4			Printer new installations resolved	Onsite
2407	20-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201020230001		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	20-10-2023 09:34	10/20/2023 10:51:28 AM	0:1:16:32			Mail archive server problem resolved	Onsite
2408	21-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C231020230027		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	23-10-2023 12:54	10/23/2023 1:54:57 PM	0:1:0:41			issue has been closed after clear the JAM paper	Onsite
2409	21-10-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C231020230024		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-10-2023 12:52	10/23/2023 1:54:11 PM	0:1:1:32			issue has been closed after reinstalled the chrome browser	Remote
2410	21-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C231020230022		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	23-10-2023 12:49	10/23/2023 1:52:32 PM	0:1:3:25			issue has been closed on my side and same is referred to ACM	Onsite
2411	23-10-2023	SAKET	Adchini	CUSTOMER CARE	C261020230126		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	26-10-2023 16:06	10/26/2023 4:19:37 PM	0:0:13:15			mail not work	Remote
2412	23-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C261020230124		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	26-10-2023 16:04	10/26/2023 4:10:36 PM	0:0:6:7			lan drivers ok replaced patch cable now working	Onsite
2413	23-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C251020230002		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 10:29	10/25/2023 11:55:35 AM	0:1:25:53			Issue has been resolved after reset the ESS password	Onsite
2414	23-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C251020230001		Hardware	PC	Restart Problem	Heating issue	LOW	Closed	25-10-2023 10:29	10/25/2023 11:55:06 AM	0:1:25:49			Issue has been resolved after cleaning the Ram	Onsite
2415	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230139		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 17:51	10/23/2023 5:54:18 PM	0:0:2:54			issue resolved	Onsite
2416	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230138		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 17:50	10/23/2023 5:54:08 PM	0:0:3:34			issue resolved	Onsite
2417	23-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C231020230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 17:48	10/23/2023 5:53:57 PM	0:0:5:47			issue resolved	Onsite
2418	23-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C231020230136		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 17:46	10/23/2023 5:53:47 PM	0:0:7:8			issue resolved	Onsite
2419	23-10-2023	NEHRU PLACE CSO	Second Floor - B Block	CORPORATE	C231020230135		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-10-2023 17:45	10/23/2023 5:53:34 PM	0:0:8:20			issue resolved	Onsite
2420	23-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C231020230134		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 17:44	10/23/2023 5:53:16 PM	0:0:8:50			issue resolved	Onsite
2421	23-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C231020230133		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 17:43	10/23/2023 5:53:01 PM	0:0:9:15			issue resolved	Onsite
2422	23-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C231020230132		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-10-2023 17:42	10/23/2023 5:52:47 PM	0:0:10:0			issue resolved	Onsite
2423	23-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C231020230131		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 17:41	10/23/2023 5:52:35 PM	0:0:10:42			issue resolved	Onsite
2424	23-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C231020230130		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 17:40	10/23/2023 5:52:18 PM	0:0:11:57			issue resolved	Onsite
2425	23-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C231020230129		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	23-10-2023 17:38	10/23/2023 5:52:04 PM	0:0:13:12			issue resolved	Onsite
2426	23-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C231020230128		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	23-10-2023 17:19	10/23/2023 5:43:11 PM	0:0:23:49			Unlock Password issue resolve	Onsite
2427	23-10-2023	OTHERS	VSNL	O-M	C231020230127		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	23-10-2023 17:18	10/23/2023 5:43:02 PM	0:0:24:23			Unlock Password issue resolve	Onsite
2428	23-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C231020230126		Hardware	PC	System Password issue	Password Reset	LOW	Closed	23-10-2023 17:17	10/23/2023 5:42:33 PM	0:0:25:16			Password Reset	Onsite
2429	23-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C231020230125		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-10-2023 17:15	10/23/2023 5:42:21 PM	0:0:26:31			Printer Driver installed	Onsite
2430	23-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C231020230124		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-10-2023 17:14	10/23/2023 5:42:05 PM	0:0:27:9			Driver re-installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2431	23-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C231020230123		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-10-2023 17:14	10/23/2023 5:41:45 PM	0:0:27:36			Installed Oracle CAS SAP Printer etc	Onsite
2432	23-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C231020230122		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-10-2023 17:13	10/23/2023 5:41:37 PM	0:0:27:55			Installed Oracle CAS SAP Printer etc	Onsite
2433	23-10-2023	OTHERS	VSNL	O-M	C231020230121		Hardware	UPS	Backup	Output Issue	LOW	Closed	23-10-2023 17:12	10/23/2023 5:41:22 PM	0:0:28:46			electric power socket replaced issue resolve	Onsite
2434	23-10-2023	OTHERS	VSNL	Enforcement	C231020230120		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	23-10-2023 17:11	10/23/2023 5:36:10 PM	0:0:24:37			network Driver Remove and re-installed issue resolve	Onsite
2435	23-10-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak park,Near Dwarka More Metro Station,Uttam	OM-DIV	C231020230119		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	23-10-2023 17:00	10/23/2023 5:14:19 PM	0:0:14:16			Usb ports not working, reported to vendor for resolution.	Onsite
2436	23-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C231020230118		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-10-2023 16:54	10/23/2023 6:03:29 PM	0:1:8:36			SAP has been installed	Remote
2437	23-10-2023	VASANT KUNJ	Kapashera	O-M	C231020230117		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	23-10-2023 16:49	10/23/2023 6:02:28 PM	0:1:12:52			LAN cable has been cremped and reconnect with PC	Onsite
2438	23-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C231020230116		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	23-10-2023 16:48	10/23/2023 6:01:11 PM	0:1:13:9			Hard disk has been slected on from lagacy to UEFI	Onsite
2439	23-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C231020230115		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	23-10-2023 16:46	10/23/2023 5:10:44 PM	0:0:23:52			change the keyboard issue resolved	Onsite
2440	23-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C231020230114		Hardware	UPS	Backup	No Power	LOW	Closed	23-10-2023 16:45	10/23/2023 5:09:05 PM	0:0:23:10			change the mcb of ups main line issue resolved	Onsite
2441	23-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C231020230113		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	23-10-2023 16:44	10/23/2023 5:08:27 PM	0:0:24:27			change the rj45 issue resolved	Onsite
2442	23-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C231020230111		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-10-2023 16:39	10/23/2023 5:13:13 PM	0:0:33:58			Windows startup issue resolved as reqd	Onsite
2443	23-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C231020230112		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	23-10-2023 16:39	10/23/2023 5:07:34 PM	0:0:28:0			change the patch cable issue resolved	Onsite
2444	23-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C231020230110		Hardware	PC	Not working at all	No power	LOW	Closed	23-10-2023 16:38	10/23/2023 4:39:57 PM	0:0:1:41			no display	Onsite
2445	23-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C231020230109		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	23-10-2023 16:33	10/23/2023 5:07:02 PM	0:0:33:46			cleared the paper ans set the printer paper tray issue resolved	Onsite
2446	23-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C231020230108		Hardware	PC	Not working at all	Others	LOW	Closed	23-10-2023 16:29	10/23/2023 5:11:23 PM	0:0:41:34			Power issue resolved	Onsite
2447	23-10-2023	OTHERS	Andrews Ganj	Enforcement	C231020230107		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	23-10-2023 16:24	10/23/2023 4:25:06 PM	0:0:0:34			Pc booting issue	Onsite
2448	23-10-2023	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/BET	C231020230106		Hardware	Laptop	Screen Issue	Others	LOW	Closed	23-10-2023 16:23	10/23/2023 5:01:13 PM	0:0:37:53			Connected	Onsite
2449	23-10-2023	OTHERS	Andrews Ganj	Enforcement	C231020230105		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 16:21	10/23/2023 4:25:26 PM	0:0:4:5			Printer issue	Onsite
2450	23-10-2023	OTHERS	Andrews Ganj	Enforcement	C231020230104		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-10-2023 16:20	10/23/2023 4:25:43 PM	0:0:5:23			Archive issue	Onsite
2451	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230102		Hardware	Laptop	Screen Issue	Others	LOW	Closed	23-10-2023 16:19	10/23/2023 5:01:23 PM	0:0:42:23			Connected	Onsite
2452	23-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C231020230103		Hardware	PC	System Password issue	Password Reset	LOW	Closed	23-10-2023 16:19	10/23/2023 4:57:04 PM	0:0:37:46			Password issue resolved as reqd	Remote
2453	23-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C231020230100		Network	LAN Issue	LAN Issue	Others	LOW	Closed	23-10-2023 16:18	10/26/2023 10:00:15 AM	2:17:42:4			Closed by sanjay and jitender	Onsite
2454	23-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C231020230101		Hardware	Laptop	Hanging/Slow processing	Heating issue	LOW	Closed	23-10-2023 16:18	10/23/2023 5:02:05 PM	0:0:43:32			cleanned	Onsite
2455	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230099		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-10-2023 16:17	10/23/2023 5:01:54 PM	0:0:44:11			joinned	Onsite
2456	23-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/BET	C231020230098		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-10-2023 16:16	10/23/2023 5:01:42 PM	0:0:44:52			Joinned	Onsite
2457	23-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C231020230097		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-10-2023 16:16	10/23/2023 4:32:30 PM	0:0:15:45			Join ADS Now working fine	Onsite
2458	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230096		Hardware	Laptop	Screen Issue	Others	LOW	Closed	23-10-2023 16:15	10/23/2023 5:01:32 PM	0:0:45:35			Connected	Onsite
2459	23-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C231020230095		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	23-10-2023 15:53	10/23/2023 4:50:52 PM	0:0:57:25			after mail id password reset issue resolved	Onsite
2460	23-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C231020230094		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	23-10-2023 15:52	10/23/2023 4:50:30 PM	0:0:57:57			after mail id password reset issue resolved	Onsite
2461	23-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C231020230093		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	23-10-2023 15:50	10/23/2023 4:49:53 PM	0:0:59:9			after RJ45 crimp and reinsert lan cable issue resolved	Onsite
2462	23-10-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C231020230092		Hardware	PC	Hanging/Slow processing	OS/System File/	LOW	Closed	23-10-2023 15:48	10/23/2023 4:49:10 PM	0:1:0:25			After windows reset issue resolved	Onsite
2463	23-10-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C231020230091		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 15:22	10/23/2023 4:05:10 PM	0:0:42:43			all software install ,issue resolved at okhla KCC	Onsite
2464	23-10-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C231020230088		Hardware	System Software	MS Office	Tools And Formula	LOW	Closed	23-10-2023 15:15	10/23/2023 4:31:31 PM	0:1:16:28			Tools hide unhide tools now working fine	Remote
2465	23-10-2023	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C231020230089		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	23-10-2023 15:15	10/23/2023 4:32:02 PM	0:1:16:5			Done network troubleshooting now working fine	Onsite
2466	23-10-2023	SAKET	Adchini	BUSINESS/BET	C231020230087		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-10-2023 15:11	10/23/2023 3:23:55 PM	0:0:12:8			teamviewer reinstalled	Onsite
2467	23-10-2023	SAKET	Adchini	DSS	C231020230086		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-10-2023 15:10	10/23/2023 3:23:29 PM	0:0:12:30			New Archive created	Remote
2468	23-10-2023	SAKET	Adchini	CHD	C231020230085		Hardware	PC	Not working at all	Others	LOW	Closed	23-10-2023 15:10	10/23/2023 3:23:00 PM	0:0:12:41			PC Shifted	Onsite
2469	23-10-2023	SAKET	Adchini	CUSTOMER CARE	C231020230083		Hardware	PC	Not working at all	Others	LOW	Closed	23-10-2023 15:09	10/23/2023 3:22:41 PM	0:0:13:30			PC Shifted	Onsite
2470	23-10-2023	SAKET	Adchini	CUSTOMER CARE	C231020230084		Hardware	PC	Not working at all	Others	LOW	Closed	23-10-2023 15:09	10/23/2023 3:22:52 PM	0:0:13:10			PC Shifted	Onsite
2471	23-10-2023	SAKET	Adchini	O-M	C231020230082		Hardware	Printer	Image Issue	Hardware Issue	LOW	Closed	23-10-2023 15:08	10/23/2023 3:22:16 PM	0:0:13:52			Given cartrideg is wrong number	Onsite
2472	23-10-2023	SAKET	Adchini	SAFETY	C231020230081		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-10-2023 15:07	10/23/2023 3:21:37 PM	0:0:13:58			shortcut create	Onsite
2473	23-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C231020230079		Hardware	Scanner	Scaning issue	Abnormal Sound	MEDIUM	Closed	23-10-2023 15:05	10/23/2023 4:10:38 PM	0:1:5:13			paper jam in scanner side removed the paper and issue resolved.	Onsite
2474	23-10-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C231020230078		Network	LAN Issue	LAN Issue	Lan Cable Faulty	MEDIUM	Closed	23-10-2023 15:00	10/26/2023 10:00:03 AM	2:18:59:50			User Refused	Onsite
2475	23-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C231020230077		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	23-10-2023 14:50	10/23/2023 3:06:41 PM	0:0:16:21			Complaint logged.	Remote
2476	23-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C231020230076		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 14:49	10/23/2023 3:06:08 PM	0:0:16:25			CAS password forget.	Remote
2477	23-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C231020230075		Hardware	PC	Network Not Working	Network Switch	MEDIUM	Closed	23-10-2023 14:45	10/23/2023 4:09:41 PM	0:1:24:20			lan cable removed to switch and reconnect to switch problem resolved.	Onsite
2478	23-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231020230074		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 14:45	10/23/2023 2:59:25 PM	0:0:14:22			Team viewer not working issue resolved	Onsite
2479	23-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231020230072		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-10-2023 14:44	10/23/2023 2:58:49 PM	0:0:14:41			google chrome not working issue resolved	Onsite
2480	23-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231020230073		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-10-2023 14:44	10/23/2023 2:59:07 PM	0:0:14:29			pdf not working issue resolved	Onsite
2481	23-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231020230071		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-10-2023 14:43	10/23/2023 2:45:59 PM	0:0:2:44			pdf not working issue resolved	Onsite
2482	23-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231020230070		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	23-10-2023 14:42	10/23/2023 2:45:34 PM	0:0:3:20			Mouse not working issue resolved	Onsite
2483	23-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C231020230069		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	23-10-2023 14:38	10/23/2023 4:08:13 PM	0:1:29:34			printer paper removed and print issue resolved	Onsite
2484	23-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C231020230068		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	23-10-2023 14:33	10/23/2023 3:56:08 PM	0:1:23:8			Keyboard Replaced.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2485	23-10-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C231020230067		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	23-10-2023 14:30	10/23/2023 3:14:04 PM	0:0:43:6			After allowed pop up issue is resolved	
2486	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230066		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-10-2023 14:30	10/23/2023 2:32:59 PM	0:0:2:51			Issue Resolved	Onsite
2487	23-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C231020230064		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	23-10-2023 14:28	10/23/2023 3:10:22 PM	0:0:42:12			Keyboard replaced issue resolved	
2488	23-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C231020230065		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	23-10-2023 14:28	10/23/2023 3:12:10 PM	0:0:43:29			After feed correct ess link issue resolved	
2489	23-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C231020230062		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 14:27	10/23/2023 2:32:41 PM	0:0:5:17			Issue Resolved	Onsite
2490	23-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C231020230063		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-10-2023 14:27	10/23/2023 2:32:50 PM	0:0:4:57			Issue Resolved	Onsite
2491	23-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C231020230061		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	23-10-2023 14:24	10/23/2023 2:31:54 PM	0:0:7:50			Issue Resolved	Onsite
2492	23-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C231020230060		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 14:23	10/23/2023 2:31:38 PM	0:0:8:26			Issue Resolved	Onsite
2493	23-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C231020230058		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-10-2023 14:22	10/23/2023 2:31:13 PM	0:0:8:56			Issue Resolved	Onsite
2494	23-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C231020230059		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 14:22	10/23/2023 2:31:21 PM	0:0:8:34			Issue Resolved	Onsite
2495	23-10-2023	NEHRU PLACE CSO	Ground Floor	C-M	C231020230057		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-10-2023 14:21	10/23/2023 2:31:06 PM	0:0:9:32			Issue Resolved	Onsite
2496	23-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C231020230056		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-10-2023 14:20	10/23/2023 2:30:31 PM	0:0:9:36			Issue Resolved	Onsite
2497	23-10-2023	OTHERS	Andrews Ganj	Enforcement	C231020230055		Hardware	PC	TFT	Power Issue	LOW	Closed	23-10-2023 14:08	10/23/2023 2:17:16 PM	0:0:9:1			TFT has been sent to NHP for replacement	Onsite
2498	23-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C231020230053		Hardware	Attendane Machine	Others	Others	LOW	Closed	23-10-2023 14:05	10/23/2023 2:06:20 PM	0:0:0:51			Virender Chauhan sir card not punch at Bio metrix machine shows error call	Onsite
2499	23-10-2023	OTHERS	Andrews Ganj	IT	C231020230054		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	23-10-2023 14:05	10/23/2023 4:18:50 PM	0:2:13:16			Done	Onsite
2500	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230051		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:53	10/23/2023 2:47:04 PM	0:0:53:19			ADS join problem resolved	Onsite
2501	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230050		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:53	10/23/2023 2:46:44 PM	0:0:53:31			ADS join problem resolved	Onsite
2502	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230049		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:52	10/23/2023 2:46:28 PM	0:0:54:21			ADS join resolved	Onsite
2503	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230047		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:51	10/23/2023 2:46:01 PM	0:0:54:52			ADS join resolved	Onsite
2504	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230048		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:51	10/23/2023 2:46:15 PM	0:0:54:37			ADS join resolved	Onsite
2505	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230046		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:50	10/23/2023 2:45:24 PM	0:0:54:54			ADS join resolved	Onsite
2506	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230045		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:49	10/23/2023 2:45:04 PM	0:0:55:4			ADS join resolved	Onsite
2507	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230044		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:49	10/23/2023 2:44:47 PM	0:0:55:34			ADS join resolved	Onsite
2508	23-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C231020230043		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:48	10/23/2023 2:44:22 PM	0:0:55:53			Ads resolved	Onsite
2509	23-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	Billing	C231020230042		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	23-10-2023 13:46	10/23/2023 3:24:42 PM	0:1:38:27			paper jam issue resolved and call closed	Onsite
2510	23-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	Billing	C231020230041		Hardware	PC	Network Not Working	PC Hardware	LOW	Closed	23-10-2023 13:45	10/23/2023 3:31:30 PM	0:1:45:40			pc issue resolved after clean the ram issue	Onsite
2511	23-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C231020230039		Hardware	PC	System Password issue	Others	LOW	Closed	23-10-2023 13:44	10/23/2023 3:35:27 PM	0:1:51:3			ads user password changed and issue resolved	Onsite
2512	23-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C231020230040		Hardware	PC	System Password issue	Others	LOW	Closed	23-10-2023 13:44	10/23/2023 3:32:46 PM	0:1:47:58			mail issue resolved after create a new replica	Onsite
2513	23-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C231020230038		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-10-2023 13:43	10/23/2023 3:36:12 PM	0:1:52:51			mail issue resolved after create a new replica	Onsite
2514	23-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C231020230037		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-10-2023 13:43	10/23/2023 3:41:04 PM	0:1:57:58			archive issue resolved after repair file	Onsite
2515	23-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C231020230036		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-10-2023 13:42	10/23/2023 3:41:36 PM	0:1:58:46			mail issue resolved after create a new replica	Onsite
2516	23-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C231020230035		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-10-2023 13:42	10/23/2023 3:41:54 PM	0:1:59:16			mail issue resolved after create a new replica	Onsite
2517	23-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C231020230034		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	23-10-2023 13:22	10/23/2023 1:37:07 PM	0:0:14:29			Printer power ok drivers ok red cross shows on lan icon replaced patch cable	Onsite
2518	23-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C231020230033		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	23-10-2023 13:19	10/23/2023 1:35:59 PM	0:0:16:6			Lotus replica create and set archives path again now working	Onsite
2519	23-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C231020230032		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-10-2023 13:18	10/23/2023 1:35:22 PM	0:0:16:44			Reinstall adobe 8.0 again now files open	Onsite
2520	23-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C231020230031		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-10-2023 13:16	10/23/2023 1:43:18 PM	0:0:27:10			Printer complaint logged.	Onsite
2521	23-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C231020230030		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	23-10-2023 13:15	10/23/2023 1:42:45 PM	0:0:27:9			Excel file corrupted.	Onsite
2522	23-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C231020230028		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 13:14	10/23/2023 1:38:53 PM	0:0:24:3			Due to server slow.	Onsite
2523	23-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C231020230026		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-10-2023 12:53	10/23/2023 12:55:35 PM	0:0:2:5			ADS Migration done	Onsite
2524	23-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C231020230025		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-10-2023 12:53	10/23/2023 12:55:28 PM	0:0:2:18			ADS Migration done	Onsite
2525	23-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C231020230023		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-10-2023 12:52	10/23/2023 12:55:20 PM	0:0:3:6			ADS Migration done	Onsite
2526	23-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C231020230021		Network	LAN Issue	LAN Issue	Others	LOW	Closed	23-10-2023 12:46	10/26/2023 9:59:36 AM	2:21:13:30			user Nitin Khare at Mundka onm udyoga nagar lan cable is not working please	Onsite
2527	23-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C231020230020		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	23-10-2023 12:43	10/23/2023 1:26:33 PM	0:0:42:49			Correct Paper size.	Onsite
2528	23-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C231020230019		Hardware	System Software	Other Software	Browser issue	LOW	Closed	23-10-2023 12:40	10/23/2023 1:26:54 PM	0:0:46:18			Link install.	Onsite
2529	23-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C231020230018		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	23-10-2023 12:38	10/23/2023 1:29:30 PM	0:0:51:18			Do mail archive & compact.	Onsite
2530	23-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	O-M	C231020230017		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	23-10-2023 12:37	10/23/2023 1:30:08 PM	0:0:53:7			Do Unlock.	Onsite
2531	23-10-2023	SAKET	D-Block Saket	O-M	C231020230016		Hardware	MOUSE	Not working	Working after	LOW	Closed	23-10-2023 11:38	10/23/2023 1:36:30 PM	0:1:57:38			After cleaning mouse working	Onsite
2532	23-10-2023	SAKET	D-Block Saket	O-M	C231020230015		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	23-10-2023 11:38	10/23/2023 1:35:38 PM	0:1:57:37			LAN cable replaced between SIP Phone & Laptop	Onsite
2533	23-10-2023	SAKET	Chhatarpur CC	O-M	C231020230014		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	23-10-2023 11:37	10/23/2023 1:33:08 PM	0:1:55:32			File extn. changed	Onsite
2534	23-10-2023	SAKET	Chhatarpur CC	O-M	C231020230012		Hardware	PC	Not working at all	Others	LOW	Closed	23-10-2023 11:36	10/23/2023 1:32:03 PM	0:1:55:37			PC installed & IP Address configured	Onsite
2535	23-10-2023	SAKET	Chhatarpur CC	O-M	C231020230013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-10-2023 11:36	10/23/2023 1:32:38 PM	0:1:55:45			Re-installed the sharing printer	Onsite
2536	23-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C231020230010		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	23-10-2023 11:07	10/23/2023 12:02:21 PM	0:0:55:10			Close the notes from task manager and restart it now issue resolved	
2537	23-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C231020230011		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-10-2023 11:07	10/23/2023 12:03:22 PM	0:0:55:34			Re installed the Adobe application now issue resolved	
2538	23-10-2023	ALAKNANDA	A 12 Kalkaji	O-M	C231020230009		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-10-2023 11:04	10/23/2023 12:01:30 PM	0:0:57:14			Remove the paper now issue resolved	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2539	23-10-2023	ALAKNANDA	DDA Flat Kalkaji	BUSINESS/BET	C231020230008		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	23-10-2023 11:03	10/23/2023 12:00:43 PM	0:0:57:19			After cleaning the RAM Now issue resolved	
2540	23-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C231020230007		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-10-2023 10:53	10/23/2023 12:06:20 PM	0:1:12:29			ip msg installation done	Onsite
2541	23-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C231020230006		Hardware	PC	Not working at all	Others	LOW	Closed	23-10-2023 10:52	10/23/2023 12:05:51 PM	0:1:13:3			system login done	Onsite
2542	23-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C231020230005		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-10-2023 10:51	10/23/2023 12:05:22 PM	0:1:14:21			IP configuration done	Onsite
2543	23-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C231020230004		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-10-2023 10:38	10/23/2023 10:46:23 AM	0:0:8:8			host file reinstalled now mail is open issue resolved..	Onsite
2544	23-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C231020230003		Network	LAN Issue	LAN Issue	Others	LOW	Closed	23-10-2023 10:31	10/26/2023 9:58:48 AM	2:23:27:16			awrg	Onsite
2545	23-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C231020230002		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-10-2023 09:48	10/23/2023 10:11:48 AM	0:0:23:11			toner again reinstalled now issue resolved..	Onsite
2546	23-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C231020230001		Hardware	Laptop	Restart Problem	Harddisk Issue	LOW	Closed	23-10-2023 09:47	10/23/2023 10:37:32 AM	0:0:49:43			harddisk remove and reinsert now laptop is working fine issue resolved..	Onsite
2547	25-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C261020230137		Hardware	Laptop	Not working at all	Driver installation	LOW	Closed	26-10-2023 16:15	10/26/2023 5:39:16 PM	0:1:24:5			Issue has been resolved after formatting the laptop	Onsite
2548	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C261020230001		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	26-10-2023 10:32	10/27/2023 10:31:10 AM	0:23:58:37			Call Close By Sanjay & Subhash	Onsite
2549	25-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C251020230159		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	25-10-2023 18:15	10/25/2023 6:18:01 PM	0:0:2:40			updated the antivirus issue resolved	Onsite
2550	25-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C251020230160		Hardware	MOUSE	Not working	Sent to Nehru	HIGH	Closed	25-10-2023 18:15	10/25/2023 6:18:26 PM	0:0:2:39			collect from nehru place issue resolved	Onsite
2551	25-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C251020230157		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	25-10-2023 18:14	10/25/2023 6:17:19 PM	0:0:2:59			replaced rz45 issue resolved	Onsite
2552	25-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C251020230158		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	25-10-2023 18:14	10/25/2023 6:17:43 PM	0:0:2:52			updated the driver issue resolved	Onsite
2553	25-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C251020230156		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	25-10-2023 18:13	10/25/2023 6:17:05 PM	0:0:3:22			change the ip address issue resolved	Onsite
2554	25-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C251020230155		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	25-10-2023 18:06	10/25/2023 6:07:55 PM	0:0:1:50			Issue Resolved	Onsite
2555	25-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C251020230154		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-10-2023 18:05	10/25/2023 6:07:43 PM	0:0:2:19			Issue Resolved	Onsite
2556	25-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C251020230152		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 18:04	10/25/2023 6:07:28 PM	0:0:3:11			Issue Resolved	Onsite
2557	25-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C251020230153		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	25-10-2023 18:04	10/25/2023 6:07:37 PM	0:0:2:50			Issue Resolved	Onsite
2558	25-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C251020230151		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	25-10-2023 18:03	10/25/2023 6:07:15 PM	0:0:4:4			Issue Resolved	Onsite
2559	25-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C251020230150		Hardware	Laptop	Other Issue	Others	LOW	Closed	25-10-2023 18:02	10/25/2023 6:07:09 PM	0:0:4:35			Issue Resolved	Onsite
2560	25-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C251020230149		Hardware	System Software	MS Office	Others	LOW	Closed	25-10-2023 18:01	10/25/2023 6:07:02 PM	0:0:5:31			Issue Resolved	Onsite
2561	25-10-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C251020230148		Hardware	Laptop	Other Issue	Others	LOW	Closed	25-10-2023 18:00	10/25/2023 6:06:53 PM	0:0:6:9			Issue Resolved	Onsite
2562	25-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C251020230146		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 17:55	10/25/2023 5:58:26 PM	0:0:3:25			PC Jain ADS	Onsite
2563	25-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C251020230147		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 17:55	10/25/2023 5:58:34 PM	0:0:3:7			PC Jain ADS	Onsite
2564	25-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C251020230145		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 17:52	10/25/2023 5:58:15 PM	0:0:6:11			Laptop Jain ADS	Onsite
2565	25-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C251020230144		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 17:51	10/25/2023 5:58:06 PM	0:0:6:36			Laptop Jain ADS	Onsite
2566	25-10-2023	OTHERS	VSNL	O-M	C251020230142		Hardware	UPS	Backup	Others	LOW	Closed	25-10-2023 17:50	10/25/2023 5:57:18 PM	0:0:7:9			A12 Kalakji CASH Office PC connected with UPS	Onsite
2567	25-10-2023	OTHERS	VSNL	RCM	C251020230143		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	25-10-2023 17:50	10/25/2023 5:57:55 PM	0:0:7:2			Delete temp file and folder issue resolve	Onsite
2568	25-10-2023	NEHRU PLACE CSO	First Floor - E Block	LEGAL	C251020230141		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	25-10-2023 17:31	10/25/2023 5:33:29 PM	0:0:1:55			issue resolved	Onsite
2569	25-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C251020230140		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	25-10-2023 17:30	10/25/2023 5:33:17 PM	0:0:2:53			issue resolved	Onsite
2570	25-10-2023	NEHRU PLACE CSO	Second Floor -D Block Conf.Godavari	IT	C251020230139		Hardware	Laptop	Other Issue	Others	LOW	Closed	25-10-2023 17:29	10/25/2023 5:33:06 PM	0:0:3:33			issue resolved	Onsite
2571	25-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C251020230138		Hardware	Printer	Paper Pickup	Others	LOW	Closed	25-10-2023 17:28	10/25/2023 6:04:59 PM	0:0:36:47			Power Cable change.	Onsite
2572	25-10-2023	SAKET	Adchini	CIVIL	C251020230137		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	25-10-2023 17:27	10/25/2023 5:34:10 PM	0:0:6:29			Windows installed with related S/W.	Onsite
2573	25-10-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	DSK	C251020230136		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 17:26	10/25/2023 5:32:07 PM	0:0:5:46			issue resolved	Onsite
2574	25-10-2023	SAKET	Adchini	OM-EHV	C251020230135		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	25-10-2023 17:23	10/25/2023 5:33:30 PM	0:0:9:32			Paper tray setting changed	Onsite
2575	25-10-2023	SAKET	Chhatarpur CC	O-M	C251020230134		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	25-10-2023 17:22	10/25/2023 5:33:01 PM	0:0:10:26			Reassign	Remote
2576	25-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C251020230133		Hardware	PC	System Password issue	Password Reset	LOW	Closed	25-10-2023 17:20	10/25/2023 5:21:19 PM	0:0:0:50			Password reset.	Onsite
2577	25-10-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C251020230132		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	25-10-2023 17:19	10/25/2023 5:32:27 PM	0:0:12:38			RJ45 crimp & LAN port changed from N/W switch	Onsite
2578	25-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C251020230131		Hardware	PC	Not working at all	Others	LOW	Closed	25-10-2023 17:19	10/25/2023 5:21:56 PM	0:0:2:23			User not showing error.	Onsite
2579	25-10-2023	DWARKA	G 5 Matiala Grid Dwarka	C-M	C251020230130		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	25-10-2023 17:13	10/25/2023 5:14:47 PM	0:0:1:33			issue resolved after change the mouse	Onsite
2580	25-10-2023	DWARKA	G 5 Matiala Grid Dwarka	C-M	C251020230129		Hardware	Printer	Paper Pickup	Others	LOW	Closed	25-10-2023 17:12	10/25/2023 5:15:53 PM	0:0:2:56			printer issue resolved after change the cartdige	Onsite
2581	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C251020230128		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	25-10-2023 17:11	10/25/2023 6:26:43 PM	0:1:15:2			after new archive created issue resolved	Onsite
2582	25-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C251020230127		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	25-10-2023 17:10	10/25/2023 5:22:44 PM	0:0:11:46			issue resolved	Onsite
2583	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C251020230126		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	25-10-2023 17:10	10/25/2023 6:25:12 PM	0:1:14:36			after change ip issue resolved	Onsite
2584	25-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C251020230124		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 17:09	10/25/2023 5:22:25 PM	0:0:12:58			issue resolved	Onsite
2585	25-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/BET	C251020230123		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	25-10-2023 17:09	10/25/2023 5:10:21 PM	0:0:0:56			issue resolved remapped the ID	Onsite
2586	25-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/BET	C251020230125		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	25-10-2023 17:09	10/25/2023 5:10:44 PM	0:0:0:55			issue resolved after replace	Onsite
2587	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C251020230122		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-10-2023 17:08	10/25/2023 6:24:23 PM	0:1:15:34			after cartridge change issue resolved	Onsite
2588	25-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C251020230121		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	25-10-2023 17:08	10/25/2023 5:22:07 PM	0:0:13:20			issue resolved	Onsite
2589	25-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C251020230120		Hardware	System Software	Other Software	proxy setting	LOW	Closed	25-10-2023 17:07	10/25/2023 5:21:47 PM	0:0:14:10			issue resolved	Onsite
2590	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C251020230119		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-10-2023 17:06	10/25/2023 6:22:51 PM	0:1:16:18			after cartridge change issue resolved	Onsite
2591	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C251020230118		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 17:05	10/25/2023 6:22:14 PM	0:1:16:27			after google chrome reinstall issue resolved	Onsite
2592	25-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C251020230117		Hardware	System Software	Other Software	proxy setting	LOW	Closed	25-10-2023 17:05	10/25/2023 5:21:36 PM	0:0:16:13			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2593	25-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C251020230116		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	25-10-2023 17:04	10/25/2023 6:21:07 PM	0:1:16:9			after ms office reinstall issue resoled	Onsite
2594	25-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C251020230115		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	25-10-2023 17:04	10/25/2023 5:21:24 PM	0:0:16:37			issue resolved	Onsite
2595	25-10-2023	KHANPUR	Durga Vihar, A 68	BUSINESS/ BET	C251020230114		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	25-10-2023 17:03	10/25/2023 6:20:33 PM	0:1:16:54			after paper jam clear issue resolved	Onsite
2596	25-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C251020230113		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	25-10-2023 17:02	10/25/2023 5:21:13 PM	0:0:18:17			issue resolved	Onsite
2597	25-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C251020230112		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	25-10-2023 16:59	10/25/2023 6:56:18 PM	0:1:56:57			Printer paper clien	
2598	25-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C251020230111		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	25-10-2023 16:58	10/25/2023 6:55:07 PM	0:1:56:51			Printer install	
2599	25-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C251020230110		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	25-10-2023 16:57	10/25/2023 6:53:49 PM	0:1:56:26			Papar clien	
2600	25-10-2023	SAKET	MMTC CC	O-M	C251020230108		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	25-10-2023 16:56	10/25/2023 5:31:03 PM	0:0:34:47			Folder access permission changed	Onsite
2601	25-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C251020230109		Hardware	PC	Restart Problem	Others	HIGH	Closed	25-10-2023 16:56	10/25/2023 6:52:52 PM	0:1:56:19			Ram reconnect	
2602	25-10-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C251020230106		Hardware	Laptop	Other Issue	Others	HIGH	Closed	25-10-2023 16:55	10/25/2023 6:51:38 PM	0:1:56:15			Password changed	
2603	25-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C251020230107		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 16:55	10/25/2023 9:53:20 PM	0:4:57:27			Data transferred as reqd.	
2604	25-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C251020230105		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	25-10-2023 16:41	10/25/2023 4:49:20 PM	0:0:8:5			Disabled on black dark print in printer setting	Remote
2605	25-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C251020230104		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	25-10-2023 16:36	10/25/2023 9:52:03 PM	0:5:15:49			Jam removed as reqd, now working fine.	
2606	25-10-2023	VASANT KUNJ	D 4 Masoodpur	OM-EHV	C251020230103		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	25-10-2023 16:35	10/25/2023 4:47:46 PM	0:0:11:58			Mail has been sent to lotus team for mail unlock	Remote
2607	25-10-2023	OTHERS	Andrews Ganj	Enforcement	C251020230101		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	25-10-2023 16:25	10/25/2023 4:34:35 PM	0:0:9:6			Printer issue	Onsite
2608	25-10-2023	OTHERS	Andrews Ganj	Enforcement	C251020230100		Hardware	System Software	Other Software	New Installation	LOW	Closed	25-10-2023 16:24	10/25/2023 4:34:49 PM	0:0:9:59			SAP Issue	Onsite
2609	25-10-2023	OTHERS	Andrews Ganj	Enforcement	C251020230099		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	25-10-2023 16:22	10/25/2023 4:35:12 PM	0:0:12:18			PC slow issue	Onsite
2610	25-10-2023	OTHERS	Andrews Ganj	Enforcement	C251020230098		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-10-2023 16:21	10/25/2023 4:35:31 PM	0:0:13:41			Printer installation	Onsite
2611	25-10-2023	OTHERS	Andrews Ganj	Enforcement	C251020230097		Hardware	System Software	Other Software	New Installation	LOW	Closed	25-10-2023 16:19	10/25/2023 4:35:50 PM	0:0:16:29			os issue,os repaired	Onsite
2612	25-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C251020230095		Hardware	Scanner	Scaning issue	Image Not Cleared	LOW	Closed	25-10-2023 16:17	10/25/2023 5:06:20 PM	0:0:48:45			issue resolved adter clean the scanner	Onsite
2613	25-10-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C251020230096		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:17	10/25/2023 5:05:42 PM	0:0:47:54			issue resolved after reinstall the sap module	Onsite
2614	25-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C251020230093		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:16	10/25/2023 5:06:53 PM	0:0:50:2			issue resolved after provide backup	Onsite
2615	25-10-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	BUSINESS/ BET	C251020230094		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:16	10/25/2023 5:06:45 PM	0:0:49:46			issue resolved after provide backup	Onsite
2616	25-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C251020230091		Hardware	Printer	Paper Pickup	Others	LOW	Closed	25-10-2023 16:16	10/25/2023 5:07:56 PM	0:0:51:45			tray size issue resolved	Onsite
2617	25-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C251020230092		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	25-10-2023 16:16	10/25/2023 5:07:18 PM	0:0:50:52			mail issue resolved after create a replica	Onsite
2618	25-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C251020230089		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	25-10-2023 16:15	10/25/2023 5:08:50 PM	0:0:53:31			after replace the connector issue resolved	Onsite
2619	25-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C251020230090		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	25-10-2023 16:15	10/25/2023 5:08:42 PM	0:0:53:18			after replace the connector issue resolved	Onsite
2620	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230087		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:11	10/25/2023 4:15:03 PM	0:0:3:52			ADs join resolved	Onsite
2621	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230086		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:10	10/25/2023 4:14:47 PM	0:0:4:23			ADS join resolved	Onsite
2622	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230085		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:09	10/25/2023 4:14:33 PM	0:0:4:54			ADS join resolved	Onsite
2623	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230084		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:09	10/25/2023 4:14:18 PM	0:0:5:16			ADS join resolved	Onsite
2624	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230083		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:08	10/25/2023 4:14:00 PM	0:0:5:45			Ads join resolved	Onsite
2625	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230082		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:07	10/25/2023 4:13:32 PM	0:0:6:14			ADS join resolved	Onsite
2626	25-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C251020230081		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	25-10-2023 16:06	10/25/2023 4:39:07 PM	0:0:33:3			Reset password now working fine	Remote
2627	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230078		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:05	10/25/2023 4:12:44 PM	0:0:7:42			ADS join resolved	Onsite
2628	25-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C251020230079		Hardware	System Software	Other Software	proxy setting	LOW	Closed	25-10-2023 16:05	10/25/2023 4:38:46 PM	0:0:33:19			Change adobe setting now working fine	Remote
2629	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230080		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:05	10/25/2023 4:13:04 PM	0:0:7:17			ADS join resolved	Onsite
2630	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230077		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:04	10/25/2023 4:12:18 PM	0:0:8:1			ADS join resolved	Onsite
2631	25-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C251020230076		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	25-10-2023 16:03	10/25/2023 4:38:21 PM	0:0:34:40			Driver installed now working fine	Remote
2632	25-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C251020230075		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 16:03	10/25/2023 4:12:01 PM	0:0:8:42			ADS join resolved	Onsite
2633	25-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C251020230074		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	25-10-2023 16:02	10/25/2023 4:38:01 PM	0:0:35:8			NEW OS Installed with software	Onsite
2634	25-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C251020230073		Hardware	System Software	Other Software	New Installation	LOW	Closed	25-10-2023 16:02	10/25/2023 4:37:39 PM	0:0:35:25			Installed google chrome now working fine	Remote
2635	25-10-2023	UTTAM NAGAR	Chanakya Place Complaint Center	BPI	C251020230072		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 15:52	10/25/2023 3:53:03 PM	0:0:0:29			Resolved	Onsite
2636	25-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C251020230070		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	25-10-2023 15:51	10/25/2023 3:53:35 PM	0:0:2:27			Resolved	Onsite
2637	25-10-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	BPI	C251020230071		Hardware	PC	Hanging/Slow processing	OS/System File/	LOW	Closed	25-10-2023 15:51	10/25/2023 3:53:20 PM	0:0:1:33			Resolved	Onsite
2638	25-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C251020230069		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	25-10-2023 15:50	10/25/2023 3:53:46 PM	0:0:3:13			Resolved	Onsite
2639	25-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C251020230067		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	25-10-2023 15:49	10/25/2023 3:54:06 PM	0:0:4:34			Resolved	Onsite
2640	25-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C251020230068		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	25-10-2023 15:49	10/25/2023 3:53:59 PM	0:0:4:3			Resolved	Onsite
2641	25-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C251020230066		Hardware	PC	Not working at all	Others	LOW	Closed	25-10-2023 15:48	10/25/2023 3:54:22 PM	0:0:6:7			Resolved	Onsite
2642	25-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C251020230065		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	25-10-2023 15:46	10/25/2023 3:54:29 PM	0:0:7:45			Resolved	Onsite
2643	25-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C251020230064		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	25-10-2023 15:46	10/25/2023 3:54:37 PM	0:0:8:22			Resolved	Onsite
2644	25-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C251020230062		Hardware	PC	Not working at all	No power	LOW	Closed	25-10-2023 15:45	10/25/2023 3:54:54 PM	0:0:9:35			Resolved	Onsite
2645	25-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C251020230063		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	25-10-2023 15:45	10/25/2023 3:54:45 PM	0:0:8:49			Resolved	Onsite
2646	25-10-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C251020230061		Hardware	PC	Not working at all	No power	LOW	Closed	25-10-2023 15:44	10/25/2023 3:55:01 PM	0:0:10:4			Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2647	25-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C251020230060		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	25-10-2023 15:36	10/25/2023 3:53:11 PM	0:0:16:21			User forget the password.	Onsite
2648	25-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C251020230059		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	25-10-2023 15:35	10/25/2023 3:52:47 PM	0:0:17:0			Complaint logged.	Onsite
2649	25-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C251020230058		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 15:28	10/25/2023 4:35:24 PM	0:1:6:37			Process restarted as reqd	Remote
2650	25-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C251020230057		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	25-10-2023 15:18	10/25/2023 3:45:33 PM	0:0:26:34			Issue has been resolved after changed the patch cable	Onsite
2651	25-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C251020230056		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 15:18	10/25/2023 4:37:07 PM	0:1:18:43			Sap Password reset.	Onsite
2652	25-10-2023	SAKET	Adchini	CUSTOMER CARE	C251020230055		Hardware	System Software	Other Software	software corrupt	LOW	Closed	25-10-2023 15:13	10/25/2023 4:16:33 PM	0:1:3:27			login issue	Onsite
2653	25-10-2023	SAKET	Adchini	CUSTOMER CARE	C251020230053		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	25-10-2023 15:12	10/25/2023 3:55:55 PM	0:0:43:21			word file is open in different fomat	Onsite
2654	25-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C251020230054		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 15:12	10/25/2023 4:37:31 PM	0:1:24:45			Sap configure.	Onsite
2655	25-10-2023	SAKET	MMTC CC	O-M	C251020230052		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	25-10-2023 15:11	10/25/2023 3:54:05 PM	0:0:42:42			Mouse refar to NHP bhawan	Onsite
2656	25-10-2023	SAKET	Adchini	DTC	C251020230051		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	25-10-2023 15:10	10/25/2023 3:53:34 PM	0:0:42:53			PC reconnected from LAN printer	Onsite
2657	25-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C251020230050		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	25-10-2023 15:10	10/25/2023 4:37:59 PM	0:1:27:57			Paper jam removed.	Onsite
2658	25-10-2023	SAKET	Adchini	BUSINESS/BET	C251020230048		Hardware	System Software	Other Software	software corrupt	LOW	Closed	25-10-2023 15:09	10/25/2023 3:51:30 PM	0:0:42:27			Windows login credantioal changed	Onsite
2659	25-10-2023	SAKET	Adchini	SAFETY	C251020230049		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	25-10-2023 15:09	10/25/2023 3:51:55 PM	0:0:42:11			mail login in offline mode	Onsite
2660	25-10-2023	SAKET	Fatehpur Beri CC	O-M	C251020230046		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	25-10-2023 15:08	10/25/2023 3:50:52 PM	0:0:42:39			LAN driver reinstalled	Onsite
2661	25-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C251020230047		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 15:08	10/25/2023 3:54:23 PM	0:0:45:40			SAP P92 password has been reset from the BSES site	
2662	25-10-2023	SAKET	Malviya Nagar Grid	OM-EHV	C251020230045		Hardware	PC	Not working at all	No power	LOW	Closed	25-10-2023 15:07	10/25/2023 3:50:10 PM	0:0:42:43			SMPS faulty call log to vendor	Onsite
2663	25-10-2023	SAKET	Adchini	BUSINESS/BET	C251020230044		Hardware	System Software	Other Software	software corrupt	LOW	Closed	25-10-2023 15:06	10/25/2023 3:49:30 PM	0:0:42:59			Windows login credantioal changed	Onsite
2664	25-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C251020230043		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 14:58	10/25/2023 4:38:21 PM	0:1:40:0			bsp configure.	Onsite
2665	25-10-2023	VASANT KUNJ	D 4 Masoodpur	OM-EHV	C251020230042		Hardware	PC	Not working at all	Others	LOW	Closed	25-10-2023 14:36	10/25/2023 3:07:49 PM	0:0:31:34			Processor heating issue has been applied on coolent	Onsite
2666	25-10-2023	VASANT KUNJ	B 1	O-M	C251020230041		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 14:24	10/25/2023 2:34:56 PM	0:0:10:15			Host file has been updated	Remote
2667	25-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C251020230040		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 13:41	10/25/2023 2:35:05 PM	0:0:54:5			Due to server slow.	Onsite
2668	25-10-2023	HAUZ KHAAS	Green Park Market	O-M	C251020230039		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	25-10-2023 13:39	10/25/2023 2:34:24 PM	0:0:55:19			New RAM replaced.	Onsite
2669	25-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C251020230038		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-10-2023 13:37	10/25/2023 2:33:42 PM	0:0:55:54			Printer complaint logged.	Onsite
2670	25-10-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C251020230037		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	25-10-2023 13:26	10/25/2023 4:21:47 PM	0:2:55:15			check the pc and log the call	Remote
2671	25-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C251020230036		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	25-10-2023 13:24	10/25/2023 4:22:10 PM	0:2:57:41			call logged to vendor	Remote
2672	25-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C251020230035		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	25-10-2023 13:22	10/25/2023 4:21:21 PM	0:2:58:38			create another archive	Remote
2673	25-10-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of Ahilya Bai School)	OM-DIV	C251020230034		Hardware	PC	Hanging/Slow processing	Hanging/Slow	MEDIUM	Closed	25-10-2023 13:22	10/25/2023 3:22:27 PM	0:2:0:24			pc clean and ram clean.Prefech and Temp file removed.	Onsite
2674	25-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C251020230033		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	25-10-2023 12:58	10/25/2023 2:11:12 PM	0:1:12:34			Mail close from task manager and restart the mail now issue resolved	Remote
2675	25-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C251020230032		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	25-10-2023 12:56	10/25/2023 2:10:15 PM	0:1:13:50			Re_ Installed the driver now issue resolved	Remote
2676	25-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C251020230031		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	25-10-2023 12:54	10/25/2023 2:09:50 PM	0:1:15:36			Change the password now issue resolved	Remote
2677	25-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C251020230030		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	25-10-2023 12:53	10/25/2023 2:09:25 PM	0:1:15:50			Installed the OS and all software used in BSES now issue resolved	Onsite
2678	25-10-2023	ALAKNANDA	Giri Nagar	MMG	C251020230029		Telecome	Instrument	IP	Others	LOW	Closed	25-10-2023 12:52	10/25/2023 2:08:56 PM	0:1:16:3			Change the patch cable now issue resolved	Onsite
2679	25-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C251020230028		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	25-10-2023 12:50	10/25/2023 2:08:22 PM	0:1:17:39			Installed the mail on mobile now issue resolved	Onsite
2680	25-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C251020230027		Network	LAN Issue	LAN Issue	Port Change	LOW	Re-Assign	25-10-2023 12:33					lan port issue	Onsite
2681	25-10-2023	NEHRU PLACE	20 No Building	HR	C251020230026		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	25-10-2023 12:27	10/25/2023 12:34:47 PM	0:0:6:53			site is working, issue resolved	Onsite
2682	25-10-2023	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara More	OM-DIV	C251020230025		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	25-10-2023 12:24	10/25/2023 1:20:25 PM	0:0:55:54			pc and ram slot clean. RAM Removed to other slot pc working fine.	Onsite
2683	25-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C251020230024		Hardware	System Software	Other Software	proxy setting	LOW	Closed	25-10-2023 12:22	10/25/2023 12:33:51 PM	0:0:10:52			site is working, issue resolved	Onsite
2684	25-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C251020230023		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	25-10-2023 12:22	10/27/2023 10:29:51 AM	1:22:7:47			Lan port issue	Onsite
2685	25-10-2023	OTHERS	VSNL	RCM	C251020230022		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	25-10-2023 12:21	10/27/2023 10:31:38 AM	1:22:9:45			LAN cable not working	Onsite
2686	25-10-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C251020230021		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	25-10-2023 12:13	10/25/2023 1:35:09 PM	0:1:21:29			cleared cmos bios now usb port is open mouse is working issue resolved..	Onsite
2687	25-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C251020230020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-10-2023 12:12	10/25/2023 1:36:06 PM	0:1:23:39			printer reattached issue resolved..	Onsite
2688	25-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C251020230019		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	25-10-2023 12:11	10/25/2023 1:37:05 PM	0:1:25:42			lan patch cable replaced now issue resolved..	Onsite
2689	25-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	O-M	C251020230018		Hardware	Laptop	Other Issue	Others	LOW	Closed	25-10-2023 12:04	10/25/2023 12:43:53 PM	0:0:39:3			reinstall the ms office	Onsite
2690	25-10-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C251020230017		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	25-10-2023 12:03	10/25/2023 12:10:07 PM	0:0:6:39			SAP BSP ICon created issue resolved	Remote
2691	25-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C251020230016		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	25-10-2023 12:02	10/25/2023 12:44:14 PM	0:0:41:29			check the pc and log the call	Onsite
2692	25-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C251020230014		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	25-10-2023 12:00	10/25/2023 1:42:46 PM	0:1:41:57			Printer configured.	Remote
2693	25-10-2023	NIZAMUDDIN	Kilokri	BUSINESS/BET	C251020230015		Hardware	PC	Hardware Issue	Sent to Nehru	MEDIUM	Closed	25-10-2023 12:00	10/25/2023 12:01:38 PM	0:0:0:42			testing	Remote
2694	25-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C251020230013		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 11:58	10/25/2023 12:03:22 PM	0:0:4:39			Default browser has been changed	Remote
2695	25-10-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C251020230011		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	25-10-2023 11:56	10/25/2023 1:42:10 PM	0:1:46:6			reactive the mail function.	Remote
2696	25-10-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C251020230012		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-10-2023 11:56	10/25/2023 1:42:26 PM	0:1:45:29			Hots file changed.	Remote
2697	25-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C251020230010		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-10-2023 11:55	10/25/2023 1:41:38 PM	0:1:46:30			Restart the mail .	Onsite
2698	25-10-2023	NIZAMUDDIN	Kilokri	IT	C251020230008		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	25-10-2023 11:53	10/25/2023 12:01:52 PM	0:0:8:10			tesing	Remote
2699	25-10-2023	NEHRU PLACE	W Block GK 1	O-M	C251020230009		Hardware	PC	Not working at all	No power	LOW	Closed	25-10-2023 11:53	10/25/2023 1:41:20 PM	0:1:47:30			Power cable changed.	Onsite
2700	25-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	IT	C251020230007		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	25-10-2023 11:52	10/25/2023 11:52:51 AM	0:0:0:36			DONE	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2701	25-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	IT	C251020230006		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	25-10-2023 11:31	10/25/2023 11:31:37 AM	0:0:0:25			DONE	Onsite
2702	25-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C251020230004		Hardware	PC	Not working at all	HW Replaceme	LOW	Closed	25-10-2023 10:53	10/25/2023 11:40:34 AM	0:0:47:12			Call has been logged to vendor	Onsite
2703	25-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C251020230003		Hardware	System Software	Other Software	Browser issue	LOW	Closed	25-10-2023 10:51	10/25/2023 11:38:43 AM	0:0:47:32			Browser setting changed	Remote
2704	26-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C301020230015		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	30-10-2023 11:44	10/30/2023 12:48:09 PM	0:1:3:57			flt done and log the complaint	Onsite
2705	26-10-2023	SAKET	Adchini	BUSINESS/ BET	C271020230025		Hardware	System Software	Other Software	software corrupt	LOW	Closed	27-10-2023 11:35	10/27/2023 12:07:59 PM	0:0:32:41			BSP not open	Onsite
2706	26-10-2023	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim Vihar	BUSINESS/ BET	C271020230014		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	27-10-2023 11:20	10/27/2023 11:37:10 AM	0:0:17:4			Clean dust from processor fan , ram clean re-jack again bios settings done again ok	Onsite
2707	26-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C271020230008		Hardware	System Software	Other Software	software corrupt	LOW	Closed	27-10-2023 10:33	10/27/2023 1:46:18 PM	0:3:12:54			Issue has been resolved after reconfigured the cas	Onsite
2708	26-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C271020230007		Network	LAN Issue	LAN Issue	New Lan Installation	LOW	Closed	27-10-2023 10:32	10/27/2023 1:45:41 PM	0:3:12:49			Issue has been resolved after changed the lan connector	Onsite
2709	26-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C261020230203		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 18:59	10/26/2023 7:10:46 PM	0:0:11:16			after printer driver reinstall issue resolved	Onsite
2710	26-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C261020230202		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	26-10-2023 18:58	10/26/2023 7:10:07 PM	0:0:11:25			after mail unlock issue resolved	Onsite
2711	26-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C261020230201		Hardware	Printer	Paper Pickup	Others	LOW	Closed	26-10-2023 18:56	10/26/2023 7:09:19 PM	0:0:12:52			after printer driver reinstall issue resolved	Onsite
2712	26-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C261020230200		Telecome	Instrument	IP	Network Issue	LOW	Closed	26-10-2023 18:55	10/26/2023 7:08:31 PM	0:0:13:23			after phone ip configure issue resolved	Onsite
2713	26-10-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	O-M	C261020230199		Hardware	PC	Restart Problem	High CPU Utilization	LOW	Closed	26-10-2023 18:53	10/26/2023 7:07:51 PM	0:0:13:52			after os reset issue resolved	Onsite
2714	26-10-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C261020230198		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	26-10-2023 18:51	10/26/2023 7:06:31 PM	0:0:14:40			after keyboard change issue resolved	Onsite
2715	26-10-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C261020230197		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 18:49	10/26/2023 7:05:45 PM	0:0:15:58			after printer ip configure issue resolved	Onsite
2716	26-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C261020230196		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 18:09	10/26/2023 6:13:29 PM	0:0:3:45			SAP Setting issue resolve	Onsite
2717	26-10-2023	OTHERS	VSNL	RCM	C261020230195		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	26-10-2023 18:06	10/26/2023 6:13:05 PM	0:0:6:53			Replace Patch cable	Onsite
2718	26-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C261020230194		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 18:05	10/26/2023 6:12:39 PM	0:0:7:22			Oracle re-installation	Onsite
2719	26-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C261020230193		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 18:04	10/26/2023 6:12:04 PM	0:0:7:25			PC join ADS	Onsite
2720	26-10-2023	OTHERS	VSNL	RCM	C261020230191		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 18:03	10/26/2023 6:11:23 PM	0:0:8:6			Laptop join ADS	Onsite
2721	26-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C261020230192		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 18:03	10/26/2023 6:11:50 PM	0:0:7:55			Chrome re-installed	Onsite
2722	26-10-2023	OTHERS	VSNL	MMG	C261020230190		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	26-10-2023 18:01	10/26/2023 6:11:10 PM	0:0:9:50			RJ45 Crimp LAN working now	Onsite
2723	26-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C261020230189		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	26-10-2023 17:36	10/26/2023 5:47:43 PM	0:0:11:25			issue resolved	Onsite
2724	26-10-2023	NEHRU PLACE CSO	Second Floor - D Block	C-M	C261020230188		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 17:34	10/26/2023 5:47:31 PM	0:0:13:18			issue resolved	Onsite
2725	26-10-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C261020230186		Hardware	System Software	MS Office	Others	LOW	Closed	26-10-2023 17:27	10/26/2023 5:34:16 PM	0:0:7:14			Temp file cleared the PC has been restarted	Onsite
2726	26-10-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C261020230187		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 17:27	10/26/2023 5:47:21 PM	0:0:20:8			issue resolved	Onsite
2727	26-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C261020230185		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 17:25	10/26/2023 5:44:36 PM	0:0:19:3			issue resolved	Onsite
2728	26-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C261020230183		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 17:24	10/26/2023 5:44:17 PM	0:0:20:2			issue resolved	Onsite
2729	26-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C261020230184		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 17:24	10/26/2023 5:44:26 PM	0:0:19:27			issue resolved	Onsite
2730	26-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C261020230182		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	26-10-2023 17:23	10/26/2023 5:44:08 PM	0:0:20:51			issue resolved	Onsite
2731	26-10-2023	VASANT KUNJ	Bijwasan	O-M	C261020230181		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	26-10-2023 17:22	10/26/2023 5:33:26 PM	0:0:10:32			LAN port changed from the switch side	Onsite
2732	26-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C261020230180		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	26-10-2023 17:22	10/26/2023 5:38:11 PM	0:0:16:6			issue resolved	Onsite
2733	26-10-2023	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	Billing	C261020230179		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	26-10-2023 17:21	10/26/2023 5:58:59 PM	0:0:37:34			issue resolved after reset the password	Onsite
2734	26-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C261020230178		Hardware	Scanner	Scaning issue	Connectivit y Issue	LOW	Closed	26-10-2023 17:17	10/26/2023 5:31:26 PM	0:0:13:50			Scanner has been connected	Onsite
2735	26-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	DSK	C261020230177		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	26-10-2023 17:16	10/26/2023 6:01:47 PM	0:0:45:1			mail issue resolved after create a new replica	Onsite
2736	26-10-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	DSK	C261020230176		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	26-10-2023 17:16	10/26/2023 6:02:43 PM	0:0:46:37			paper remove and issue resolved	Onsite
2737	26-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C261020230175		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 17:16	10/26/2023 5:30:35 PM	0:0:14:33			Driver installed	Onsite
2738	26-10-2023	SAKET	Adchini	DSS	C261020230174		Hardware	Scanner	Scaning issue	Connectivit y Issue	LOW	Closed	26-10-2023 17:14	10/26/2023 5:25:00 PM	0:0:10:40			Scanner S/W re-installed	Onsite
2739	26-10-2023	SAKET	Pushp Vihar Sector 3	O-M	C261020230173		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	26-10-2023 17:10	10/26/2023 5:24:24 PM	0:0:13:26			Windows startup repaired	Onsite
2740	26-10-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C261020230172		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	26-10-2023 17:09	10/26/2023 5:42:42 PM	0:0:33:8			mail configer	Onsite
2741	26-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C261020230171		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	26-10-2023 17:09	10/26/2023 6:02:58 PM	0:0:53:50			mouse change and issue resolved	Onsite
2742	26-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C261020230170		Hardware	System Software	Other Software	proxy setting	LOW	Closed	26-10-2023 17:08	10/26/2023 6:03:16 PM	0:0:54:44			proxy setting and issue resolved	Onsite
2743	26-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C261020230169		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	26-10-2023 17:08	10/26/2023 6:02:14 PM	0:0:54:8			paper remove and issue resolved	Onsite
2744	26-10-2023	SAKET	Adchini	CIVIL	C261020230168		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 17:07	10/26/2023 5:23:13 PM	0:0:15:14			Sharing printer installed	Onsite
2745	26-10-2023	SAKET	Jonapur CC	O-M	C261020230167		Hardware	System Software	Other Software	Browser issue	LOW	Closed	26-10-2023 17:06	10/26/2023 5:22:39 PM	0:0:16:13			Google Chrome re-installed	Onsite
2746	26-10-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	DSK	C261020230166		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	26-10-2023 17:05	10/26/2023 6:01:26 PM	0:0:55:44			paper remove and issue resolved	Onsite
2747	26-10-2023	SAKET	Chhatarpur CC	O-M	C261020230165		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	26-10-2023 17:05	10/26/2023 5:22:09 PM	0:0:16:41			Cartridge faulty, paper removed from printer & cartridge changed	Onsite
2748	26-10-2023	SAKET	Fatehpur Beri CC	O-M	C261020230164		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	26-10-2023 17:04	10/26/2023 5:21:11 PM	0:0:16:37			IP Address configured	Onsite
2749	26-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C261020230163		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	26-10-2023 17:01	10/26/2023 6:27:20 PM	0:1:26:15			os update and all software reinstalled	Onsite
2750	26-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Resource Planning &	C261020230162		Hardware	Printer	Server	Password Reset	MEDIUM	Closed	26-10-2023 17:00	10/26/2023 5:50:34 PM	0:0:50:18			issue resolved	Onsite
2751	26-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	DSK	C261020230161		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	26-10-2023 16:59	10/26/2023 6:00:50 PM	0:1:1:45			change the default setting and issue resolved	Onsite
2752	26-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	DSK	C261020230160		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	26-10-2023 16:58	10/26/2023 6:00:36 PM	0:1:1:42			change the default setting and issue resolved	Onsite
2753	26-10-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	DSK	C261020230159		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	26-10-2023 16:58	10/26/2023 5:59:40 PM	0:1:1:27			Repunch the LAN connector and issue resolved	Onsite
2754	26-10-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C261020230158		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	26-10-2023 16:58	10/26/2023 6:26:04 PM	0:1:27:52			RJ45 connector replace	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2755	26-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/ BET	C261020230157		Hardware	System Software	Other Software	New Installation	HIGH	Closed	26-10-2023 16:48	10/26/2023 5:30:00 PM	0:0:41:52			lan cable changed	Onsite
2756	26-10-2023	NEHRU PLACE	20 No Building	C-M	C261020230156		Hardware	System Software	MS Office	Software Not	LOW	Closed	26-10-2023 16:43	10/26/2023 4:46:07 PM	0:0:2:53			clean to task manager & restart	Onsite
2757	26-10-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C261020230155		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	26-10-2023 16:42	10/26/2023 5:29:23 PM	0:0:46:58			Printer usb cable changed	Onsite
2758	26-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C261020230154		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	26-10-2023 16:41	10/26/2023 5:28:46 PM	0:0:47:9			Printer ip changed	Onsite
2759	26-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C261020230153		Hardware	System Software	Other Software	Adobe Issue	HIGH	Closed	26-10-2023 16:39	10/26/2023 5:27:46 PM	0:0:48:25			Pdf install	Onsite
2760	26-10-2023	NEHRU PLACE	20 No Building	MMG	C261020230152		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	26-10-2023 16:38	10/26/2023 4:45:25 PM	0:0:7:0			proxy fill done	Onsite
2761	26-10-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C261020230151		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 16:35	10/26/2023 4:36:23 PM	0:0:0:27			Issue Resolved	Onsite
2762	26-10-2023	NEHRU PLACE	20 No Building	C-M	C261020230150		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-10-2023 16:34	10/26/2023 4:44:42 PM	0:0:10:19			RAM clean & re-insert	Onsite
2763	26-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C261020230149		Hardware	PC	Not working at all	Others	LOW	Closed	26-10-2023 16:32	10/26/2023 4:44:13 PM	0:0:11:40			ADS joining	Onsite
2764	26-10-2023	NEHRU PLACE	20 No Building	HR	C261020230148		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 16:31	10/26/2023 4:43:48 PM	0:0:12:28			printer driver change	Onsite
2765	26-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C261020230147		Hardware	PC	System Password issue	Others	LOW	Closed	26-10-2023 16:30	10/26/2023 5:21:20 PM	0:0:50:21			join the user on ADS issue resolved	Onsite
2766	26-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C261020230146		Hardware	PC	Not working at all	Others	LOW	Closed	26-10-2023 16:30	10/26/2023 5:21:03 PM	0:0:50:44			join the user on ADS issue resolved	Onsite
2767	26-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/ BET	C261020230145		Hardware	PC	Not working at all	Others	LOW	Closed	26-10-2023 16:29	10/26/2023 5:20:55 PM	0:0:51:45			join the user on ADS issue resolved	Onsite
2768	26-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C261020230144		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	26-10-2023 16:28	10/26/2023 5:20:38 PM	0:0:52:12			archived the mail and compact from server issue resolved	Onsite
2769	26-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C261020230143		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	26-10-2023 16:23	10/26/2023 5:20:18 PM	0:0:56:19			unlocked the mail id issue resolved	Onsite
2770	26-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C261020230142		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	26-10-2023 16:23	10/26/2023 5:20:03 PM	0:0:56:51			ads loggin password locked unlocked the id issue resolved	Onsite
2771	26-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabili ty	C261020230141		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 16:22	10/26/2023 5:19:27 PM	0:0:56:47			installed new printer issue resolved	Onsite
2772	26-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C261020230140		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	26-10-2023 16:18	10/31/2023 10:41:22 AM	4:18:22:50			Call Close By Sanjay & Subhash	Onsite
2773	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	GIS	C261020230139		Network	Rack Issue	Rack Issue	Others	LOW	Re-Assign	26-10-2023 16:15					there is lot of noise coming from rack. it is irritating and creating nuisance in our	Onsite
2774	26-10-2023	SAKET	Adchini	BUSINESS/ BET	C261020230138		Hardware	System Software	Other Software	software corrupt	LOW	Closed	26-10-2023 16:15	10/26/2023 4:23:09 PM	0:0:7:45			file not open	Onsite
2775	26-10-2023	SAKET	Adchini	BUSINESS/ BET	C261020230136		Hardware	System Software	Other Software	software corrupt	LOW	Closed	26-10-2023 16:14	10/26/2023 4:22:46 PM	0:0:8:31			laptop not login	Onsite
2776	26-10-2023	SAKET	Adchini	DSK	C261020230135		Hardware	Scanner	Scaning issue	Others	LOW	Closed	26-10-2023 16:11	10/26/2023 4:22:30 PM	0:0:10:34			scanner software not work	Onsite
2777	26-10-2023	NEHRU PLACE CSO	Ground Floor	IT	C261020230134		Hardware	PC	System Password issue	Password Reset	LOW	Closed	26-10-2023 16:10	10/26/2023 4:11:57 PM	0:0:1:6			Issue Resolved	Onsite
2778	26-10-2023	SAKET	Adchini	SAFETY	C261020230132		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 16:09	10/26/2023 4:21:57 PM	0:0:12:21			C Drive full	Remote
2779	26-10-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C261020230133		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	26-10-2023 16:09	10/26/2023 4:11:43 PM	0:0:2:3			user Gaurav garg join with ads done and new win 10 reinstall done wiht all	Onsite
2780	26-10-2023	SAKET	Adchini	BUSINESS/ BET	C261020230131		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	26-10-2023 16:09	10/31/2023 10:41:51 AM	4:18:32:49			Call Close By Sanjay & Subhash	Onsite
2781	26-10-2023	SAKET	Adchini	SAFETY	C261020230130		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 16:08	10/26/2023 4:21:32 PM	0:0:13:11			not charging	Remote
2782	26-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C261020230129		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-10-2023 16:07	10/26/2023 4:11:25 PM	0:0:3:29			pc ram slot replaced power cable replaced done now working fine	Onsite
2783	26-10-2023	SAKET	Adchini	CUSTOMER CARE	C261020230128		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	26-10-2023 16:07	10/26/2023 4:21:07 PM	0:0:13:26			mail not login	Remote
2784	26-10-2023	SAKET	Adchini	BUSINESS/ BET	C261020230127		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	26-10-2023 16:07	10/26/2023 4:20:01 PM	0:0:12:56			not on	Onsite
2785	26-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C261020230125		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	26-10-2023 16:05	10/26/2023 4:10:59 PM	0:0:5:18			new user det abhishek lotus mail config call done	Onsite
2786	26-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C261020230123		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	26-10-2023 16:02	10/26/2023 4:05:37 PM	0:0:2:56			Mail password changed.	Onsite
2787	26-10-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C261020230122		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:59	10/26/2023 4:03:05 PM	0:0:3:57			Issue Resolved	Onsite
2788	26-10-2023	NEHRU PLACE CSO	First Floor -D Block Conf.Bramapurtra.	C-M	C261020230120		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 15:57	10/26/2023 4:02:48 PM	0:0:5:45			Issue Resolved	Onsite
2789	26-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C261020230121		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:57	10/26/2023 4:02:55 PM	0:0:5:1			Issue Resolved	Onsite
2790	26-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C261020230119		Hardware	System Software	Other Software	proxy setting	LOW	Closed	26-10-2023 15:56	10/26/2023 4:02:39 PM	0:0:6:18			Issue Resolved	Onsite
2791	26-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATO RY	C261020230117		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 15:55	10/26/2023 4:02:16 PM	0:0:7:11			Issue Resolved	Onsite
2792	26-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C261020230118		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:55	10/26/2023 4:02:23 PM	0:0:6:37			Issue Resolved	Onsite
2793	26-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C261020230116		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 15:54	10/26/2023 4:02:07 PM	0:0:7:31			Issue Resolved	Onsite
2794	26-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C261020230115		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	26-10-2023 15:54	10/26/2023 4:02:00 PM	0:0:7:51			Issue Resolved	Onsite
2795	26-10-2023	NEHRU PLACE CSO	Ground Floor	C-M	C261020230114		Hardware	PC	System Password issue	Others	LOW	Closed	26-10-2023 15:53	10/26/2023 4:01:45 PM	0:0:8:13			Issue Resolved	Onsite
2796	26-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C261020230113		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:52	10/26/2023 4:01:36 PM	0:0:8:52			Issue Resolved	Onsite
2797	26-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C261020230112		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:51	10/26/2023 4:01:30 PM	0:0:9:51			Issue Resolved	Onsite
2798	26-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C261020230111		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-10-2023 15:51	10/26/2023 4:01:19 PM	0:0:10:15			Issue Resolved	Onsite
2799	26-10-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORAT E	C261020230110		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:50	10/26/2023 4:01:10 PM	0:0:10:50			Issue Resolved	Onsite
2800	26-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C261020230109		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	26-10-2023 15:49	10/26/2023 4:00:51 PM	0:0:11:4			Issue Resolved	Onsite
2801	26-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C261020230108		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	26-10-2023 15:49	10/26/2023 4:00:42 PM	0:0:11:27			Issue Resolved	Onsite
2802	26-10-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C261020230107		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:48	10/26/2023 4:00:21 PM	0:0:11:44			Issue Resolved	Onsite
2803	26-10-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C261020230106		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	26-10-2023 15:47	10/26/2023 3:55:00 PM	0:0:7:2			Issue resolved	Onsite
2804	26-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C261020230105		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-10-2023 15:46	10/26/2023 4:05:14 PM	0:0:18:54			Font size increase.	Onsite
2805	26-10-2023	NEHRU PLACE	W Block GK 1	O-M	C261020230104		Hardware	PC	System Password issue	Password Reset	LOW	Closed	26-10-2023 15:44	10/26/2023 4:04:50 PM	0:0:20:39			Password reset by ADS team.	Onsite
2806	26-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C261020230102		Hardware	System Software	Other Software	Media Player	LOW	Closed	26-10-2023 15:43	10/26/2023 3:54:23 PM	0:0:11:3			Issue resolved	Onsite
2807	26-10-2023	NEHRU PLACE	W Block GK 1	SAFETY	C261020230103		Hardware	System Software	Other Software	Browser issue	LOW	Closed	26-10-2023 15:43	10/26/2023 4:04:23 PM	0:0:20:52			Default Browser setting changed.	Onsite
2808	26-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C261020230101		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	26-10-2023 15:42	10/26/2023 3:42:52 PM	0:0:0:46			Mail installation and configuration	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2809	26-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C261020230100		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	26-10-2023 15:41	10/26/2023 4:03:40 PM	0:0:21:53			Mail id unlocked with the help of IBM notes team.	Remote
2810	26-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C261020230099		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-10-2023 15:40	10/26/2023 3:54:47 PM	0:0:14:4			Issue resolved	Onsite
2811	26-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C261020230098		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	26-10-2023 15:40	10/26/2023 3:54:40 PM	0:0:14:25			Issue resolved	Onsite
2812	26-10-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C261020230097		Hardware	System Software	Other Software	Media Player	LOW	Closed	26-10-2023 15:39	10/26/2023 3:54:33 PM	0:0:14:52			Issue resolved	Onsite
2813	26-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C261020230096		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	26-10-2023 15:37	10/26/2023 3:47:05 PM	0:0:9:8			replace the keyboard	Onsite
2814	26-10-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	BUSINESS/BET	C261020230095		Hardware	PC	Not working at all	No power	LOW	Closed	26-10-2023 15:37	10/26/2023 9:55:18 PM	0:6:18:6			Clean with blower	
2815	26-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C261020230094		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	26-10-2023 15:24	10/26/2023 3:24:47 PM	0:0:0:26			resolved	Onsite
2816	26-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C261020230091		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	26-10-2023 15:23	10/26/2023 3:25:16 PM	0:0:1:58			resolved	Onsite
2817	26-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C261020230092		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	26-10-2023 15:23	10/26/2023 3:25:06 PM	0:0:1:32			resolved	Onsite
2818	26-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C261020230093		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	26-10-2023 15:23	10/26/2023 3:24:59 PM	0:0:1:12			resolved	Onsite
2819	26-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C261020230089		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:22	10/26/2023 3:25:37 PM	0:0:3:33			need to send to ho	Onsite
2820	26-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C261020230090		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	26-10-2023 15:22	10/26/2023 3:25:25 PM	0:0:2:44			resolved	Onsite
2821	26-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C261020230088		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 15:21	10/26/2023 3:25:48 PM	0:0:4:15			resolved	Onsite
2822	26-10-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C261020230086		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	26-10-2023 15:21	10/26/2023 3:25:57 PM	0:0:4:50			resolved	Onsite
2823	26-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C261020230087		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:21	10/26/2023 3:22:37 PM	0:0:1:25			PC add on ADS	Onsite
2824	26-10-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C261020230085		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	26-10-2023 15:20	10/26/2023 3:26:04 PM	0:0:5:38			resolved	Onsite
2825	26-10-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C261020230083		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	26-10-2023 15:19	10/26/2023 3:26:11 PM	0:0:6:54			resolved	Onsite
2826	26-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C261020230084		Hardware	PC	System Password issue	Password Reset	LOW	Closed	26-10-2023 15:19	10/26/2023 4:37:13 PM	0:1:17:45			Issue resolved as reqd.	Remote
2827	26-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C261020230082		Hardware	PC	System Password issue	Password Reset	LOW	Closed	26-10-2023 15:18	10/26/2023 4:36:56 PM	0:1:18:1			Password reset as reqd, working now.	Remote
2828	26-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C261020230081		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:15	10/26/2023 3:22:49 PM	0:0:7:10			PC add on ADS	Onsite
2829	26-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C261020230080		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	26-10-2023 15:14	10/26/2023 3:16:11 PM	0:0:1:43			Led not working.	Onsite
2830	26-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C261020230079		Hardware	PC	Not working at all	Others	LOW	Closed	26-10-2023 15:13	10/26/2023 3:16:52 PM	0:0:3:12			Date and time settings change.	Onsite
2831	26-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/BET	C261020230076		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	26-10-2023 15:13	10/26/2023 3:18:16 PM	0:0:5:14			Paper remove.	Onsite
2832	26-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C261020230078		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:13	10/26/2023 3:23:00 PM	0:0:9:34			PC add on ADS	Onsite
2833	26-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C261020230077		Network	LAN Issue	LAN Issue	Others	LOW	Closed	26-10-2023 15:13	10/26/2023 4:21:45 PM	0:1:8:27			Change rj 45 connector now working fine	Onsite
2834	26-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C261020230073		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 15:12	10/26/2023 3:18:44 PM	0:0:6:39			Printer driver installation.	Onsite
2835	26-10-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C261020230074		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 15:12	10/26/2023 4:21:19 PM	0:1:8:45			Laptop hang issue run diagnostic and clean temp files now working fine	Onsite
2836	26-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C261020230075		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:12	10/26/2023 3:23:10 PM	0:0:10:14			PC add on ADS	Onsite
2837	26-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C261020230072		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	26-10-2023 15:11	10/26/2023 3:19:05 PM	0:0:7:27			Printer driver installation.	Onsite
2838	26-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C261020230071		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:11	10/26/2023 4:20:35 PM	0:1:9:16			Join ADS Now working fine	Onsite
2839	26-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C261020230069		Telecome	Instrument	SIP	Network Issue	LOW	Closed	26-10-2023 15:10	10/26/2023 4:36:20 PM	0:1:26:11			Lan issue resolved as reqd	Onsite
2840	26-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C261020230070		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:10	10/26/2023 4:20:19 PM	0:1:9:47			Join ADS Now working fine	Onsite
2841	26-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C261020230067		Telecome	Instrument	SIP	Others	LOW	Closed	26-10-2023 15:09	10/26/2023 4:47:28 PM	0:1:38:2			Dear team please drop a mail with instrument serial number on (RelDelhi	Onsite
2842	26-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C261020230066		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	26-10-2023 15:09	10/26/2023 4:19:47 PM	0:1:10:28			Installed IP Address Now working fine	Onsite
2843	26-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C261020230068		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:09	10/26/2023 4:20:06 PM	0:1:10:10			Join ADS Now working fine	Onsite
2844	26-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C261020230065		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 15:02	10/26/2023 3:12:59 PM	0:0:10:53			Help To Create A New Password For Cyber Security Site Now working Issue	Onsite
2845	26-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C261020230064		Hardware	Printer	Image Issue	Others	LOW	Closed	26-10-2023 15:01	10/26/2023 3:12:11 PM	0:0:10:52			Printer Not Selected Default Now Default Printer Set Now Working Issue Resolved	Onsite
2846	26-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C261020230063		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	26-10-2023 15:00	10/26/2023 3:11:30 PM	0:0:10:43			Clear All Jam papers Now working Issue resolved	Onsite
2847	26-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C261020230062		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 14:59	10/26/2023 3:10:34 PM	0:0:10:42			P96 Install Again Now working Fine Issue Resolved	Onsite
2848	26-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C261020230061		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 14:57	10/26/2023 3:23:24 PM	0:0:25:37			PC add on ADS	Onsite
2849	26-10-2023	NIZAMUDDIN	Defence Colony	CPC	C261020230060		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	26-10-2023 14:53	10/26/2023 3:51:58 PM	0:0:58:22			Reset the password problem resolved	Remote
2850	26-10-2023	OTHERS	Police Colony	Enforcement	C261020230059		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	26-10-2023 14:52	10/26/2023 3:27:29 PM	0:0:34:36			Pc booting issue	Onsite
2851	26-10-2023	OTHERS	PLA Court	Enforcement	C261020230058		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	26-10-2023 14:52	10/26/2023 3:27:52 PM	0:0:35:42			Mail issue	Onsite
2852	26-10-2023	OTHERS	Andrews Ganj	Enforcement	C261020230057		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 14:51	10/26/2023 3:28:11 PM	0:0:36:33			SAP issue	Onsite
2853	26-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	BUSINESS/BET	C261020230056		Network	Link Connectivit	Link Connectivity Issue	Site Is Not Opening	LOW	Closed	26-10-2023 14:50	10/26/2023 4:01:06 PM	0:1:10:33			FLT Done	Onsite
2854	26-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C261020230055		Network	Link Connectivit	QMS ISSUE	Others	LOW	Closed	26-10-2023 14:49	10/26/2023 4:02:10 PM	0:1:12:59			In qms tab window install by user.	Onsite
2855	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230054		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:44	10/26/2023 3:29:35 PM	0:0:45:2			ADS join resolved	Onsite
2856	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230053		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:43	10/26/2023 3:20:07 PM	0:0:36:17			ADS join resolved	Onsite
2857	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230052		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:43	10/26/2023 3:19:48 PM	0:0:36:36			ADS join resolved	Onsite
2858	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230051		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:42	10/26/2023 3:19:30 PM	0:0:36:59			ADS join resolved	Onsite
2859	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230050		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:41	10/26/2023 3:19:08 PM	0:0:37:15			ADS join resolved	Onsite
2860	26-10-2023	NIZAMUDDIN	Defence Colony revenue Office	IT	C261020230049		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	26-10-2023 14:41	10/26/2023 3:28:28 PM	0:0:46:42			Done	Onsite
2861	26-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C261020230048		Hardware	System Software	Other Software	Browser issue	LOW	Closed	26-10-2023 14:40	10/26/2023 3:15:06 PM	0:0:35:2			Change the Password now issue resolved	Remote
2862	26-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C261020230047		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	26-10-2023 14:39	10/26/2023 3:14:40 PM	0:0:35:10			Archive all the mail now issue resolved	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2863	26-10-2023	ALAKNANDA	CR Park HR Office	HR	C261020230046		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	26-10-2023 14:38	10/26/2023 3:14:05 PM	0:0:35:12			Installed now issue resolved	Onsite
2864	26-10-2023	ALAKNANDA	CR Park HR Office	HR	C261020230045		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	26-10-2023 14:34	10/26/2023 3:13:42 PM	0:0:38:52			Joined the domain now issue resolved	Onsite
2865	26-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C261020230044		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	26-10-2023 14:33	10/26/2023 3:13:11 PM	0:0:39:33			Change the IP now issue resolved	Onsite
2866	26-10-2023	OTHERS	HUDCO Grid	PROTECTIO N	C261020230043		Hardware	System Software	Other Software	New Installation	LOW	Closed	26-10-2023 14:33	10/26/2023 3:29:20 PM	0:0:55:56			SAP issue	Onsite
2867	26-10-2023	ALAKNANDA	G Block Kalkaji	O-M	C261020230042		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	26-10-2023 14:32	10/26/2023 3:12:37 PM	0:0:39:57			Printer Cartridge issue	Onsite
2868	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230041		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	26-10-2023 14:31	10/26/2023 2:38:25 PM	0:0:6:45			RAm not working	Onsite
2869	26-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C261020230040		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	26-10-2023 14:23	10/26/2023 2:44:10 PM	0:0:20:47			PC joined with ADS.	Onsite
2870	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230039		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-10-2023 14:22	10/26/2023 2:38:13 PM	0:0:15:16			RAm not working issue resolved	Onsite
2871	26-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C261020230038		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	26-10-2023 14:22	10/26/2023 2:44:00 PM	0:0:21:34			PC joined with ADS.	Onsite
2872	26-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C261020230037		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	26-10-2023 14:22	10/26/2023 2:43:44 PM	0:0:21:40			PC joined with ADS.	Onsite
2873	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230036		Hardware	System Software	Other Software	software corrupt	LOW	Closed	26-10-2023 14:21	10/26/2023 2:37:55 PM	0:0:16:17			google chrome not working issue resolved	Onsite
2874	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230034		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:19	10/26/2023 3:18:48 PM	0:0:59:22			ADS join resolved	Onsite
2875	26-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C261020230035		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	26-10-2023 14:19	10/26/2023 2:43:30 PM	0:0:23:55			Temp file deleted.	Onsite
2876	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230033		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:18	10/26/2023 3:18:30 PM	0:0:59:53			ADS join resolved	Onsite
2877	26-10-2023	OKHLA	Okhla Phase 2(Store)	IT	C261020230031		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	26-10-2023 14:17	10/26/2023 2:37:31 PM	0:0:20:24			Google chrome not working issue resolved	Onsite
2878	26-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C261020230032		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	26-10-2023 14:17	10/26/2023 3:18:04 PM	0:1:0:41			ADS join resolved	Onsite
2879	26-10-2023	OKHLA	Okhla Phase 2(Store)	IT	C261020230030		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	26-10-2023 14:16	10/26/2023 2:37:09 PM	0:0:20:42			pdf not working issue resolved	Onsite
2880	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230029		Hardware	System Software	Other Software	Browser issue	LOW	Closed	26-10-2023 14:15	10/26/2023 2:36:44 PM	0:0:21:9			Google chrome not working issue resolved	Onsite
2881	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230028		Hardware	System Software	MS Office	Software Not	LOW	Closed	26-10-2023 14:06	10/26/2023 2:35:46 PM	0:0:29:36			Ms excel not working issue resolved	Onsite
2882	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230026		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	26-10-2023 14:05	10/26/2023 2:34:13 PM	0:0:29:11			Google chrome not working issue resolved	Onsite
2883	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230027		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	26-10-2023 14:05	10/26/2023 2:34:32 PM	0:0:28:52			Ms office not working issue resolved	Onsite
2884	26-10-2023	OKHLA	Okhla Phase 2(Store)	IT	C261020230024		Hardware	Laptop	System Password issue	Password Reset	LOW	Re-Assign	26-10-2023 13:37					Sir, reset password issue still pending.	Onsite
2885	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230023		Hardware	Laptop	System Password issue	Password Reset	LOW	Re-Assign	26-10-2023 13:36					Sir, reset password issue still pending.	Onsite
2886	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230022		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-10-2023 13:35	10/26/2023 1:41:09 PM	0:0:5:17			ADS adding issue resolved	Onsite
2887	26-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C261020230021		Hardware	PC	Not working at all	Others	LOW	Closed	26-10-2023 12:49	10/26/2023 1:36:18 PM	0:0:46:25			Login with local than restart than login with user.	Onsite
2888	26-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C261020230020		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	26-10-2023 12:48	10/26/2023 1:36:46 PM	0:0:48:36			Earthing Check.	Onsite
2889	26-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C261020230019		Hardware	PC	Not working at all	Others	LOW	Closed	26-10-2023 12:44	10/26/2023 1:37:41 PM	0:0:53:22			Login with administrator than restart than login with user.	Onsite
2890	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230018		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Re-Assign	26-10-2023 12:19					RDC not connecting through VPN after add ADS	Onsite
2891	26-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C261020230016		Hardware	System Software	Other Software	proxy setting	LOW	Closed	26-10-2023 11:59	10/26/2023 12:50:20 PM	0:0:51:10			new host file entry add in etc folder now issue resolved..	Remote
2892	26-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C261020230015		Hardware	System Software	Other Software	proxy setting	LOW	Closed	26-10-2023 11:59	10/26/2023 12:50:05 PM	0:0:51:4			new host file entry add in etc folder now issue resolved..	Remote
2893	26-10-2023	SARITA VIHAR	New Friends Colony	DSS	C261020230017		Hardware	Printer	Paper Pickup	Hardware Issue	MEDIUM	Closed	26-10-2023 11:59	10/26/2023 2:17:57 PM	0:2:18:20			Found fuser error while printing compliant logged to vendor	Onsite
2894	26-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C261020230013		Network	LAN Issue	LAN Issue	Backbone Replaceme	LOW	Closed	26-10-2023 11:58	10/26/2023 12:49:31 PM	0:0:51:3			switch to router backbone cable is faulty now replaced issue resolved all pc is	Onsite
2895	26-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C261020230014		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	26-10-2023 11:58	10/26/2023 2:18:46 PM	0:2:19:55			After change Safe path to another folder issue resolved	Onsite
2896	26-10-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C261020230012		Network	LAN Issue	LAN Issue	Backbone Replaceme	LOW	Closed	26-10-2023 11:58	10/26/2023 12:49:19 PM	0:0:51:1			switch to router backbone cable is faulty now replaced issue resolved all pc is	Onsite
2897	26-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C261020230011		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	26-10-2023 11:57	10/26/2023 2:19:37 PM	0:2:21:43			After reset password login issue resolved	Remote
2898	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230010		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	26-10-2023 11:46	10/27/2023 10:28:44 AM	0:22:42:2			Phone Lan point not working	Onsite
2899	26-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261020230009		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	26-10-2023 11:45	10/26/2023 11:46:02 AM	0:0:0:51			Phone Lan point not working	Onsite
2900	26-10-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C261020230007		Data Centre	Miscellaneo us	Datacenter Server Room	Others	LOW	Closed	26-10-2023 11:38	10/26/2023 12:55:04 PM	0:1:16:8			FYI	Remote
2901	26-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	MMG	C261020230006		NON-SAP	Others	Others	Others	LOW	Closed	26-10-2023 11:30	10/26/2023 12:14:50 PM	0:0:43:56			copy the data	Onsite
2902	26-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C261020230005		Hardware	Laptop	Not working at all	RAM Issue	LOW	Closed	26-10-2023 11:25	10/26/2023 12:15:28 PM	0:0:49:39			clean and reinsert the RAM	Onsite
2903	26-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C261020230004		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	26-10-2023 11:24	10/26/2023 12:14:20 PM	0:0:50:2			change the patch cable	Onsite
2904	26-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C261020230002		Network	LAN Issue	LAN Issue	Port Enable	LOW	Closed	26-10-2023 10:46	10/26/2023 5:47:33 PM	0:7:1:7			Closed by subhash	Onsite
2905	26-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C261020230003		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	26-10-2023 10:46	10/26/2023 10:47:58 AM	0:0:1:9			Ip changed	Onsite
2906	27-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C301020230068		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	30-10-2023 15:11	10/30/2023 3:32:46 PM	0:0:20:51			Ram clean reinsert done and remove dust from processor fan and lan driver reinstall	Onsite
2907	27-10-2023	SAKET	Adchini	BUSINESS/ BET	C301020230031		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	30-10-2023 12:34	10/30/2023 12:44:00 PM	0:0:9:43			no power	Onsite
2908	27-10-2023	OTHERS	VSNL	RCM	C271020230158		Telecome	Instrument	Analog	Others	LOW	Closed	27-10-2023 18:03	10/27/2023 6:09:52 PM	0:0:6:2			Cable replace issue resolve	Onsite
2909	27-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C271020230155		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 18:02	10/27/2023 6:09:03 PM	0:0:6:56			Genus installed	Onsite
2910	27-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C271020230156		Hardware	System Software	Other Software	proxy setting	LOW	Closed	27-10-2023 18:02	10/27/2023 6:30:26 PM	0:0:27:54			issue resolved	Onsite
2911	27-10-2023	OTHERS	VSNL	RCM	C271020230157		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	27-10-2023 18:02	10/27/2023 6:09:28 PM	0:0:6:39			Lotus ID Configured	Onsite
2912	27-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C271020230154		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 18:01	10/27/2023 6:08:49 PM	0:0:7:7			Genus installed	Onsite
2913	27-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C271020230153		Hardware	Printer	Paper Pickup	Others	LOW	Closed	27-10-2023 18:01	10/27/2023 6:08:33 PM	0:0:7:23			Cartridge issue inform to vendor	Onsite
2914	27-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C271020230152		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 18:00	10/27/2023 6:08:05 PM	0:0:7:37			Oracle re-installed	Onsite
2915	27-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C271020230150		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 17:59	10/27/2023 6:07:15 PM	0:0:8:0			Create a new Shortcut issue resolve	Onsite
2916	27-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C271020230151		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-10-2023 17:59	10/27/2023 6:07:43 PM	0:0:7:52			Change scanner setting	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2917	27-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C271020230149		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 17:58	10/27/2023 6:06:48 PM	0:0:8:6			License update M Cube working now	Onsite
2918	27-10-2023	OTHERS	VSNL	KCC/MLCC/GCC	C271020230148		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 17:57	10/27/2023 6:06:09 PM	0:0:8:36			genus remove and re-installed USB Cable faulty need to replace.	Onsite
2919	27-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C271020230147		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	27-10-2023 17:54	10/27/2023 8:43:40 PM	0:2:49:26			HDD crashed, user need backup. Issue forwarded to head office.	
2920	27-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C271020230146		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	27-10-2023 17:53	10/27/2023 8:42:11 PM	0:2:48:55			Scanner cable faulty, complaint forwarded to Central team.	
2921	27-10-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak park,Near Dwarka More Metro Station,Uttam	OM-DIV	C271020230145		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	27-10-2023 17:52	10/27/2023 8:51:33 PM	0:2:59:12			Issue resolved with the help of Vendor.	Onsite
2922	27-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C271020230144		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	27-10-2023 17:39	10/27/2023 5:48:50 PM	0:0:9:34			archived the mail and compact from server issue resolved	Onsite
2923	27-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C271020230143		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	27-10-2023 17:38	10/27/2023 5:48:28 PM	0:0:9:42			change the mail archive path issue resolved	Onsite
2924	27-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C271020230142		Hardware	Attendane Machine	Not working at all	Machine hardware	LOW	Closed	27-10-2023 17:38	10/27/2023 5:48:08 PM	0:0:9:50			reconfigured the icard due to transfer issue resolved	Onsite
2925	27-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C271020230141		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	27-10-2023 17:37	10/27/2023 5:47:42 PM	0:0:9:55			change the speaker issue resolved	Onsite
2926	27-10-2023	OTHERS	VSNL	O-M	C271020230140		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	27-10-2023 17:27	10/27/2023 6:05:17 PM	0:0:38:15			Password reset	Onsite
2927	27-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271020230139		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:20	10/27/2023 6:30:16 PM	0:1:9:42			issue resolved	Onsite
2928	27-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271020230138		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:19	10/27/2023 6:30:07 PM	0:1:10:36			issue resolved	Onsite
2929	27-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271020230137		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:18	10/27/2023 6:29:50 PM	0:1:11:3			issue resolved	Onsite
2930	27-10-2023	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C271020230135		Hardware	System Software	Other Software	proxy setting	LOW	Closed	27-10-2023 17:17	10/27/2023 6:29:32 PM	0:1:12:29			issue resolved	Onsite
2931	27-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271020230136		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:17	10/27/2023 6:29:41 PM	0:1:12:0			issue resolved	Onsite
2932	27-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C271020230134		Hardware	System Software	Other Software	proxy setting	LOW	Closed	27-10-2023 17:15	10/27/2023 6:29:20 PM	0:1:13:42			issue resolved	Onsite
2933	27-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C271020230132		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 17:14	10/27/2023 6:28:59 PM	0:1:14:53			issue resolved	Onsite
2934	27-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C271020230133		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	27-10-2023 17:14	10/27/2023 6:29:09 PM	0:1:14:22			issue resolved	Onsite
2935	27-10-2023	NEHRU PLACE CSO	First Floor - E Block	DSK	C271020230131		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	27-10-2023 17:12	10/27/2023 6:28:48 PM	0:1:16:4			issue resolved	Onsite
2936	27-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C271020230129		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	27-10-2023 17:11	10/27/2023 6:28:17 PM	0:1:17:3			issue resolved	Onsite
2937	27-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C271020230130		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 17:11	10/27/2023 6:28:28 PM	0:1:16:35			issue resolved	Onsite
2938	27-10-2023	NEHRU PLACE CSO	First Floor -D Block Conf.Bramapurtra.	C-M	C271020230127		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 17:10	10/27/2023 6:27:31 PM	0:1:17:11			issue resolved	Onsite
2939	27-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271020230126		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	27-10-2023 17:10	10/27/2023 6:27:23 PM	0:1:17:4			issue resolved	Onsite
2940	27-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271020230128		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:10	10/27/2023 6:27:41 PM	0:1:16:42			issue resolved	Onsite
2941	27-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271020230125		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 17:09	10/27/2023 6:27:14 PM	0:1:17:26			issue resolved	Onsite
2942	27-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271020230124		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	27-10-2023 17:09	10/27/2023 6:27:04 PM	0:1:17:58			issue resolved	Onsite
2943	27-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C271020230123		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:05	10/27/2023 6:26:55 PM	0:1:21:0			issue resolved	Onsite
2944	27-10-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C271020230122		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	27-10-2023 17:04	10/27/2023 5:17:48 PM	0:0:13:14			Issue has been resolved after changed the keyboard	Onsite
2945	27-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C271020230120		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 17:03	10/27/2023 6:26:45 PM	0:1:23:43			issue resolved	Onsite
2946	27-10-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C271020230119		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 17:02	10/27/2023 5:17:10 PM	0:0:14:25			Issue has been resolved after reinstalled the DTM	Remote
2947	27-10-2023	NEHRU PLACE CSO	First Floor - E Block	DSK	C271020230118		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	27-10-2023 17:02	10/27/2023 6:26:31 PM	0:1:24:16			issue resolved	Onsite
2948	27-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C271020230117		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 17:01	10/27/2023 6:04:35 PM	0:1:3:21			issue resolved	Onsite
2949	27-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C271020230116		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	27-10-2023 16:50	10/27/2023 6:04:24 PM	0:1:14:9			issue resolved	Onsite
2950	27-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271020230115		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 16:49	10/27/2023 6:04:13 PM	0:1:14:39			issue resolved	Onsite
2951	27-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C271020230113		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	27-10-2023 16:46	10/27/2023 6:03:46 PM	0:1:17:36			issue resolved	Onsite
2952	27-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C271020230114		Hardware	PC	System Password issue	Password Reset	LOW	Closed	27-10-2023 16:46	10/27/2023 6:04:03 PM	0:1:17:24			issue resolved	Onsite
2953	27-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C271020230111		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	27-10-2023 16:45	10/27/2023 6:03:11 PM	0:1:17:57			issue resolved	Onsite
2954	27-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C271020230112		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 16:45	10/27/2023 6:03:23 PM	0:1:17:35			issue resolved	Onsite
2955	27-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C271020230110		Hardware	System Software	Other Software	Browser issue	LOW	Closed	27-10-2023 16:17	10/27/2023 4:20:42 PM	0:0:2:58			Latest version of Adobe Reader installed	Onsite
2956	27-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C271020230109		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-10-2023 16:13	10/27/2023 5:45:43 PM	0:1:32:11			Ram Dust clean.	Onsite
2957	27-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C271020230108		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-10-2023 16:12	10/27/2023 4:43:34 PM	0:0:31:31			Change setting now working fine	Remote
2958	27-10-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C271020230107		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 16:11	10/27/2023 4:43:17 PM	0:0:31:55			ADS Join Now working fine	Remote
2959	27-10-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C271020230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 16:10	10/27/2023 4:43:05 PM	0:0:32:24			ADS Join Now working fine	Remote
2960	27-10-2023	JANAK PURI	I A 3 Janakpuri	O-M	C271020230105		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 16:10	10/27/2023 4:42:53 PM	0:0:32:52			ADS Join Now working fine	Remote
2961	27-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C271020230104		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	27-10-2023 16:04	10/27/2023 4:05:02 PM	0:0:0:29			Mail configure on another user	Onsite
2962	27-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C271020230102		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	27-10-2023 16:03	10/27/2023 4:05:32 PM	0:0:2:23			Mail forward to reldelhi note support.	Onsite
2963	27-10-2023	SAKET	Adchini	BUSINESS/BET	C271020230103		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	27-10-2023 16:03	10/27/2023 4:13:20 PM	0:0:9:23			Drive permission changed	Onsite
2964	27-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C271020230101		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	27-10-2023 16:02	10/27/2023 4:05:49 PM	0:0:3:15			Cartridge replace.	Onsite
2965	27-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C271020230100		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	27-10-2023 16:01	10/27/2023 4:06:10 PM	0:0:4:17			Windows 10 reinstallation.	Onsite
2966	27-10-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C271020230099		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	27-10-2023 16:01	10/27/2023 4:06:35 PM	0:0:5:14			RJ45 connector change.	Onsite
2967	27-10-2023	SAKET	D-Block Saket	O-M	C271020230098		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	27-10-2023 16:00	10/27/2023 4:12:02 PM	0:0:11:4			Windows startup repaired	Onsite
2968	27-10-2023	JAFFERPUR	Ghuman Hera Complaint Center	BUSINESS/BET	C271020230097		Hardware	System Software	Other Software	software corrupt	LOW	Closed	27-10-2023 15:56	10/27/2023 4:06:53 PM	0:0:10:1			OS corrupt.	Onsite
2969	27-10-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C271020230096		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	27-10-2023 15:55	10/27/2023 4:11:01 PM	0:0:15:12			Cartridge faulty, changed	Onsite
2970	27-10-2023	SAKET	Malviya Nagar Grid	DSK	C271020230095		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-10-2023 15:54	10/27/2023 4:09:00 PM	0:0:14:21			Reassign	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
2971	27-10-2023	SAKET	Chhatarpur CC	Billing	C271020230094		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	27-10-2023 15:53	10/27/2023 4:07:55 PM	0:0:14:34			Reassign	Onsite
2972	27-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C271020230093		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 15:19	10/27/2023 4:57:40 PM	0:1:38:36			after printer driver reinstall issue resolved	Onsite
2973	27-10-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C271020230092		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	27-10-2023 15:18	10/27/2023 4:03:14 PM	0:0:45:5			Printer Driver repair and issue resolved.	Remote
2974	27-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C271020230090		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	27-10-2023 15:16	10/27/2023 4:02:25 PM	0:0:46:4			Google Chroma reinstalled	Remote
2975	27-10-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C271020230091		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-10-2023 15:16	10/27/2023 4:56:57 PM	0:1:40:22			after ip configure issue resolved	Onsite
2976	27-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C271020230089		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	27-10-2023 15:15	10/27/2023 4:56:06 PM	0:1:40:36			after mail password reset issue resolved	Onsite
2977	27-10-2023	OTHERS	Andrews Ganj	Enforcement	C271020230088		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 15:15	10/27/2023 3:17:26 PM	0:0:2:20			Projector installed	Onsite
2978	27-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C271020230087		Hardware	MOUSE	Not working	Working after	MEDIUM	Closed	27-10-2023 15:14	10/27/2023 4:00:55 PM	0:0:46:7			MOUSE WORKING	Onsite
2979	27-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C271020230086		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	27-10-2023 15:14	10/27/2023 4:54:50 PM	0:1:40:49			after mail unlock issue resolved	Onsite
2980	27-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C271020230085		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	27-10-2023 15:13	10/27/2023 3:58:14 PM	0:0:44:37			C DRIVE CLEAN AND PREFETCH FILE REMOVED.LAPTOP WORKING	Onsite
2981	27-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C271020230084		Hardware	PC	TFT	Color Issue	MEDIUM	Closed	27-10-2023 15:11	10/27/2023 3:56:57 PM	0:0:45:9			TFT VGA CABLE REPLACE AND TFT ISSUE RESOLVED.	Onsite
2982	27-10-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C271020230083		Hardware	PC	Not working at all	Physical cleaning	MEDIUM	Closed	27-10-2023 15:10	10/27/2023 3:55:58 PM	0:0:45:21			RAM CLEAN AND HDD SATA CABLE CHANGE.PC WORKING	Onsite
2983	27-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C271020230080		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	27-10-2023 15:07	10/27/2023 4:53:49 PM	0:1:46:30			after mail unlock issue resoled	Onsite
2984	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230082		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	27-10-2023 15:07	10/27/2023 3:37:35 PM	0:0:29:55			Mouse not working issue resolved	Onsite
2985	27-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C271020230081		Hardware	E-Mail	Internet Issue	Internet Issue	LOW	Closed	27-10-2023 15:07	10/27/2023 3:13:06 PM	0:0:5:46			Chrome settings changed	Remote
2986	27-10-2023	VASANT KUNJ	Bijwasan	O-M	C271020230079		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	27-10-2023 15:06	10/27/2023 3:12:38 PM	0:0:6:11			Mail has been configured	Remote
2987	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230078		Hardware	System Software	Other Software	Browser issue	LOW	Closed	27-10-2023 15:06	10/27/2023 3:37:18 PM	0:0:31:12			Google chorea not working issue resolved	Onsite
2988	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230077		Hardware	System Software	MS Office	Software Not	LOW	Closed	27-10-2023 15:05	10/27/2023 3:36:58 PM	0:0:31:28			Ms excel not working issue resolved	Onsite
2989	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230076		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	27-10-2023 15:05	10/27/2023 3:36:40 PM	0:0:31:36			pdf not working issue resolved	Onsite
2990	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230075		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 15:04	10/27/2023 3:36:11 PM	0:0:31:47			google chrome not working issue resolved	Onsite
2991	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230074		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	27-10-2023 15:03	10/27/2023 3:35:50 PM	0:0:31:59			pdf not working issue resolved	Onsite
2992	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230073		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	27-10-2023 15:03	10/27/2023 3:35:32 PM	0:0:32:18			Team Viewer not working issue resolved	Onsite
2993	27-10-2023	OTHERS	Andrews Ganj	Enforcement	C271020230071		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 15:02	10/27/2023 3:08:14 PM	0:0:5:57			SAP Issue	Onsite
2994	27-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C271020230070		Hardware	System Software	Other Software	Adobe Issue	HIGH	Closed	27-10-2023 15:02	10/27/2023 4:22:53 PM	0:1:20:35			pdf install	Onsite
2995	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230072		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	27-10-2023 15:02	10/27/2023 3:35:13 PM	0:0:32:30			Google chrome not working issue resolved	Onsite
2996	27-10-2023	OTHERS	Andrews Ganj	Enforcement	C271020230069		Hardware	System Software	Other Software	proxy setting	LOW	Closed	27-10-2023 15:01	10/27/2023 3:08:29 PM	0:0:6:41			Internet Issue	Onsite
2997	27-10-2023	OTHERS	Andrews Ganj	Enforcement	C271020230068		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 15:01	10/27/2023 3:08:47 PM	0:0:7:28			Paper jam issue	Onsite
2998	27-10-2023	OTHERS	Andrews Ganj	Enforcement	C271020230066		Hardware	Printer	Paper Pickup	Others	LOW	Closed	27-10-2023 15:00	10/27/2023 3:09:14 PM	0:0:8:33			Printer installation issue	Onsite
2999	27-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C271020230067		Hardware	System Software	Other Software	software corrupt	HIGH	Closed	27-10-2023 15:00	10/27/2023 4:23:28 PM	0:1:22:33			password reset	Onsite
3000	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230062		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	27-10-2023 14:59	10/27/2023 3:34:41 PM	0:0:35:30			No display issue resolved	Onsite
3001	27-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C271020230063		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 14:59	10/27/2023 3:09:34 PM	0:0:10:19			pc s/w issue	Onsite
3002	27-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C271020230064		Hardware	System Software	MS Office	File Corrupted	HIGH	Closed	27-10-2023 14:59	10/27/2023 4:23:50 PM	0:1:24:11			ms office reinstall	Onsite
3003	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230065		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-10-2023 14:59	10/27/2023 3:34:57 PM	0:0:35:11			ADS Joining issue resolved	Onsite
3004	27-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C271020230061		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 14:58	10/27/2023 3:09:45 PM	0:0:11:13			pc s/w issue	Onsite
3005	27-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271020230059		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	27-10-2023 14:58	10/27/2023 3:34:23 PM	0:0:36:13			Ms excel not working issue resolved	Onsite
3006	27-10-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C271020230060		Hardware	PC	Restart Problem	Others	HIGH	Closed	27-10-2023 14:58	10/27/2023 4:24:28 PM	0:1:26:15			Power cable changed	Onsite
3007	27-10-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C271020230058		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	27-10-2023 14:57	10/27/2023 4:22:35 PM	0:1:25:28			Mail configer	Onsite
3008	27-10-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C271020230057		Hardware	Scanner	Hardware Issue	Sent to Nehru	LOW	Closed	27-10-2023 13:08	10/27/2023 3:51:34 PM	0:2:43:15			check the scanner and sent tot nhp	Onsite
3009	27-10-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C271020230056		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	27-10-2023 13:07	10/27/2023 3:52:00 PM	0:2:44:43			check the pc and sent to nhp	Onsite
3010	27-10-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam Nagar,New Delhi 110059	CES	C271020230055		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	27-10-2023 13:06	10/27/2023 1:06:58 PM	0:0:0:30			link problem	Onsite
3011	27-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C271020230054		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:49	10/27/2023 1:02:27 PM	0:0:12:53			ADS join resolved	Onsite
3012	27-10-2023	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C271020230053		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	27-10-2023 12:47	10/27/2023 1:10:04 PM	0:0:22:8			reset the password	Onsite
3013	27-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C271020230052		Hardware	Laptop	Not working at all	Others	LOW	Closed	27-10-2023 12:46	10/27/2023 1:09:42 PM	0:0:22:58			format the laptop	Onsite
3014	27-10-2023	ALAKNANDA	Giri Nagar	KCC/MLCC/GCC	C271020230051		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 12:45	10/27/2023 2:47:48 PM	0:2:2:1			Remove the paper from printer now issue resolved	
3015	27-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C271020230050		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	27-10-2023 12:44	10/27/2023 1:09:19 PM	0:0:24:32			install the os	Onsite
3016	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C271020230049		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	27-10-2023 12:37	10/27/2023 12:53:56 PM	0:0:16:4			Mouse Replaced.	Onsite
3017	27-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C271020230048		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	27-10-2023 12:36	10/27/2023 2:46:21 PM	0:2:9:30			Create new replica now issue resolved	
3018	27-10-2023	ALAKNANDA	Okhla Ph 1	O-M	C271020230047		Hardware	PC	Not working at all	Others	LOW	Closed	27-10-2023 12:32	10/27/2023 2:44:58 PM	0:2:12:9			CMOS battery change now issue resolved	
3019	27-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C271020230046		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:30	10/27/2023 12:56:47 PM	0:0:26:41			ADS join resolved	Onsite
3020	27-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C271020230045		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:29	10/27/2023 12:56:31 PM	0:0:27:21			ADS join resolved	Onsite
3021	27-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C271020230044		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:28	10/27/2023 12:56:12 PM	0:0:28:11			ADS join resolved	Onsite
3022	27-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C271020230043		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:27	10/27/2023 12:55:50 PM	0:0:28:26			ADS join resolved	Onsite
3023	27-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C271020230042		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:26	10/27/2023 12:55:32 PM	0:0:29:4			ADS join resolved	Onsite
3024	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C271020230041		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 12:25	10/27/2023 12:54:22 PM	0:0:29:5			Jam Paper removed.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3025	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C271020230040		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	27-10-2023 12:24	10/27/2023 12:54:36 PM	0:0:30:25			Mouse Replaced.	Onsite
3026	27-10-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C271020230039		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	27-10-2023 12:22	10/27/2023 12:55:03 PM	0:0:32:6			Work space rename	Onsite
3027	27-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C271020230038		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:18	10/27/2023 1:12:23 PM	0:0:53:42			ADS Join at kcc dept.	Onsite
3028	27-10-2023	NEHRU PLACE	20 No Building	IT	C271020230037		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 12:17	10/27/2023 1:11:53 PM	0:0:54:23			IT Meting at NZM	Onsite
3029	27-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C271020230035		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	27-10-2023 11:57	10/27/2023 2:03:11 PM	0:2:5:45			llp	Onsite
3030	27-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C271020230034		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	27-10-2023 11:57	10/27/2023 2:03:27 PM	0:2:6:12			bvjhk	Onsite
3031	27-10-2023	SAKET	Adchini	CIVIL	C271020230032		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	27-10-2023 11:56	10/27/2023 12:11:24 PM	0:0:15:12			LAN not work	Onsite
3032	27-10-2023	SAKET	Adchini	CIVIL	C271020230033		Hardware	System Software	Other Software	software corrupt	LOW	Closed	27-10-2023 11:56	10/27/2023 12:14:07 PM	0:0:17:22			Date and time not set	Onsite
3033	27-10-2023	PUNJABI BAGH	BSES Road no 41 Complaint Center West Punjabi Bagh	O-M	C271020230031		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 11:53	10/27/2023 11:54:30 AM	0:0:1:24			Printer drivers reinstall and set ip again reconnect now working fine	Onsite
3034	27-10-2023	SAKET	Adchini	DTC	C271020230030		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	27-10-2023 11:40	10/27/2023 12:11:07 PM	0:0:30:34			some key not work	Onsite
3035	27-10-2023	SAKET	Jonapur CC	BUSINESS/ BET	C271020230029		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	27-10-2023 11:39	10/27/2023 12:10:22 PM	0:0:30:34			IT meeting adt NZD Office	Onsite
3036	27-10-2023	SAKET	Adchini	Recovery	C271020230028		Hardware	System Software	Other Software	proxy setting	LOW	Closed	27-10-2023 11:37	10/27/2023 12:09:38 PM	0:0:31:51			ESS not open	Onsite
3037	27-10-2023	SAKET	Jonapur CC	O-M	C271020230027		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 11:36	10/27/2023 12:09:03 PM	0:0:32:6			Remove paper from printer	Onsite
3038	27-10-2023	SAKET	Adchini	BUSINESS/ BET	C271020230026		Hardware	System Software	Other Software	software corrupt	LOW	Closed	27-10-2023 11:35	10/27/2023 12:08:20 PM	0:0:32:25			windows Login issue	Onsite
3039	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C271020230024		Hardware	System Software	Other Software	Browser issue	LOW	Closed	27-10-2023 11:33	10/27/2023 12:55:39 PM	0:1:22:6			BSES Delhi link install.	Onsite
3040	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C271020230023		Hardware	System Software	Other Software	Browser issue	LOW	Closed	27-10-2023 11:32	10/27/2023 12:56:09 PM	0:1:23:39			Seva kendra link install.	Onsite
3041	27-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C271020230022		Hardware	PC	Not working at all	Others	LOW	Closed	27-10-2023 11:29	10/27/2023 11:50:58 AM	0:0:21:41			RAM cleaning & reinsert the RAM.	Onsite
3042	27-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C271020230021		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	27-10-2023 11:28	10/27/2023 11:50:15 AM	0:0:22:11			Reinsert the LAN cable.	Onsite
3043	27-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C271020230019		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 11:27	10/27/2023 11:49:52 AM	0:0:22:24			Paper remove from printer.	Onsite
3044	27-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C271020230020		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	27-10-2023 11:27	10/27/2023 11:42:57 AM	0:0:14:57			Lotus mail locked error , send snap shot to lotus admin for unlocked mail working	Onsite
3045	27-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C271020230018		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	27-10-2023 11:25	10/27/2023 11:41:23 AM	0:0:15:45			Printer drivers ok set ip again but paper jam inside printer removed and tray	Onsite
3046	27-10-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C271020230017		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	27-10-2023 11:23	10/27/2023 11:38:44 AM	0:0:15:12			Printer drivers reinstall and connect again working and lotus mail software reinstall	Onsite
3047	27-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C271020230016		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	27-10-2023 11:23	10/27/2023 11:46:30 AM	0:0:23:29			Internet issue resolved as reqd.	Onsite
3048	27-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C271020230015		Hardware	System Software	Other Software	New Installation	LOW	Closed	27-10-2023 11:22	10/27/2023 11:45:48 AM	0:0:23:32			Issue resolved as reqd.	Remote
3049	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C271020230013		Hardware	System Software	MS Office	Others	LOW	Closed	27-10-2023 10:53	10/27/2023 11:29:45 AM	0:0:36:10			Restart PC.	Remote
3050	27-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C271020230012		Hardware	QMS	Hardware Issue	Sent to Nehru	LOW	Closed	27-10-2023 10:52	10/27/2023 11:30:22 AM	0:0:37:57			Restart QMS Machine.	Onsite
3051	27-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C271020230011		Hardware	PC	TFT	Others	LOW	Closed	27-10-2023 10:40	10/27/2023 10:57:37 AM	0:0:16:43			screen resolution set by default now issue resolved..	Onsite
3052	27-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C271020230010		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	27-10-2023 10:36	10/27/2023 10:53:39 AM	0:0:17:33			Power cable replaced.	Onsite
3053	27-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C271020230009		Hardware	System Software	Other Software	Browser issue	LOW	Closed	27-10-2023 10:35	10/27/2023 10:53:18 AM	0:0:18:0			chrome updated.	Onsite
3054	27-10-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	BUSINESS/ BET	C271020230006		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	27-10-2023 10:31	10/27/2023 11:31:03 AM	0:0:59:16			issue resolved after resolved power issue at site	Onsite
3055	27-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C271020230005		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	27-10-2023 10:29	10/27/2023 10:52:48 AM	0:0:23:24			Complaint logged to vendor.	Onsite
3056	27-10-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C271020230004		Data Centre	NAS	NAS	Access Folder	LOW	Closed	27-10-2023 10:07	10/27/2023 10:48:47 AM	0:0:40:49			FYI	Remote
3057	27-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	OM-EHV	C271020230002		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	27-10-2023 09:48	10/27/2023 10:41:29 AM	0:0:53:23			lan card enable in bios now issue resolved..	Onsite
3058	27-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C271020230003		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	27-10-2023 09:48	10/27/2023 10:04:02 AM	0:0:15:8			password rest issue resolved..	Onsite
3059	27-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	OM-EHV	C271020230001		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	27-10-2023 09:47	10/27/2023 10:58:23 AM	0:1:11:4			OS installed with data backup and all software installed with mail backup issue	Onsite
3060	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230126		Hardware	System Software	MS Office	Software Not	LOW	Closed	31-10-2023 16:04	10/31/2023 4:50:22 PM	0:0:46:3			Mouse not working issue resolved	Onsite
3061	30-10-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C311020230099		Hardware	PC	TFT	Power Issue	LOW	Closed	31-10-2023 13:29	10/31/2023 2:00:13 PM	0:0:30:45			Issue has been resolved after changed the power cable	Onsite
3062	30-10-2023	SAKET	Adchini	BUSINESS/ BET	C311020230051		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 11:57	10/31/2023 12:09:38 PM	0:0:12:8			printer not connect	Onsite
3063	30-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C301020230153		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 18:38	10/30/2023 6:43:46 PM	0:0:4:51			after printer driver install issue resolved	Onsite
3064	30-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C301020230152		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 18:34	10/30/2023 6:43:09 PM	0:0:8:32			after printer driver reinstall issue resolved	Onsite
3065	30-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C301020230151		Telecome	Instrument	IP	Network Issue	LOW	Closed	30-10-2023 18:33	10/30/2023 6:42:33 PM	0:0:9:11			after lan cable change issue resolved	Onsite
3066	30-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C301020230150		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	30-10-2023 18:31	10/30/2023 6:42:07 PM	0:0:10:44			after mail id password reset issue resolved	Onsite
3067	30-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATO RY	C301020230149		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-10-2023 17:40	10/30/2023 5:47:24 PM	0:0:6:26			issue resolved	Onsite
3068	30-10-2023	NEHRU PLACE CSO	Second Floor - B Block	CES	C301020230148		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-10-2023 17:39	10/30/2023 5:47:14 PM	0:0:7:17			issue resolved	Onsite
3069	30-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C301020230147		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-10-2023 17:37	10/30/2023 5:47:03 PM	0:0:9:31			issue resolved	Onsite
3070	30-10-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C301020230146		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-10-2023 17:31	10/30/2023 5:46:54 PM	0:0:14:56			issue resolved	Onsite
3071	30-10-2023	OTHERS	VSNL	RCM	C301020230145		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	30-10-2023 17:31	10/30/2023 6:03:21 PM	0:0:32:18			unlock user account issue resolve	Onsite
3072	30-10-2023	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C301020230144		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	30-10-2023 17:31	10/30/2023 5:46:44 PM	0:0:15:42			issue resolved	Onsite
3073	30-10-2023	NEHRU PLACE CSO	Third Floor - C Block	REGULATO RY	C301020230142		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-10-2023 17:30	10/30/2023 5:46:32 PM	0:0:16:13			dell call log	Onsite
3074	30-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C301020230143		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	30-10-2023 17:30	10/30/2023 6:02:53 PM	0:0:32:30			Archive Heavy size mail issue resolve	Onsite
3075	30-10-2023	OTHERS	VSNL	ETG	C301020230141		Network	LAN Issue	LAN Issue	Others	LOW	Closed	30-10-2023 17:29	10/30/2023 6:01:39 PM	0:0:32:5			Replaced Patched cable	Onsite
3076	30-10-2023	OTHERS	VSNL	QUALITY	C301020230139		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-10-2023 17:28	10/30/2023 6:01:17 PM	0:0:32:29			Installed OS	Onsite
3077	30-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATO RY	C301020230140		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	30-10-2023 17:28	10/30/2023 5:46:03 PM	0:0:17:11			issue resolved	Onsite
3078	30-10-2023	OTHERS	VSNL	RCM	C301020230138		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-10-2023 17:28	10/30/2023 6:01:03 PM	0:0:32:56			Excel re-installed and micro setting enable	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3079	30-10-2023	OTHERS	VSNL	RCM	C301020230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-10-2023 17:27	10/30/2023 6:00:28 PM	0:0:33:5			unlock user account	Onsite
3080	30-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C301020230136		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	30-10-2023 17:27	10/30/2023 5:45:53 PM	0:0:18:43			issue resolved	Onsite
3081	30-10-2023	OTHERS	VSNL	RCM	C301020230135		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-10-2023 17:27	10/30/2023 6:00:18 PM	0:0:33:18			Archive create	Onsite
3082	30-10-2023	OTHERS	VSNL	RCM	C301020230134		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-10-2023 17:26	10/30/2023 5:59:54 PM	0:0:33:31			unlock user account	Onsite
3083	30-10-2023	OTHERS	VSNL	O-M	C301020230132		Hardware	Printer	Paper Pickup	Others	LOW	Closed	30-10-2023 17:25	10/30/2023 5:59:16 PM	0:0:33:54			Cartridge Replaced issue resolve	Onsite
3084	30-10-2023	NEHRU PLACE CSO	Second Floor - D Block	ADMIN	C301020230133		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 17:25	10/30/2023 5:45:15 PM	0:0:19:19			issue resolved	Onsite
3085	30-10-2023	NEHRU PLACE CSO	Third Floor -D Block Conf.Mandakini	IT	C301020230131		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-10-2023 17:23	10/30/2023 5:45:04 PM	0:0:21:10			issue resolved	Onsite
3086	30-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C301020230130		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	30-10-2023 17:22	10/30/2023 5:44:54 PM	0:0:22:28			issue resolved	Onsite
3087	30-10-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C301020230129		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-10-2023 17:19	10/30/2023 5:44:35 PM	0:0:24:42			issue resolved	Onsite
3088	30-10-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C301020230128		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	30-10-2023 17:17	10/30/2023 5:44:24 PM	0:0:26:30			issue resolved	Onsite
3089	30-10-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C301020230127		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-10-2023 17:15	10/30/2023 5:44:13 PM	0:0:28:38			issue resolved	Onsite
3090	30-10-2023	VIKAS PURI	Shiv Vihar Complaint Center,JJ Colony Shiv Vihar Near Mother Dairy Uttam Nagar	OM-DIV	C301020230126		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	30-10-2023 17:14	10/30/2023 5:45:09 PM	0:0:30:57			Power issue resolve by vendor, working fine.	Onsite
3091	30-10-2023	NEHRU PLACE CSO	Second Floor - B Block	CES	C301020230125		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	30-10-2023 17:13	10/30/2023 5:43:57 PM	0:0:30:14			issue resolved	Onsite
3092	30-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C301020230124		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-10-2023 17:11	10/30/2023 5:41:28 PM	0:0:29:48			Mail signature changed as reqd.	Remote
3093	30-10-2023	SAKET	Fatehpur Beri CC	O-M	C301020230122		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	30-10-2023 17:09	10/30/2023 5:18:56 PM	0:0:9:48			LAN Cable changed	Onsite
3094	30-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C301020230123		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-10-2023 17:09	10/30/2023 5:40:52 PM	0:0:31:12			Dotnet installed as reqd, now working.	Onsite
3095	30-10-2023	SAKET	D-Block Saket	O-M	C301020230120		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	30-10-2023 17:08	10/30/2023 5:18:29 PM	0:0:10:17			RJ45 replaced	Onsite
3096	30-10-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C301020230121		Hardware	Laptop	Network Not Working	IP Issue	MEDIUM	Closed	30-10-2023 17:08	10/30/2023 5:31:26 PM	0:0:23:10			Laptop ip mismatch.IP reconfigure.	Onsite
3097	30-10-2023	SAKET	Malviya Nagar	BUSINESS/BET	C301020230119		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	30-10-2023 17:06	10/30/2023 5:17:59 PM	0:0:11:7			Windows repaired	Onsite
3098	30-10-2023	SAKET	Malviya Nagar	HR	C301020230118		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	30-10-2023 17:03	10/30/2023 5:17:22 PM	0:0:14:12			RAM faulty, call logged to vendor	Onsite
3099	30-10-2023	SAKET	Shivalik Grid	OM-EHV	C301020230117		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	30-10-2023 17:02	10/30/2023 5:16:31 PM	0:0:14:17			Cartridge faulty, removed the paper from printer & cartridge changed	Onsite
3100	30-10-2023	VASANT KUNJ	Kapashera	O-M	C301020230116		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	30-10-2023 16:52	10/30/2023 5:23:42 PM	0:0:31:9			Reconnect power cables from SMPS to hard disk	Onsite
3101	30-10-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C301020230114		Hardware	PC	TFT	Dim Display	HIGH	Closed	30-10-2023 16:51	10/30/2023 7:39:07 PM	0:2:48:5			Vga cable changed	
3102	30-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C301020230115		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	30-10-2023 16:51	10/30/2023 5:57:02 PM	0:1:5:48			clean the pc and reinstalled the ram issue resolved	Onsite
3103	30-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C301020230113		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-10-2023 16:50	10/30/2023 5:56:24 PM	0:1:5:45			configured sap p92 issue resolved	Onsite
3104	30-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C301020230112		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-10-2023 16:50	10/30/2023 5:56:09 PM	0:1:6:2			cleared the paper issue resolved	Onsite
3105	30-10-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C301020230111		Hardware	PC	System Password issue	Others	HIGH	Closed	30-10-2023 16:49	10/30/2023 7:38:13 PM	0:2:48:19			Password changed	
3106	30-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C301020230110		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	30-10-2023 16:49	10/30/2023 5:55:51 PM	0:1:6:20			reinstalled the mail software issue resolved	Onsite
3107	30-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C301020230109		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	30-10-2023 16:49	10/30/2023 5:55:12 PM	0:1:6:11			there is issue with airtel link complaint logged to vendor	Onsite
3108	30-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C301020230108		Hardware	System Software	MS Office	Others	HIGH	Closed	30-10-2023 16:48	10/30/2023 7:37:28 PM	0:2:48:41			Ms office reinstalled	
3109	30-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C301020230107		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	30-10-2023 16:48	10/30/2023 5:54:52 PM	0:1:6:30			change the patch cable issue resolved	Onsite
3110	30-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C301020230106		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	30-10-2023 16:47	10/30/2023 7:36:32 PM	0:2:48:45			Paper jam clien	
3111	30-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C301020230105		Hardware	PC	Restart Problem	Others	HIGH	Closed	30-10-2023 16:46	10/30/2023 7:35:31 PM	0:2:48:40			Power cable changed	
3112	30-10-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C301020230104		Hardware	UPS	Backup	Others	MEDIUM	Closed	30-10-2023 16:42	10/30/2023 4:51:28 PM	0:0:9:11			UPS not available at site please apply request for ups to IT Center team	Remote
3113	30-10-2023	VASANT KUNJ	Kapashera	O-M	C301020230103		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-10-2023 16:41	10/30/2023 5:21:53 PM	0:0:40:51			Sharing file allowed for read and write	Onsite
3114	30-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C301020230102		Data Centre	Oracle	Database	Client Installation	LOW	Closed	30-10-2023 16:29	10/30/2023 4:30:41 PM	0:0:1:36			oracle installation done	Onsite
3115	30-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C301020230101		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	30-10-2023 16:28	10/30/2023 4:30:16 PM	0:0:2:3			lan cable reinsert issue resolved	Onsite
3116	30-10-2023	NEHRU PLACE	20 No Building	ADMIN	C301020230100		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 16:27	10/30/2023 4:29:57 PM	0:0:2:33			Adobe reinstall	Onsite
3117	30-10-2023	NEHRU PLACE	20 No Building	C-M	C301020230099		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 16:26	10/30/2023 4:29:33 PM	0:0:3:28			driver change, issue resolved	Onsite
3118	30-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C301020230098		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	30-10-2023 16:13	10/30/2023 5:01:36 PM	0:0:48:2			Adobe Acrobat software reinstalled.	Onsite
3119	30-10-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C301020230097		Hardware	Printer	Image Issue	Image Blurred	MEDIUM	Closed	30-10-2023 16:11	10/30/2023 5:00:42 PM	0:0:49:20			Printer cartage change and print issue resolved.	Onsite
3120	30-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C301020230096		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	30-10-2023 16:10	10/30/2023 4:59:23 PM	0:0:48:53			New Archive folder create.	Remote
3121	30-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C301020230095		Hardware	Scanner	Scaning issue	Connectivit y Issue	MEDIUM	Closed	30-10-2023 16:00	10/30/2023 4:38:46 PM	0:0:38:27			After reinsert scanner usb cable on both site issue resolved	Onsite
3122	30-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C301020230094		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	30-10-2023 15:58	10/30/2023 4:39:09 PM	0:0:40:16			After reconfigure printer issue resolved	Remote
3123	30-10-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C301020230093		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	MEDIUM	Closed	30-10-2023 15:57	10/30/2023 4:39:40 PM	0:0:42:3			Mail send to lotus support for reset password	Remote
3124	30-10-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C301020230092		Hardware	PC	Not working at all	No power	MEDIUM	Closed	30-10-2023 15:56	10/30/2023 4:41:50 PM	0:0:45:13			After unplugged all peripheral devices and hold start button for 20 second and	Remote
3125	30-10-2023	OTHERS	Andrews Ganj	Enforcement	C301020230091		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	30-10-2023 15:54	10/30/2023 3:55:40 PM	0:0:1:13			MAIL ISSUE	Onsite
3126	30-10-2023	OTHERS	Andrews Ganj	Enforcement	C301020230089		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-10-2023 15:53	10/30/2023 3:56:15 PM	0:0:2:53			Printer issue	Onsite
3127	30-10-2023	OTHERS	Andrews Ganj	Enforcement	C301020230090		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 15:53	10/30/2023 3:56:01 PM	0:0:2:9			Adobe issue	Onsite
3128	30-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C301020230087		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-10-2023 15:52	10/30/2023 3:56:42 PM	0:0:4:23			PC add on ADS	Onsite
3129	30-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C301020230088		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-10-2023 15:52	10/30/2023 3:56:33 PM	0:0:3:44			PC add on ADS	Onsite
3130	30-10-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C301020230086		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	30-10-2023 15:51	10/30/2023 3:57:05 PM	0:0:5:41			Link issue	Onsite
3131	30-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C301020230085		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	30-10-2023 15:46	10/30/2023 4:36:36 PM	0:0:50:25			temp file deleted. working fine.	Onsite
3132	30-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C301020230084		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-10-2023 15:44	10/30/2023 4:36:05 PM	0:0:51:46			Server slow working.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3133	30-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C301020230083		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	30-10-2023 15:42	10/30/2023 4:35:34 PM	0:0:52:44			File currupted.	Onsite
3134	30-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C301020230082		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	30-10-2023 15:42	10/30/2023 4:44:29 PM	0:1:2:6			check the machine and log the call	Onsite
3135	30-10-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C301020230081		Hardware	Laptop	KEYPAD	Driver issue	LOW	Closed	30-10-2023 15:41	10/30/2023 4:44:01 PM	0:1:2:12			install the drivers	Onsite
3136	30-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C301020230080		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	30-10-2023 15:41	10/30/2023 4:35:11 PM	0:0:53:43			LAN connector replaced.	Onsite
3137	30-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C301020230079		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	30-10-2023 15:40	10/30/2023 4:43:42 PM	0:1:3:29			reset the password	Remote
3138	30-10-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C301020230078		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-10-2023 15:37	10/30/2023 4:35:23 PM	0:0:57:57			IP Address Installed now working fine	Onsite
3139	30-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C301020230077		Network	LAN Issue	LAN Issue	Others	LOW	Closed	30-10-2023 15:35	10/30/2023 4:34:50 PM	0:0:59:41			Change lap port in 24 switch now working fine	Onsite
3140	30-10-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C301020230076		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	30-10-2023 15:33	10/30/2023 4:34:26 PM	0:1:0:55			Ethernet port not working complaint logged in HP	Onsite
3141	30-10-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C301020230075		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-10-2023 15:32	10/30/2023 4:33:53 PM	0:1:1:13			Change proxy setting now working fine	Remote
3142	30-10-2023	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim Vihar	BUSINESS/ BET	C301020230074		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 15:30	10/30/2023 4:04:07 PM	0:0:33:12			Printer drivers reinstall done and lotus mails archives settings done again set	Onsite
3143	30-10-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C301020230073		Hardware	Laptop	Network Not Working	PC Hardware	LOW	Closed	30-10-2023 15:22	10/30/2023 4:03:41 PM	0:0:41:25			laptop lan drivers reinstalled and rj45 connector replaced done also lotus mails	Onsite
3144	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230072		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-10-2023 15:19	10/30/2023 4:40:57 PM	0:1:21:2			Google chrome not working issue resolved	Onsite
3145	30-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C301020230071		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	30-10-2023 15:18	10/30/2023 3:31:57 PM	0:0:13:48			Scanner software reinstall done now working	Onsite
3146	30-10-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C301020230070		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-10-2023 15:14	10/30/2023 3:31:26 PM	0:0:17:2			removed paper from printer and replaced old cartage with new one now working	Onsite
3147	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230069		Hardware	PC	Not working at all	No power	LOW	Closed	30-10-2023 15:12	10/30/2023 4:40:31 PM	0:1:27:38			PC not working issue resolved	Onsite
3148	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230067		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 15:11	10/30/2023 4:40:01 PM	0:1:28:41			Arc GIS not working issue resolved	Onsite
3149	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230066		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 15:10	10/30/2023 4:39:39 PM	0:1:28:44			Ads joinig issue resolved	Onsite
3150	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230065		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 15:09	10/30/2023 4:35:25 PM	0:1:25:58			google chrome not working issue resolved	Onsite
3151	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230064		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-10-2023 15:08	10/30/2023 4:35:06 PM	0:1:26:26			Adobe not working issue resolved	Onsite
3152	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230063		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	30-10-2023 15:08	10/30/2023 4:34:13 PM	0:1:26:3			Mouse not working issue resolved	Onsite
3153	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230061		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	30-10-2023 15:07	10/30/2023 4:33:19 PM	0:1:26:8			Ms excel not working issue resolved	Onsite
3154	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230062		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 15:07	10/30/2023 4:33:46 PM	0:1:26:2			Google chrome not working issue resolved	Onsite
3155	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230059		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-10-2023 15:06	10/30/2023 4:32:21 PM	0:1:26:7			adobe pdf not working issue resolved	Onsite
3156	30-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301020230060		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-10-2023 15:06	10/30/2023 4:32:49 PM	0:1:26:3			ADS joining issue resolved	Onsite
3157	30-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C301020230058		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Re-Assign	30-10-2023 15:00					LAN not working issue	Onsite
3158	30-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C301020230057		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 14:51	10/30/2023 3:59:21 PM	0:1:7:50			issue has been resolved after installed the printer drivers	Onsite
3159	30-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C301020230056		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	30-10-2023 14:51	10/30/2023 3:58:42 PM	0:1:7:31			issue has been resolved after installed the mail id	Onsite
3160	30-10-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C301020230055		Data Centre	Application	Other Application	Service Status	LOW	Closed	30-10-2023 14:50	10/30/2023 5:25:17 PM	0:2:34:19			fyi	Remote
3161	30-10-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C301020230054		Hardware	PC	Not working at all	Others	LOW	Closed	30-10-2023 14:45	10/30/2023 4:25:08 PM	0:1:39:12			RAM clean & reinsert, issue resolved	Onsite
3162	30-10-2023	NEHRU PLACE	W Block GK 1	O-M	C301020230053		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	30-10-2023 14:44	10/30/2023 3:09:45 PM	0:0:25:17			Mail to lotus team for approval new device.	Onsite
3163	30-10-2023	NEHRU PLACE	W Block GK 1	SAFETY	C301020230052		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-10-2023 14:43	10/30/2023 3:08:58 PM	0:0:25:21			Setting changed Microsoft edge browser.	Onsite
3164	30-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C301020230051		Hardware	PC	Not working at all	No power	LOW	Closed	30-10-2023 14:41	10/30/2023 3:08:14 PM	0:0:26:41			Change the power cable & cleaning the RAM.	Onsite
3165	30-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C301020230050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-10-2023 14:40	10/30/2023 3:07:47 PM	0:0:27:36			Reconnect the USB cable & reconfigured.	Onsite
3166	30-10-2023	SARITA VIHAR	Kalindi Colony	OM-DIV	C301020230049		Network	LAN Issue	LAN Issue	Others	MEDIUM	Re-Assign	30-10-2023 14:40					Lan point not working required LAN team support for solution	Onsite
3167	30-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C301020230048		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	30-10-2023 14:32	10/30/2023 4:07:35 PM	0:1:35:8			Lotus mail software reinstalled.	Remote
3168	30-10-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C301020230046		Network	LAN Issue	LAN Issue	Port Change	MEDIUM	Closed	30-10-2023 14:31	10/30/2023 4:03:01 PM	0:1:31:59			switch port change	Onsite
3169	30-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C301020230047		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	30-10-2023 14:31	10/30/2023 4:03:40 PM	0:1:32:3			paper removed printer issue resolved.	Onsite
3170	30-10-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C301020230045		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	30-10-2023 14:30	10/30/2023 3:22:08 PM	0:0:51:27			switch port replaced now issue resolved..	Onsite
3171	30-10-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of Ahilya Bai School)	OM-DIV	C301020230044		Hardware	PC	Network Not Working	Network Switch	MEDIUM	Closed	30-10-2023 14:28	10/30/2023 4:01:20 PM	0:1:32:35			Network Switch port hang and cable removed.problem resolved.	Onsite
3172	30-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C301020230043		Hardware	Printer	Paper Pickup	Others	LOW	Closed	30-10-2023 13:30	10/30/2023 2:33:12 PM	0:1:2:54			Cartridge change.	Onsite
3173	30-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C301020230042		Hardware	PC	Not working at all	Others	LOW	Closed	30-10-2023 13:23	10/30/2023 2:33:36 PM	0:1:10:22			Do Unlock.	Onsite
3174	30-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C301020230041		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	30-10-2023 13:22	10/30/2023 2:34:12 PM	0:1:12:11			Workspace rename.	Onsite
3175	30-10-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C301020230040		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	30-10-2023 13:15	10/30/2023 2:44:38 PM	0:1:29:29			Issue has been resolved after changed the mouse	Onsite
3176	30-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C301020230039		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	30-10-2023 13:12	10/30/2023 1:34:12 PM	0:0:21:18			Lotus mail archived and working fine.	Onsite
3177	30-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301020230038		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-10-2023 12:43	10/30/2023 2:10:55 PM	0:1:27:6			Printer new driver installations problem resolved	Onsite
3178	30-10-2023	SAKET	Adchini	BUSINESS/ BET	C301020230037		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-10-2023 12:39	10/30/2023 12:51:03 PM	0:0:11:57			windows login issue	Onsite
3179	30-10-2023	SAKET	Adchini	O-M	C301020230036		Hardware	Attendane Machine	No Power	Machine hardware	LOW	Closed	30-10-2023 12:38	10/30/2023 12:50:44 PM	0:0:12:14			no power	Onsite
3180	30-10-2023	SAKET	Adchini	BUSINESS/ BET	C301020230035		Hardware	PC	Not working at all	Others	LOW	Closed	30-10-2023 12:37	10/30/2023 12:50:01 PM	0:0:12:56			PC shifting	Onsite
3181	30-10-2023	SAKET	Adchini	BUSINESS/ BET	C301020230034		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	30-10-2023 12:36	10/30/2023 12:49:20 PM	0:0:12:48			mail password forget	Onsite
3182	30-10-2023	SAKET	Adchini	DSK	C301020230032		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	30-10-2023 12:35	10/30/2023 12:44:28 PM	0:0:9:18			LAN not work	Onsite
3183	30-10-2023	SAKET	Adchini	DSK	C301020230033		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	30-10-2023 12:35	10/30/2023 12:47:06 PM	0:0:11:23			not work	Onsite
3184	30-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C301020230030		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	30-10-2023 12:34	10/30/2023 2:10:08 PM	0:1:35:52			Change the cartige problem resolved	Onsite
3185	30-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301020230029		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-10-2023 12:32	10/30/2023 2:08:52 PM	0:1:36:16			Crome update problem resolved	Onsite
3186	30-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C301020230028		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	30-10-2023 12:28	10/30/2023 2:08:19 PM	0:1:40:18			Change IP problem resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3187	30-10-2023	PALAM	Dabri Indoor Complaint Center Near Dada Dev Hospital	OM-DIV	C301020230027		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	30-10-2023 12:21	10/30/2023 1:14:55 PM	0:0:53:10			RJ 45 Crimp.	Onsite
3188	30-10-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C301020230026		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	30-10-2023 12:17	10/30/2023 1:15:48 PM	0:0:57:57			Lotus traveller Link installation.	Onsite
3189	30-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C301020230025		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-10-2023 12:15	10/30/2023 1:16:05 PM	0:1:0:16			Sap Password Reset.	Onsite
3190	30-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C301020230023		Hardware	UPS	Backup	Output Issue	LOW	Closed	30-10-2023 11:51	10/30/2023 1:16:45 PM	0:1:25:41			Take followup & issue resolve by vendor.	Onsite
3191	30-10-2023	VASANT KUNJ	Bijwasan	O-M	C301020230024		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-10-2023 11:51	10/30/2023 12:33:12 PM	0:0:42:0			Reinstalled adobe pro	Remote
3192	30-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C301020230022		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	30-10-2023 11:50	10/30/2023 12:31:57 PM	0:0:41:56			Mail password changed	Remote
3193	30-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C301020230021		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	30-10-2023 11:49	10/30/2023 12:16:49 PM	0:0:26:54			Create new replica	Onsite
3194	30-10-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C301020230020		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	30-10-2023 11:48	10/30/2023 12:31:22 PM	0:0:42:46			VPN disconnected the reinsert lan cable then working fine	Onsite
3195	30-10-2023	JAFFERPUR	Ujwa Complain Center	O-M	C301020230018		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	30-10-2023 11:47	10/30/2023 12:16:17 PM	0:0:29:8			Keyboard Replaced.	Onsite
3196	30-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/ BET	C301020230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-10-2023 11:47	10/30/2023 12:28:59 PM	0:0:41:45			Print spooler restarted	Remote
3197	30-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C301020230017		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	30-10-2023 11:45	10/30/2023 12:48:32 PM	0:1:2:43			reboot the switch	Onsite
3198	30-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C301020230016		Hardware	PC	TFT	Others	LOW	Closed	30-10-2023 11:44	10/30/2023 12:48:57 PM	0:1:4:3			send the incident report.	Onsite
3199	30-10-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C301020230014		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	30-10-2023 11:41	10/30/2023 1:55:10 PM	0:2:14:3			proxy issue	Onsite
3200	30-10-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C301020230013		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	30-10-2023 11:40	10/30/2023 1:54:55 PM	0:2:14:26			issue resolved	Onsite
3201	30-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C301020230012		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	30-10-2023 11:20	10/30/2023 12:46:25 PM	0:1:25:28			Update antivirus manually now issue resolved	
3202	30-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C301020230011		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	30-10-2023 11:20	10/30/2023 12:45:44 PM	0:1:25:31			Create new archive now issue resolved	
3203	30-10-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C301020230009		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-10-2023 11:19	10/30/2023 12:42:04 PM	0:1:22:48			Remove the paper now issue resolved	
3204	30-10-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C301020230010		Hardware	PC	Not working at all	Others	LOW	Closed	30-10-2023 11:19	10/30/2023 12:44:50 PM	0:1:25:4			Speaker remove and again plug in now issue resolved	
3205	30-10-2023	ALAKNANDA	A 12 Kalkaji	O-M	C301020230008		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-10-2023 11:16	10/30/2023 12:41:26 PM	0:1:24:51			Joined to domain now issue resolved	
3206	30-10-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash Apartment	O-M	C301020230007		Hardware	PC	System Password issue	Password Reset	LOW	Closed	30-10-2023 10:56	10/30/2023 10:59:10 AM	0:0:2:30			Issue has been resolved after reset the password	Remote
3207	30-10-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/ BET	C301020230006		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	30-10-2023 10:50	10/30/2023 10:58:28 AM	0:0:8:9			Issue has been resolved after reset the mail id password	Onsite
3208	30-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C301020230005		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	30-10-2023 10:46	10/30/2023 11:12:08 AM	0:0:25:39			Keyboard replaced as reqd.	Onsite
3209	30-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C301020230004		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	30-10-2023 10:45	10/30/2023 11:12:57 AM	0:0:27:17			Lotus setting corrected as reqd.	Remote
3210	30-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C301020230003		Hardware	PC	System Password issue	Password Reset	LOW	Closed	30-10-2023 10:22	10/30/2023 10:38:46 AM	0:0:15:58			password reset issue resolved..	Remote
3211	30-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C301020230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-10-2023 10:22	10/30/2023 10:38:29 AM	0:0:16:8			reconnected the printer issue resolved..	Remote
3212	30-10-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C301020230001		Network	Rack Issue	Rack Issue	Others	LOW	Closed	30-10-2023 09:29	10/30/2023 10:01:48 AM	0:0:32:10			due to ups mcb off rack power not on now issue resolved..	Onsite
3213	31-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C311020230173		Hardware	PC	Not working at all	Others	LOW	Closed	31-10-2023 17:43	10/31/2023 5:58:03 PM	0:0:14:15			Power issue resolved as reqd.	Onsite
3214	31-10-2023	NEHRU PLACE CSO	Ground Floor	IT	C311020230172		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 17:25	10/31/2023 5:26:12 PM	0:0:0:48			Issue REsolved	Onsite
3215	31-10-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C311020230171		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	31-10-2023 17:24	10/31/2023 5:25:52 PM	0:0:1:3			Issue REsolved	Onsite
3216	31-10-2023	NEHRU PLACE CSO	Ground Floor	HR	C311020230170		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 17:17	10/31/2023 5:19:56 PM	0:0:2:29			issue resolved	Onsite
3217	31-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C311020230169		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 17:14	10/31/2023 5:19:47 PM	0:0:4:50			issue resolved	Onsite
3218	31-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C311020230167		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-10-2023 17:13	10/31/2023 5:19:37 PM	0:0:6:10			issue resolved	Onsite
3219	31-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C311020230168		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 17:13	10/31/2023 5:19:07 PM	0:0:5:27			AFTER PRINTER DRIVER INSTALL ISSUE RESOLVED	Onsite
3220	31-10-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C311020230164		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 17:11	10/31/2023 5:19:13 PM	0:0:8:11			issue resolved	Onsite
3221	31-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C311020230165		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-10-2023 17:11	10/31/2023 5:18:41 PM	0:0:6:54			AFTER PRINTER INSTALL ISSUE RESOLVED	Onsite
3222	31-10-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C311020230166		Hardware	System Software	Other Software	proxy setting	LOW	Closed	31-10-2023 17:11	10/31/2023 5:19:25 PM	0:0:7:27			issue resolved	Onsite
3223	31-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C311020230163		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-10-2023 17:10	10/31/2023 5:18:15 PM	0:0:7:50			AFTER PRINTER INSTALL ISSUE RESOLVED	Onsite
3224	31-10-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C311020230162		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 17:09	10/31/2023 5:17:52 PM	0:0:8:11			AFTER PRINTER DRIVER INSTALL ISSUE RESOLVED	Onsite
3225	31-10-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C311020230161		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 17:09	10/31/2023 5:19:04 PM	0:0:9:59			issue resolved	Onsite
3226	31-10-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C311020230159		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 17:08	10/31/2023 5:18:56 PM	0:0:10:51			issue resolved	Onsite
3227	31-10-2023	VASANT KUNJ	B 1	O-M	C311020230160		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	31-10-2023 17:08	10/31/2023 5:19:55 PM	0:0:11:23			LAN has been properly connected with CPU	Remote
3228	31-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/ BET	C311020230157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-10-2023 17:06	10/31/2023 5:18:05 PM	0:0:11:42			Mail switch from offline to online	Remote
3229	31-10-2023	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	Finance	C311020230158		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 17:06	10/31/2023 5:18:46 PM	0:0:12:6			issue resolved	Onsite
3230	31-10-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	CORPORATE	C311020230156		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	31-10-2023 17:04	10/31/2023 5:18:37 PM	0:0:14:24			issue resolved	Onsite
3231	31-10-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C311020230155		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	31-10-2023 17:02	10/31/2023 5:18:27 PM	0:0:15:57			issue resolved	Onsite
3232	31-10-2023	VASANT KUNJ	Bijwasan	O-M	C311020230154		Hardware	Laptop	Restart Problem	OS/System File/	LOW	Closed	31-10-2023 16:58	10/31/2023 5:17:20 PM	0:0:19:18			Windows repaired	Onsite
3233	31-10-2023	VASANT KUNJ	Mahipalpur	O-M	C311020230153		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-10-2023 16:53	10/31/2023 5:16:29 PM	0:0:23:1			Printer has been shared	Remote
3234	31-10-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C311020230152		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-10-2023 16:51	10/31/2023 5:14:57 PM	0:0:23:17			Sharing printer connected	Remote
3235	31-10-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C311020230151		Hardware	PC	Restart Problem	Others	HIGH	Closed	31-10-2023 16:50	10/31/2023 4:51:52 PM	0:0:1:7			ram changrd	Onsite
3236	31-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230149		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:45	10/31/2023 4:53:06 PM	0:0:7:33			installation done	Onsite
3237	31-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230150		Hardware	System Software	MS Office	Others	LOW	Closed	31-10-2023 16:45	10/31/2023 4:48:46 PM	0:0:2:55			installation done resolved	Onsite
3238	31-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230148		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-10-2023 16:45	10/31/2023 4:52:53 PM	0:0:7:46			installation done	Onsite
3239	31-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230147		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	31-10-2023 16:44	10/31/2023 4:51:57 PM	0:0:7:20			installation done resolved	Onsite
3240	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230146		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:39	10/31/2023 4:52:48 PM	0:0:13:37			google chrome not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3241	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230145		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:38	10/31/2023 4:52:24 PM	0:0:13:49			IP msg not working issue resolved	Onsite
3242	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230144		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	31-10-2023 16:37	10/31/2023 4:52:02 PM	0:0:14:13			Mouse not working issue resolved	Onsite
3243	31-10-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230143		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	31-10-2023 16:28	10/31/2023 4:46:36 PM	0:0:18:6			issue resolved after clean the CPU	Onsite
3244	31-10-2023	NEHRU PLACE	20 No Building	OM-EHV	C311020230142		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	31-10-2023 16:24	10/31/2023 4:43:50 PM	0:0:19:4			mail setting change	Onsite
3245	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230141		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:17	10/31/2023 4:53:49 PM	0:0:36:14			ADS join resolved	Onsite
3246	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230140		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:11	10/31/2023 4:43:16 PM	0:0:31:47			ADS join resolved	Onsite
3247	31-10-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C311020230139		Hardware	PC	Not working at all	Others	LOW	Closed	31-10-2023 16:11	10/31/2023 5:44:55 PM	0:1:33:42			CD drive installed as reqd.	Onsite
3248	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230136		Hardware	System Software	Other Software	New Installation	LOW	Closed	31-10-2023 16:10	10/31/2023 4:42:30 PM	0:0:32:29			Sap P92 new Create problem resolved	Onsite
3249	31-10-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C311020230137		Telecome	Instrument	SIP	Adaptor Faulty	LOW	Closed	31-10-2023 16:10	10/31/2023 5:42:59 PM	0:1:32:51			Complaint logged to vendor as reqd.	Onsite
3250	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230138		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:10	10/31/2023 4:42:44 PM	0:0:31:54			ADS join resolved	Onsite
3251	31-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C311020230134		Hardware	System Software	Other Software	New Installation	LOW	Closed	31-10-2023 16:06	10/31/2023 5:41:56 PM	0:1:35:30			Mcube installation issue resolved as reqd	Onsite
3252	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230133		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	31-10-2023 16:06	10/31/2023 4:51:37 PM	0:0:45:25			Ms excel not working issue resolved	Onsite
3253	31-10-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C311020230135		Hardware	System Software	Other Software	New Installation	LOW	Closed	31-10-2023 16:06	10/31/2023 5:42:10 PM	0:1:35:17			Mcube installation issue resolved as reqd	Onsite
3254	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230132		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:05	10/31/2023 4:41:52 PM	0:0:35:54			ADS join resolved	Onsite
3255	31-10-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C311020230131		Hardware	System Software	Other Software	Browser issue	LOW	Closed	31-10-2023 16:05	10/31/2023 5:41:25 PM	0:1:35:39			Reset link opening issue resolved	Remote
3256	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230130		Hardware	System Software	Other Software	Browser issue	LOW	Closed	31-10-2023 16:05	10/31/2023 4:51:09 PM	0:0:45:36			Ms office not working issue resolved	Onsite
3257	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230129		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:05	10/31/2023 4:34:32 PM	0:0:29:5			ADS join resolved	Onsite
3258	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C311020230128		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	31-10-2023 16:05	10/31/2023 4:50:42 PM	0:0:45:40			google chrome not working issue resolved	Onsite
3259	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230125		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:04	10/31/2023 4:34:24 PM	0:0:30:18			ADS join resolved	Onsite
3260	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230127		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:04	10/31/2023 4:13:54 PM	0:0:9:12			Ads join resolved	Onsite
3261	31-10-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C311020230124		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 16:02	10/31/2023 4:34:13 PM	0:0:31:13			ADS join resolved	Onsite
3262	31-10-2023	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara More	O-M	C311020230123		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	31-10-2023 15:55	10/31/2023 5:26:52 PM	0:1:31:19			printer paper removed and issue resolved.	Onsite
3263	31-10-2023	OTHERS	HUDCO Grid	PROTECTIO N	C311020230122		Hardware	System Software	Other Software	New Installation	LOW	Closed	31-10-2023 15:49	10/31/2023 3:51:14 PM	0:0:1:37			SAP Issue	Onsite
3264	31-10-2023	OTHERS	Andrews Ganj	Enforceme nt	C311020230121		Hardware	Scanner	Scaning issue	Others	LOW	Closed	31-10-2023 15:48	10/31/2023 3:51:36 PM	0:0:2:46			Barcode scanner send to Nehru place	Onsite
3265	31-10-2023	OTHERS	Andrews Ganj	Enforceme nt	C311020230119		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 15:47	10/31/2023 3:52:15 PM	0:0:4:52			Printer issue	Onsite
3266	31-10-2023	OTHERS	Andrews Ganj	Enforceme nt	C311020230120		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 15:47	10/31/2023 3:52:03 PM	0:0:4:5			Printer issue	Onsite
3267	31-10-2023	OTHERS	Andrews Ganj	Enforceme nt	C311020230117		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-10-2023 15:46	10/31/2023 3:53:04 PM	0:0:6:58			Data backup taken from old laptop to new laptop	Onsite
3268	31-10-2023	OTHERS	Andrews Ganj	Enforceme nt	C311020230118		Hardware	System Software	Other Software	proxy setting	LOW	Closed	31-10-2023 15:46	10/31/2023 3:52:31 PM	0:0:5:51			Proxy issue	Onsite
3269	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C311020230116		Hardware	PC	Restart Problem	Physical cleaning	MEDIUM	Closed	31-10-2023 15:37	10/31/2023 5:26:18 PM	0:1:48:25			cpu processor fan jam, Heat the processor.Clean	Onsite
3270	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C311020230115		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	31-10-2023 15:29	10/31/2023 5:25:03 PM	0:1:55:6			Keyboard Change	Onsite
3271	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C311020230114		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	31-10-2023 15:27	10/31/2023 5:24:26 PM	0:1:57:6			Lotus mail software reinstalled.	Remote
3272	31-10-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C311020230113		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-10-2023 14:49	10/31/2023 3:43:36 PM	0:0:53:46			reset the password	Remote
3273	31-10-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C311020230112		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	31-10-2023 14:49	10/31/2023 3:44:03 PM	0:0:54:56			replace the ram	Onsite
3274	31-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C311020230111		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	31-10-2023 14:48	10/31/2023 3:43:17 PM	0:0:55:13			resolve the issue	Remote
3275	31-10-2023	SAKET	Malviya Nagar	HR	C311020230110		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-10-2023 14:27	10/31/2023 2:34:47 PM	0:0:6:56			Printer Driver changed	Onsite
3276	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C311020230109		Hardware	System Software	MS Office	Software Not	MEDIUM	Closed	31-10-2023 14:10	10/31/2023 3:24:46 PM	0:1:14:39			MS OFFICE SOFTWARE REINSTALLED.	Remote
3277	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C311020230108		Hardware	System Software	Other Software	New Installation	LOW	Closed	31-10-2023 14:10	10/31/2023 2:16:45 PM	0:0:6:41			issue has been resolved after reinstalled the SAP	Onsite
3278	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C311020230107		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	31-10-2023 14:09	10/31/2023 2:16:23 PM	0:0:6:50			issue has been resolved after reinstalled the mail	Onsite
3279	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C311020230106		Hardware	System Software	MS Office	Software Not	LOW	Closed	31-10-2023 14:09	10/31/2023 2:16:03 PM	0:0:6:58			issue has been resolved after reinstalled the MS Office	Onsite
3280	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C311020230104		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	31-10-2023 14:08	10/31/2023 2:15:40 PM	0:0:7:33			issue has been resolved after reinstalled the OS	Onsite
3281	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C311020230105		Network	LAN Issue	LAN Issue	RJ45 Replace	MEDIUM	Closed	31-10-2023 14:08	10/31/2023 3:19:11 PM	0:1:10:45			RJ45 CONNECTOR REPLACE	Onsite
3282	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C311020230103		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	31-10-2023 14:07	10/31/2023 3:17:40 PM	0:1:10:9			Mail software repair and issue resolved.	Remote
3283	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C311020230101		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	31-10-2023 13:36	10/31/2023 2:03:38 PM	0:0:27:21			Issue has been resolved after changed the cartridge	Onsite
3284	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C311020230102		Hardware	System Software	MS Office	Software Not	LOW	Closed	31-10-2023 13:36	10/31/2023 2:04:11 PM	0:0:27:13			Issue has been resolved after reinstalled the MS office	Onsite
3285	31-10-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C311020230100		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 13:35	10/31/2023 2:00:31 PM	0:0:24:43			Issue has been resolved after changed printer drivers	Onsite
3286	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	OM-DIV	C311020230098		Hardware	PC	Not working at all	Others	LOW	Closed	31-10-2023 13:12	10/31/2023 1:56:24 PM	0:0:43:29			IP Change.	Remote
3287	31-10-2023	SAKET	D-Block Saket	O-M	C311020230097		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-10-2023 13:09	10/31/2023 1:15:12 PM	0:0:6:0			Mail Inbox setting changed	Remote
3288	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230096		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-10-2023 12:52	10/31/2023 1:56:54 PM	0:1:4:13			Printer IP Configure.	Remote
3289	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230095		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-10-2023 12:51	10/31/2023 1:57:20 PM	0:1:5:51			Printer IP Configure.	Remote
3290	31-10-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C311020230094		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	31-10-2023 12:48	10/31/2023 2:22:57 PM	0:1:34:54			LAN Cable Changed .	Onsite
3291	31-10-2023	NEHRU PLACE	20 No Building	Energy Audit	C311020230092		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 12:46	10/31/2023 1:12:32 PM	0:0:26:16			ip msg re-install	Onsite
3292	31-10-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/ BET	C311020230093		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	31-10-2023 12:46	10/31/2023 2:22:29 PM	0:1:36:10			RAM Clean & reinsert the RAM.	Onsite
3293	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230091		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-10-2023 12:45	10/31/2023 1:57:48 PM	0:1:12:12			Printer IP Configure.	Remote
3294	31-10-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C311020230090		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	31-10-2023 12:45	10/31/2023 2:21:58 PM	0:1:36:34			Manual IP configured.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3295	31-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C311020230089		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 12:44	10/31/2023 1:53:34 PM	0:1:9:7			Reconfigured the printer drivers.	Onsite
3296	31-10-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C311020230087		Hardware	PC	Not working at all	Sent to Nehru	LOW	Closed	31-10-2023 12:43	10/31/2023 1:52:42 PM	0:1:9:24			Sent to Nehru place for repairing.	Onsite
3297	31-10-2023	NEHRU PLACE	W Block GK 1	O-M	C311020230088		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-10-2023 12:43	10/31/2023 1:53:09 PM	0:1:9:14			Ticket raise for vendor .	Onsite
3298	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C311020230086		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	31-10-2023 12:40	10/31/2023 1:58:42 PM	0:1:18:29			Network IP RECONFIGURE	Onsite
3299	31-10-2023	PALAM	Kailash Puri Complaint Center	O-M	C311020230085		Hardware	System Software	Other Software	Browser issue	LOW	Closed	31-10-2023 12:39	10/31/2023 1:58:24 PM	0:1:18:27			Consumer tagging Link Installation.	Remote
3300	31-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	BUSINESS/ BET	C311020230084		Hardware	System Software	Other Software	software corrupt	LOW	Closed	31-10-2023 12:39	10/31/2023 1:06:10 PM	0:0:26:42			Proxy settings change.	Remote
3301	31-10-2023	SAKET	Chhatarpur CC	O-M	C311020230083		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 12:38	10/31/2023 1:14:02 PM	0:0:35:26			Reassign	Remote
3302	31-10-2023	SAKET	Malviya Nagar	BUSINESS/ BET	C311020230082		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	31-10-2023 12:36	10/31/2023 1:12:53 PM	0:0:36:1			Re-installed the Lotus S/W	Onsite
3303	31-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	BUSINESS/ BET	C311020230081		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 12:34	10/31/2023 1:06:34 PM	0:0:31:36			Printer driver installation.	Remote
3304	31-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C311020230080		Hardware	System Software	Other Software	proxy setting	LOW	Closed	31-10-2023 12:34	10/31/2023 12:42:39 PM	0:0:8:38			Proxy setting change.	Onsite
3305	31-10-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C311020230078		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 12:30	10/31/2023 1:08:03 PM	0:0:37:34			VPN configured.	Onsite
3306	31-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C311020230079		Network	LAN Issue	LAN Issue	Others	LOW	Closed	31-10-2023 12:30	10/31/2023 12:46:53 PM	0:0:16:14			Replaced LAN cable issue resolbe	Onsite
3307	31-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C311020230077		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	31-10-2023 12:27	10/31/2023 12:31:44 PM	0:0:4:40			Printer driver installation.	Onsite
3308	31-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C311020230076		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	31-10-2023 12:25	10/31/2023 1:11:58 PM	0:0:46:6			RJ45 replaced from N/W switch Side	Onsite
3309	31-10-2023	OTHERS	VSNL	O-M	C311020230075		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 12:24	10/31/2023 12:45:18 PM	0:0:20:43			Account re-jain	Onsite
3310	31-10-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C311020230074		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-10-2023 12:23	10/31/2023 12:31:23 PM	0:0:7:38			mail account locked mail forward to reldelhi notes support.	Onsite
3311	31-10-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C311020230073		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	31-10-2023 12:23	10/31/2023 1:11:29 PM	0:0:47:47			RJ45 crimp from N/W switch Side	Onsite
3312	31-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C311020230071		Hardware	Scanner	Scaning issue	No Power Issue	MEDIUM	Closed	31-10-2023 12:22	10/31/2023 12:53:14 PM	0:0:30:59			scanner power cable change.scanner working now.	Onsite
3313	31-10-2023	OTHERS	VSNL	O-M	C311020230072		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	31-10-2023 12:22	10/31/2023 12:44:28 PM	0:0:21:55			mouse replaced	Onsite
3314	31-10-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/ BET	C311020230070		Hardware	System Software	Other Software	software corrupt	LOW	Closed	31-10-2023 12:21	10/31/2023 12:30:48 PM	0:0:8:51			OS repair.	Onsite
3315	31-10-2023	OTHERS	VSNL	BUSINESS/ BET	C311020230069		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	31-10-2023 12:21	10/31/2023 12:44:07 PM	0:0:22:28			New replica Create issue resolve	Onsite
3316	31-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C311020230068		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	31-10-2023 12:11	10/31/2023 4:52:18 PM	0:4:40:24			chrome reinstall	Onsite
3317	31-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C311020230066		Hardware	System Software	Other Software	Adobe Issue	HIGH	Closed	31-10-2023 12:10	10/31/2023 4:51:21 PM	0:4:41:11			Pdf install	Onsite
3318	31-10-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C311020230067		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	31-10-2023 12:10	10/31/2023 4:52:38 PM	0:4:41:39			password changed	Onsite
3319	31-10-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C311020230065		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	31-10-2023 12:06	10/31/2023 1:50:55 PM	0:1:44:6			c drive defragment process, prefetch, Temp file clean	Remote
3320	31-10-2023	SAKET	Adchini	DTC	C311020230064		Hardware	PC	TFT	Power Issue	LOW	Closed	31-10-2023 12:05	10/31/2023 12:13:42 PM	0:0:8:6			not on	Onsite
3321	31-10-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C311020230063		Hardware	Scanner	Scaning issue	Paper Folding	MEDIUM	Closed	31-10-2023 12:04	10/31/2023 12:54:54 PM	0:0:50:2			scanner paper jam removed the paper issue resolved.	Onsite
3322	31-10-2023	SAKET	Adchini	DSS	C311020230062		Hardware	System Software	Other Software	Browser issue	LOW	Closed	31-10-2023 12:04	10/31/2023 12:13:11 PM	0:0:8:28			DSK portal not open	Remote
3323	31-10-2023	OTHERS	VSNL	BUSINESS/ BET	C311020230061		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	31-10-2023 12:03	10/31/2023 12:43:36 PM	0:0:40:27			RAM Faulty replaced ram ISSUE RESOLVE	Onsite
3324	31-10-2023	SAKET	Adchini	DSS	C311020230058		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	31-10-2023 12:01	10/31/2023 12:12:47 PM	0:0:11:35			Mail not work	Remote
3325	31-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C311020230059		Hardware	Scanner	Scaning issue	Others	LOW	Closed	31-10-2023 12:01	10/31/2023 12:42:58 PM	0:0:41:43			Power cable replaced	Onsite
3326	31-10-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C311020230060		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	31-10-2023 12:01	10/31/2023 12:42:10 PM	0:0:40:26			printer driver reinstalled.	Remote
3327	31-10-2023	SAKET	Adchini	BUSINESS/ BET	C311020230057		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	31-10-2023 12:00	10/31/2023 12:12:16 PM	0:0:11:42			Excel file not open	Onsite
3328	31-10-2023	SAKET	Pushp Vihar Sector 3	WORKSHOP	C311020230055		Network	Link Connectivit	Link Connectivity Issue	Access Point Issue	LOW	Closed	31-10-2023 11:59	10/31/2023 12:11:52 PM	0:0:12:18			Dongle not work	Onsite
3329	31-10-2023	OTHERS	VSNL	Enforcement	C311020230056		Hardware	System Software	Other Software	software corrupt	LOW	Closed	31-10-2023 11:59	10/31/2023 12:42:41 PM	0:0:42:43			.NET re-installed	Onsite
3330	31-10-2023	NAJAF GARH	Najafgarh Dispensary, Desu Colony, Near Sai Temple	Dispancery	C311020230052		Hardware	MOUSE	Not working	Working after	MEDIUM	Closed	31-10-2023 11:58	10/31/2023 12:51:29 PM	0:0:53:26			Mouse scroll clean and scroll working fine.	Onsite
3331	31-10-2023	SAKET	Adchini	SAFETY	C311020230053		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	31-10-2023 11:58	10/31/2023 12:10:16 PM	0:0:12:7			LAN not work	Onsite
3332	31-10-2023	SAKET	Adchini	O-M	C311020230054		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	31-10-2023 11:58	10/31/2023 12:10:56 PM	0:0:12:4			mail not open	Onsite
3333	31-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C311020230050		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-10-2023 11:54	10/31/2023 12:42:08 PM	0:0:47:23			LAN Re-insert issue resolve	Onsite
3334	31-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C311020230049		Hardware	System Software	Other Software	software corrupt	LOW	Closed	31-10-2023 11:49	10/31/2023 12:41:33 PM	0:0:52:25			Remove & re-installed	Onsite
3335	31-10-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C311020230048		Hardware	System Software	Other Software	New Installation	LOW	Closed	31-10-2023 11:48	10/31/2023 12:36:36 PM	0:0:48:30			Oracle Re-installed	Onsite
3336	31-10-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	MMG	C311020230047		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	31-10-2023 11:46	10/31/2023 11:47:41 AM	0:0:0:54			map the archive	Remote
3337	31-10-2023	NEHRU PLACE	20 No Building	HR	C311020230046		Telecome	Instrument	Analog	Line Faulty	LOW	Closed	31-10-2023 11:41	10/31/2023 1:12:13 PM	0:1:30:15			lan cable re-insert	Onsite
3338	31-10-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C311020230045		Hardware	PC	Not working at all	Others	LOW	Closed	31-10-2023 11:28	10/31/2023 12:10:57 PM	0:0:42:31			Login with local user than login with ads user.	Remote
3339	31-10-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C311020230044		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	31-10-2023 11:25	10/31/2023 12:21:13 PM	0:0:56:9			Complaint logged.	Onsite
3340	31-10-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C311020230043		Telecome	Instrument	Line Cord	Line Cord Faulty	LOW	Re-Assign	31-10-2023 11:24					line faulty	Onsite
3341	31-10-2023	HAUZ KHAAS	Green Park Market	O-M	C311020230041		Hardware	UPS	Backup	Others	LOW	Closed	31-10-2023 11:20	10/31/2023 12:21:00 PM	0:1:0:54			Complaint logged to vendor.	Onsite
3342	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230042		Hardware	QMS	Hardware Issue	Sent to Nehru	LOW	Closed	31-10-2023 11:20	10/31/2023 12:11:29 PM	0:0:50:49			Restart machine.	Remote
3343	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230040		Hardware	System Software	Other Software	Browser issue	LOW	Closed	31-10-2023 11:18	10/31/2023 12:11:50 PM	0:0:53:2			Sap password Reset.	Remote
3344	31-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C311020230039		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	31-10-2023 11:16	10/31/2023 11:31:00 AM	0:0:14:56			archived the mail from server and compact the server issue resovled	Onsite
3345	31-10-2023	HAUZ KHAAS	Green Park Market	O-M	C311020230038		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-10-2023 11:12	10/31/2023 12:20:12 PM	0:1:8:3			Lotus mail configured.	Onsite
3346	31-10-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C311020230037		Hardware	UPS	Backup	Output Issue	LOW	Closed	31-10-2023 11:09	10/31/2023 12:12:42 PM	0:1:3:20			Take followup issue resolve by vendor.	Remote
3347	31-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C311020230036		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	31-10-2023 11:08	10/31/2023 12:19:48 PM	0:1:10:55			Printer paper clear.	Onsite
3348	31-10-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	OM-DIV	C311020230035		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	31-10-2023 11:07	10/31/2023 11:50:41 AM	0:0:43:24			flt done network working fine now.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3349	31-10-2023	OKHLA	Okhla Phase 2(BIDC)	GIS	C311020230034		Network	LAN Issue	LAN Issue	Phone Problem	HIGH	Re-Assign	31-10-2023 11:07					Phone Lan point not working also my 1I/W5 extension port not working	Onsite
3350	31-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C311020230033		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	31-10-2023 11:06	10/31/2023 11:51:03 AM	0:0:44:41			clean the cache and temp file	Onsite
3351	31-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C311020230032		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	31-10-2023 11:06	10/31/2023 12:19:19 PM	0:1:13:3			Lotus archive issue.	Onsite
3352	31-10-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C311020230031		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	31-10-2023 11:05	10/31/2023 11:47:19 AM	0:0:41:41			check the printer and log the call	Onsite
3353	31-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C311020230029		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 11:05	10/31/2023 11:57:32 AM	0:0:52:32			SAP P92 configured.	Onsite
3354	31-10-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C311020230030		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 11:05	10/31/2023 12:12:29 PM	0:1:6:56			Adobe installed.	Onsite
3355	31-10-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C311020230028		Hardware	PC	Restart Problem	Harddisk Issue	LOW	Closed	31-10-2023 11:01	10/31/2023 11:58:44 AM	0:0:57:10			replaced hard disk sata cable now issue resolved..	Onsite
3356	31-10-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C311020230027		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	31-10-2023 11:00	10/31/2023 11:30:24 AM	0:0:30:14			created the new archive issue resolved	Onsite
3357	31-10-2023	R.K.PURAM	Bhikaiji Cama Place	OM-DIV	C311020230026		Hardware	PC	Internet Issue	Internet Issue	LOW	Closed	31-10-2023 10:59	10/31/2023 11:29:57 AM	0:0:30:23			talk with scada team and change the lan port issue resolved	Onsite
3358	31-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C311020230025		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	31-10-2023 10:58	10/31/2023 11:11:43 AM	0:0:12:56			USED BY DIENOTES EXE NOW ISSUE RESOLVED..	Onsite
3359	31-10-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C311020230024		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	31-10-2023 10:57	10/31/2023 11:29:38 AM	0:0:31:58			change the RAM issue resolved	Onsite
3360	31-10-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C311020230022		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	31-10-2023 10:56	10/31/2023 11:29:04 AM	0:0:33:1			change the patch cable issue resolved	Onsite
3361	31-10-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C311020230023		Network	LAN Issue	Display Issue	Restart required	LOW	Closed	31-10-2023 10:56	10/31/2023 11:29:25 AM	0:0:32:33			change the power socket issue resolved	Onsite
3362	31-10-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C311020230021		Hardware	PC	Not working at all	Others	LOW	Closed	31-10-2023 10:54	10/31/2023 11:28:47 AM	0:0:34:44			pc shifted to b-32 mayapuri issue resolved	Onsite
3363	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230020		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	31-10-2023 10:51	10/31/2023 11:27:44 AM	0:0:36:44			DDR 2 Pc Replaced With DDR 3 Pc All The Data Transferred & Software Installed	Onsite
3364	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230019		Hardware	PC	Hanging/Slow processing	Driver installation	LOW	Closed	31-10-2023 10:50	10/31/2023 11:26:19 AM	0:0:36:19			CD Writer Drivers Installed Again Now Working Issue Resolved	Onsite
3365	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230018		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	31-10-2023 10:48	10/31/2023 11:25:42 AM	0:0:36:52			Mail Archive Then Compact & Replicate The mails Now Working Issue resolved	Onsite
3366	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230016		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	31-10-2023 10:47	10/31/2023 11:24:47 AM	0:0:37:2			Delete All Temp Files & Prefetch Files Now Working Fine Issue Resolved	Onsite
3367	31-10-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/BET	C311020230017		Hardware	PC	Not working at all	No power	LOW	Closed	31-10-2023 10:47	10/31/2023 11:36:33 AM	0:0:48:36			issue resolved change the power cable	Onsite
3368	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230014		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	31-10-2023 10:46	10/31/2023 11:23:25 AM	0:0:37:21			Remove Cartage Then Remove Paper And Set The Printer Setting On Bond Now	Onsite
3369	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230015		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	31-10-2023 10:46	10/31/2023 11:24:02 AM	0:0:37:18			Adobe Uninstall Then Reinstall Now Working issue resolved	Onsite
3370	31-10-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C311020230013		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	31-10-2023 10:44	10/31/2023 11:22:36 AM	0:0:37:54			Cartage Replaced Now working Issue resolved	Onsite
3371	31-10-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C311020230012		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-10-2023 10:35	10/31/2023 11:09:38 AM	0:0:34:14			Issue Resolved	Onsite
3372	31-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C311020230011		Hardware	System Software	Other Software	proxy setting	LOW	Closed	31-10-2023 09:58	10/31/2023 10:00:16 AM	0:0:1:31			Issue Resolved	Onsite
3373	31-10-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C311020230010		Hardware	System Software	Other Software	proxy setting	LOW	Closed	31-10-2023 09:57	10/31/2023 10:00:08 AM	0:0:2:23			Issue Resolved	Onsite
3374	31-10-2023	NEHRU PLACE CSO	Ground Floor	DSK	C311020230009		Hardware	Scanner	Scaning issue	Others	LOW	Closed	31-10-2023 09:56	10/31/2023 9:59:58 AM	0:0:3:26			Issue Resolved	Onsite
3375	31-10-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C311020230008		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 09:50	10/31/2023 9:59:50 AM	0:0:9:47			Issue Resolved	Onsite
3376	31-10-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C311020230007		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	31-10-2023 09:48	10/31/2023 9:59:42 AM	0:0:11:12			Issue Resolved	Onsite
3377	31-10-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	RCM	C311020230006		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	31-10-2023 09:47	10/31/2023 9:59:36 AM	0:0:11:56			Issue Resolved	Onsite
3378	31-10-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C311020230005		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	31-10-2023 09:47	10/31/2023 9:59:22 AM	0:0:12:22			Issue Resolved	Onsite
3379	31-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C311020230004		Hardware	System Software	Other Software	Browser issue	LOW	Closed	31-10-2023 09:39	10/31/2023 10:48:08 AM	0:1:8:47			Sharing PC password reset & restart then sharing file accessing.	Onsite
3380	31-10-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C311020230003		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	31-10-2023 09:38	10/31/2023 10:47:18 AM	0:1:8:39			LAN cable reinsert & restart the Printer.	Onsite
3381	31-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	IT	C311020230002		Telecome	CCTV	Camera	Others	LOW	Closed	31-10-2023 09:34	10/31/2023 9:54:25 AM	0:0:20:0			power issue resolved... now camera is working fine	Onsite
3382	31-10-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C311020230001		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	31-10-2023 09:33	10/31/2023 9:54:53 AM	0:0:21:2			reset the password and mail to lotus admin for unlock the account	Onsite
3383	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C091120230063		Hardware	System Software	MS Office	Others	LOW	Closed	09-11-2023 15:02	11-09-2023 16:13	0:1:11:38			issue has been resolved after installed the MS office	Onsite
3384	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C091120230061		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-11-2023 15:01	11-09-2023 16:13	0:1:11:30			issue has been resolved after installed the mail	Onsite
3385	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C091120230060		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-11-2023 15:00	11-09-2023 16:11	0:1:10:32			issue has been resolved after reinstalled the OS	Onsite
3386	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C091120230059		Hardware	System Software	Other Software	proxy setting	LOW	Closed	09-11-2023 14:58	11-09-2023 16:10	0:1:11:48			issue has been resolved after reset the system password	Onsite
3387	01-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C091120230056		Hardware	PC	System Password issue	Password Reset	LOW	Closed	09-11-2023 14:57	11-09-2023 16:05	0:1:8:2			issue has been resolved after reset the system password	Onsite
3388	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C091120230057		Hardware	PC	System Password issue	Password Reset	LOW	Closed	09-11-2023 14:57	11-09-2023 16:05	0:1:7:28			issue has been resolved after reset the system password	Onsite
3389	01-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C091120230055		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	09-11-2023 14:52	11/13/2023 10:18:11 AM	3:19:25:37			LAN not working issue	Onsite
3390	01-11-2023	SAKET	Adchini	BUSINESS/BET	C031120230070		Hardware	PC	TFT	Others	LOW	Closed	03-11-2023 14:30	11-03-2023 14:50	0:0:20:23			Projector installed	Onsite
3391	01-11-2023	PUNJABI BAGH	Punjabi Bagh CPC Store Club Road	BUSINESS/BET	C021120230037		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 12:59	11-02-2023 13:15	0:0:15:54			New win 10 re-installation done with all software installed also joined with ads	Onsite
3392	01-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C021120230006		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	02-11-2023 10:46	11-02-2023 11:31	0:0:45:56			Issue has been resolved after changed the printer lan cable	Onsite
3393	01-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C011120230161		Network	LAN Issue	LAN Issue	New Phone Point	LOW	Closed	01-11-2023 18:45	11-01-2023 18:57	0:0:11:50			after lan port change issue resolved	Onsite
3394	01-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C011120230160		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	01-11-2023 18:42	11-01-2023 18:57	0:0:14:56			after mail archived issue resolved	Onsite
3395	01-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C011120230159		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	01-11-2023 18:39	11-01-2023 18:55	0:0:16:44			after mail unlocked issue resolved	Onsite
3396	01-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C011120230158		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	01-11-2023 18:38	11-01-2023 18:53	0:0:15:34			after paper jam clear issue resolved	Onsite
3397	01-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C011120230157		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	01-11-2023 18:29	11-01-2023 18:53	0:0:24:12			after paper jam clear issue resolved	Onsite
3398	01-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C011120230156		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-11-2023 18:23	11-01-2023 18:53	0:0:29:42			after change admin rights scan file access from other pc	Onsite
3399	01-11-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	O-M	C011120230155		Hardware	UPS	Backup	No Power	LOW	Closed	01-11-2023 18:16	11-01-2023 18:48	0:0:32:18			after visit and change power socket issue resolved	Onsite
3400	01-11-2023	OTHERS	VSNL	O-M	C011120230154		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-11-2023 17:30	11-01-2023 17:58	0:0:27:43			Printer USB Cable replaced issue resolve	Onsite
3401	01-11-2023	OTHERS	VSNL	RCM	C011120230153		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	01-11-2023 17:29	11-01-2023 17:57	0:0:28:8			Replaced Keyboard	Onsite
3402	01-11-2023	OTHERS	VSNL	RCM	C011120230152		Hardware	PC	System Password issue	Password Reset	LOW	Closed	01-11-2023 17:28	11-01-2023 17:57	0:0:28:26			Unlock user account	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3403	01-11-2023	OTHERS	VSNL	QUALITY	C011120230150		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	01-11-2023 17:27	11-01-2023 17:56	0:0:29:5			Change password	Onsite
3404	01-11-2023	OTHERS	VSNL	QUALITY	C011120230151		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 17:27	11-01-2023 17:56	0:0:28:53			Printer driver re-installed	Onsite
3405	01-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C011120230149		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 17:26	11-01-2023 17:56	0:0:29:58			Genus re-installed	Onsite
3406	01-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C011120230148		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	01-11-2023 17:25	11-01-2023 17:55	0:0:30:17			USB Driver installed	Onsite
3407	01-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C011120230147		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	01-11-2023 17:24	11-01-2023 17:55	0:0:30:53			TNS replaced issue resolve	Onsite
3408	01-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C011120230146		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 17:23	11-01-2023 17:54	0:0:30:59			Remove and re-installed issue resolve	Onsite
3409	01-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C011120230145		Hardware	System Software	Other Software	Browser issue	LOW	Closed	01-11-2023 17:11	11-01-2023 17:29	0:0:17:22			updated the chrome browser issue resolved	Onsite
3410	01-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C011120230144		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	01-11-2023 17:11	11-01-2023 17:28	0:0:17:38			change the patch cable issue resolved	Onsite
3411	01-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C011120230143		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	01-11-2023 17:08	11-01-2023 17:28	0:0:20:12			change the cartridge issue resolved	Onsite
3412	01-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C011120230142		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-11-2023 17:07	11-01-2023 17:27	0:0:20:4			clean the RAM and reinstalled the RAM issue resolved	Onsite
3413	01-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C011120230141		Hardware	System Software	Other Software	Browser issue	LOW	Closed	01-11-2023 17:06	11-01-2023 17:26	0:0:20:13			updated the chrome browser issue resolved	Onsite
3414	01-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C011120230140		Hardware	Laptop	Not working at all	Others	LOW	Closed	01-11-2023 17:05	11-01-2023 17:26	0:0:20:12			change the policy on ADS server or VPN rights issue resolved	Onsite
3415	01-11-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C011120230139		Hardware	System Software	MS Office	Others	LOW	Closed	01-11-2023 16:57	11-01-2023 16:59	0:0:1:48			Issue Resolved	Onsite
3416	01-11-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C011120230138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-11-2023 16:56	11-01-2023 16:58	0:0:2:12			Issue Resolved	Onsite
3417	01-11-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C011120230137		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-11-2023 16:56	11-01-2023 16:58	0:0:2:36			Issue Resolved	Onsite
3418	01-11-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	RCM	C011120230136		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 16:55	11-01-2023 16:58	0:0:3:10			Issue Resolved	Onsite
3419	01-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C011120230133		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-11-2023 16:54	11-01-2023 16:57	0:0:3:30			Issue Resolved	Onsite
3420	01-11-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C011120230135		Hardware	Laptop	System Password issue	Others	LOW	Closed	01-11-2023 16:54	11-01-2023 16:58	0:0:3:49			Issue Resolved	Onsite
3421	01-11-2023	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	Finance	C011120230134		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 16:54	11-01-2023 16:58	0:0:3:43			Issue Resolved	Onsite
3422	01-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C011120230132		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	01-11-2023 16:50	11-01-2023 16:53	0:0:3:27			issue resolved	Onsite
3423	01-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011120230131		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	01-11-2023 16:50	11-01-2023 16:52	0:0:2:19			pdf not working issue resolved	Onsite
3424	01-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011120230130		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	01-11-2023 16:49	11-01-2023 16:52	0:0:2:28			pdf not working issue resolved	Onsite
3425	01-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C011120230129		Hardware	System Software	Other Software	proxy setting	LOW	Closed	01-11-2023 16:48	11-01-2023 16:53	0:0:4:34			issue resolved	Onsite
3426	01-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C011120230127		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	01-11-2023 16:48	11-01-2023 16:53	0:0:4:48			issue resolved	Onsite
3427	01-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011120230128		Hardware	System Software	MS Office	Software Not	LOW	Closed	01-11-2023 16:48	11-01-2023 16:51	0:0:3:20			google chrome not working issue resolved	Onsite
3428	01-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011120230125		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	01-11-2023 16:47	11-01-2023 16:51	0:0:3:40			domain joiing done	Onsite
3429	01-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011120230124		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	01-11-2023 16:47	11-01-2023 16:50	0:0:3:27			google chrome not working issue resolved	Onsite
3430	01-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C011120230126		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	01-11-2023 16:47	11-01-2023 16:52	0:0:5:2			issue resolved	Onsite
3431	01-11-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C011120230123		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-11-2023 16:47	11-01-2023 16:52	0:0:5:36			issue resolved	Onsite
3432	01-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C011120230122		Hardware	PC	Network Not Working	No Power	LOW	Closed	01-11-2023 16:44	11-01-2023 16:52	0:0:8:18			issue resolved	Onsite
3433	01-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C011120230121		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-11-2023 16:43	11-01-2023 16:52	0:0:9:18			issue resolved	Onsite
3434	01-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C011120230120		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 16:41	11-01-2023 16:52	0:0:10:20			issue resolved	Onsite
3435	01-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C011120230119		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	01-11-2023 16:41	11-01-2023 16:52	0:0:10:55			issue resolved	Onsite
3436	01-11-2023	OTHERS	Andrews Ganj	Enforcement	C011120230117		Hardware	System Software	Other Software	New Installation	LOW	Closed	01-11-2023 16:40	11-01-2023 16:42	0:0:1:50			PC booting issue	Onsite
3437	01-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C011120230118		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	01-11-2023 16:40	11-01-2023 16:51	0:0:11:35			issue resolved	Onsite
3438	01-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C011120230116		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	01-11-2023 16:39	11-01-2023 16:51	0:0:11:54			issue resolved	Onsite
3439	01-11-2023	OTHERS	Andrews Ganj	Enforcement	C011120230114		Hardware	UPS	Backup	Others	LOW	Closed	01-11-2023 16:38	11-01-2023 16:42	0:0:4:32			ups issue, informed to vendor	Onsite
3440	01-11-2023	OTHERS	Andrews Ganj	Enforcement	C011120230115		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	01-11-2023 16:38	11-01-2023 16:42	0:0:3:28			mail installation	Onsite
3441	01-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C011120230113		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 16:37	11-01-2023 16:43	0:0:5:40			Printer installation	Onsite
3442	01-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C011120230112		Hardware	System Software	Other Software	New Installation	LOW	Closed	01-11-2023 16:37	11-01-2023 18:38	0:2:0:49			Genus installation successful, working now.	
3443	01-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C011120230111		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 16:36	11-01-2023 16:43	0:0:6:53			pc slow issue	Onsite
3444	01-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C011120230110		Hardware	System Software	Other Software	New Installation	LOW	Closed	01-11-2023 16:36	11-01-2023 16:40	0:0:4:54			ADS Issue	Onsite
3445	01-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C011120230109		Hardware	UPS	Backup	Others	LOW	Closed	01-11-2023 16:33	11-01-2023 17:16	0:0:42:23			Faulty batteries returned to UPS vendor thru gatepass.	Onsite
3446	01-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C011120230107		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-11-2023 16:32	11-01-2023 17:15	0:0:43:14			User Sent mail thru Archive, mail showing there.	Onsite
3447	01-11-2023	NEHRU PLACE	W Block GK 1	O-M	C011120230108		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	01-11-2023 16:32	11-01-2023 17:10	0:0:37:37			USB cable reinsert.	Onsite
3448	01-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C011120230106		Hardware	Laptop	Not working at all	Harddisk Issue	LOW	Closed	01-11-2023 16:31	11-01-2023 17:15	0:0:43:8			Harddisk issue resolved as reqd	Onsite
3449	01-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C011120230105		Hardware	System Software	Other Software	Browser issue	LOW	Closed	01-11-2023 16:29	11-01-2023 17:09	0:0:40:36			Consumer details web browser enabled.	Onsite
3450	01-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C011120230104		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-11-2023 16:27	11-01-2023 17:09	0:0:41:28			RAM cleaning & reinsert.	Onsite
3451	01-11-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C011120230102		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-11-2023 16:26	11-01-2023 17:06	0:0:40:23			Wi-Fi connectivity change then working fine.	Onsite
3452	01-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C011120230103		Hardware	System Software	Other Software	Browser issue	LOW	Closed	01-11-2023 16:26	11-01-2023 17:07	0:0:40:11			Google chrome setting changed.	Onsite
3453	01-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C011120230101		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	01-11-2023 16:09	11-01-2023 16:16	0:0:7:28			Mouse replaced.	Onsite
3454	01-11-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	BUSINESS/BET	C011120230100		Hardware	UPS	Backup	Others	LOW	Closed	01-11-2023 16:07	11-01-2023 16:16	0:0:8:48			AD user locked.	Onsite
3455	01-11-2023	PALAM	Kailash Puri Complaint Center	O-M	C011120230099		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	01-11-2023 16:06	11-01-2023 17:48	0:1:42:29			Jam Paper removed.	Onsite
3456	01-11-2023	SAKET	Malviya Nagar	HR	C011120230098		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 16:02	11-01-2023 16:36	0:0:33:41			Printer installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3457	01-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C011120230097		Hardware	PC	TFT	Power Issue	LOW	Closed	01-11-2023 16:01	11-01-2023 16:15	0:0:14:47			Power cable replaced.	Onsite
3458	01-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C011120230095		Hardware	Laptop	Screen Issue	Others	LOW	Closed	01-11-2023 16:00	11-01-2023 16:07	0:0:7:23			connected	Onsite
3459	01-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C011120230096		Hardware	System Software	Other Software	New Installation	LOW	Closed	01-11-2023 16:00	11-01-2023 16:07	0:0:6:39			done	Remote
3460	01-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	MMG	C011120230094		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	01-11-2023 16:00	11-01-2023 16:32	0:0:32:20			Archive file Path reconfigure.	Remote
3461	01-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C011120230092		Hardware	PC	System Password issue	Password Reset	LOW	Closed	01-11-2023 15:59	11-01-2023 16:07	0:0:8:22			done	Remote
3462	01-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C011120230093		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	01-11-2023 15:59	11-01-2023 16:15	0:0:15:31			Chrome updated.	Onsite
3463	01-11-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C011120230091		Hardware	System Software	Other Software	New Installation	LOW	Closed	01-11-2023 15:59	11-01-2023 16:08	0:0:8:59			joined	Onsite
3464	01-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C011120230090		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	01-11-2023 15:58	11-01-2023 16:08	0:0:9:36			cable connected	Remote
3465	01-11-2023	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala Heri	IT	C011120230089		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	01-11-2023 15:57	11-01-2023 15:58	0:0:0:18			check network drivers , reinstall done set ip again and change port from switch end	Onsite
3466	01-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C011120230088		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	01-11-2023 15:56	11-01-2023 16:31	0:0:34:56			Re-connecting Network cable and problem resolved.	Onsite
3467	01-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	Recovery	C011120230087		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	01-11-2023 15:43	11-01-2023 16:29	0:0:46:42			C Drive Full.Clean the Temp,prefetch file and resolved the issue.	Onsite
3468	01-11-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C011120230086		Hardware	PC	Not working at all	Others	HIGH	Closed	01-11-2023 15:40	11-01-2023 16:20	0:0:39:37			network dives restart	Onsite
3469	01-11-2023	SAKET	Adchini	CIVIL	C011120230085		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	01-11-2023 15:40	11-01-2023 16:35	0:0:55:42			Scanner driver re-installed	Onsite
3470	01-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C011120230084		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	HIGH	Closed	01-11-2023 15:39	11-01-2023 16:20	0:0:41:18			mail archive location changed	Onsite
3471	01-11-2023	NAJAF GARH	Najafgarh Dispensary, Desu Colony, Near Sai Temple	Dispancery	C011120230082		Hardware	System Software	Other Software	software corrupt	MEDIUM	Closed	01-11-2023 15:38	11-01-2023 16:29	0:0:51:19			Adobe Acrobat software reinstalled.	Remote
3472	01-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	Billing	C011120230083		Hardware	KEYBOARD	Not working	Hardware Faulty	HIGH	Closed	01-11-2023 15:38	11-01-2023 16:21	0:0:42:54			keyboard reconnect and pc restart	Onsite
3473	01-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C011120230081		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	01-11-2023 15:37	11-01-2023 16:19	0:0:41:57			Printer lan cable changed	Onsite
3474	01-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C011120230080		Hardware	PC	Restart Problem	Others	HIGH	Closed	01-11-2023 15:36	11-01-2023 16:18	0:0:42:16			Power cable changrd	Onsite
3475	01-11-2023	SAKET	Adchini	DSS	C011120230079		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	01-11-2023 15:30	11-01-2023 16:34	0:1:4:31			RJ45 crimp	Onsite
3476	01-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C011120230078		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	01-11-2023 15:27	11-01-2023 16:34	0:1:6:16			Re-insert the LAN cable from printer	Onsite
3477	01-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C011120230077		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	01-11-2023 15:26	11-01-2023 16:31	0:1:4:46			Keyboard faulty, sent to NHP for replacement	Onsite
3478	01-11-2023	SAKET	MIG CC	O-M	C011120230076		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	01-11-2023 15:24	11-01-2023 16:30	0:1:6:20			Re-insert the Hard Drive	Onsite
3479	01-11-2023	SAKET	Malviya Nagar CC	O-M	C011120230075		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	01-11-2023 15:23	11-01-2023 16:30	0:1:6:24			Printer cartridge changed	Onsite
3480	01-11-2023	SAKET	MMTC CC	O-M	C011120230074		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	01-11-2023 15:22	11-01-2023 16:29	0:1:6:56			RJ45 replaced	Onsite
3481	01-11-2023	VASANT KUNJ	Bijwasan	O-M	C011120230073		Hardware	System Software	Other Software	Browser issue	LOW	Closed	01-11-2023 15:09	11-01-2023 15:59	0:0:50:37			Browser changed	Remote
3482	01-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	Store	C011120230072		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	01-11-2023 15:08	11-01-2023 15:58	0:0:50:41			Created a new replica	Remote
3483	01-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C011120230071		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-11-2023 15:07	11-01-2023 15:58	0:0:50:49			Created a new workspace	Remote
3484	01-11-2023	VASANT KUNJ	Bijwasan	O-M	C011120230070		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 15:06	11-01-2023 15:57	0:0:51:7			Sharing printer reconnected	Remote
3485	01-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C011120230069		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 14:50	11-01-2023 14:52	0:0:1:55			Printer driver installation.	Onsite
3486	01-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/BET	C011120230068		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 14:49	11-01-2023 14:51	0:0:2:42			install windows and all necessary softwares	Onsite
3487	01-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	O-M	C011120230067		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 14:48	11-01-2023 14:51	0:0:2:47			Win 10 reinstall.	Onsite
3488	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C011120230066		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	01-11-2023 14:40	11-01-2023 15:39	0:0:58:17			Issue has been resolved after reinstalled the printer drivers	Remote
3489	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C011120230065		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 14:39	11-01-2023 15:38	0:0:58:35			Issue has been resolved after reinstalled the chrome	Remote
3490	01-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C011120230064		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	01-11-2023 14:39	11-01-2023 15:38	0:0:58:50			Issue has been resolved after remapped the archive	Remote
3491	01-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C011120230063		Hardware	PC	TFT	Color Issue	LOW	Closed	01-11-2023 14:38	11-01-2023 15:37	0:0:59:5			Issue has been resolved after changed the VGA cable	Remote
3492	01-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C011120230062		Hardware	System Software	Other Software	software corrupt	LOW	Closed	01-11-2023 14:36	11-01-2023 15:36	0:1:0:9			Issue has been resolved after reinstalled the chrome	Remote
3493	01-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C011120230061		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	01-11-2023 14:35	11-01-2023 15:36	0:1:1:17			Issue has been resolved after reset the mail password	Remote
3494	01-11-2023	SAKET	Malviya Nagar Grid	OM-EHV	C011120230060		Hardware	PC	Not working at all	No power	LOW	Closed	01-11-2023 14:34	11-01-2023 15:15	0:0:40:32			power cable faulty	Onsite
3495	01-11-2023	SAKET	Adchini	CIVIL	C011120230059		Hardware	PC	Not working at all	Others	LOW	Closed	01-11-2023 14:31	11-01-2023 15:13	0:0:41:36			PC shifted	Onsite
3496	01-11-2023	SAKET	Adchini	CIVIL	C011120230058		Hardware	PC	Not working at all	Others	LOW	Closed	01-11-2023 14:30	11-01-2023 15:12	0:0:41:53			New PC instlled	Onsite
3497	01-11-2023	SAKET	Adchini	Recovery	C011120230057		Hardware	PC	Not working at all	No power	LOW	Closed	01-11-2023 14:29	11-01-2023 15:12	0:0:42:50			Power cable loos	Onsite
3498	01-11-2023	SAKET	Adchini	SAFETY	C011120230056		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-11-2023 14:29	11-01-2023 15:12	0:0:43:10			CMOS reset	Onsite
3499	01-11-2023	SAKET	Chhatarpur CC	O-M	C011120230055		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	01-11-2023 14:28	11-01-2023 15:11	0:0:42:51			USB cable changed	Onsite
3500	01-11-2023	SAKET	Fatehpur Beri CC	O-M	C011120230054		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 14:27	11-01-2023 15:09	0:0:42:1			Printer driver installed	Onsite
3501	01-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C011120230053		Hardware	System Software	Other Software	New Installation	LOW	Closed	01-11-2023 14:27	11-01-2023 15:35	0:1:8:49			Issue has been resolved after reinstalled the adobe reader	Remote
3502	01-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C011120230051		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	01-11-2023 14:16	11-01-2023 14:42	0:0:26:16			Check pc hardware removed dust from cpu , clean motherboard ram slot	Onsite
3503	01-11-2023	PUNJABI BAGH	BSES Road no 41 Complaint Center West Punjabi Bagh	O-M	C011120230050		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	01-11-2023 14:13	11-01-2023 14:42	0:0:28:38			lotus mail settings done and pc hang issue clean processor fan dust and ram	Onsite
3504	01-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C011120230049		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	01-11-2023 14:13	11-01-2023 15:35	0:1:22:17			Scanner driver repair issue resolved	Remote
3505	01-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C011120230048		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	01-11-2023 14:12	11-01-2023 14:41	0:0:29:5			Lotus mail not archives done settings done again now mail archive done	Onsite
3506	01-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C011120230047		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 14:11	11-01-2023 14:41	0:0:29:50			Printer drivers reinstall done and reconnect also lotus mail removed then	Onsite
3507	01-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C011120230046		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	01-11-2023 14:08	11-01-2023 16:24	0:2:15:51			ads join done	Onsite
3508	01-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C011120230045		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	01-11-2023 14:07	11-01-2023 16:21	0:2:14:1			proxy configure	Onsite
3509	01-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C011120230044		Hardware	PC	Not working at all	Others	LOW	Closed	01-11-2023 14:06	11-01-2023 16:20	0:2:14:6			id unlock, issue resolved	Onsite
3510	01-11-2023	NEHRU PLACE	20 No Building	C-M	C011120230043		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	01-11-2023 14:05	11-01-2023 16:20	0:2:14:37			teamviewer reinstall	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3511	01-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C011120230042		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	01-11-2023 14:01	11-01-2023 14:09	0:0:8:44			new installation done	Onsite
3512	01-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C011120230041		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	01-11-2023 14:00	11-01-2023 14:10	0:0:9:55			HW issue resolved	Onsite
3513	01-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C011120230040		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 14:00	11-01-2023 14:10	0:0:10:36			HW issue resolved	Onsite
3514	01-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C011120230038		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	01-11-2023 13:59	11-01-2023 14:11	0:0:11:44			ADS done	Onsite
3515	01-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C011120230037		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	01-11-2023 13:59	11-01-2023 14:11	0:0:11:58			ADS done	Onsite
3516	01-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C011120230036		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	01-11-2023 13:59	11-01-2023 14:11	0:0:12:11			ADS done	Onsite
3517	01-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C011120230039		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	01-11-2023 13:59	11-01-2023 14:10	0:0:11:30			ADS done	Onsite
3518	01-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C011120230035		Telecome	Instrument	Analog	Others	LOW	Closed	01-11-2023 13:58	11-01-2023 14:11	0:0:13:25			Cable changed	Onsite
3519	01-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C011120230034		Hardware	PC	TFT	Others	LOW	Closed	01-11-2023 13:57	11-01-2023 14:11	0:0:14:38			cable changed	Onsite
3520	01-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C011120230033		Hardware	PC	Not working at all	Others	LOW	Closed	01-11-2023 13:56	11-01-2023 14:12	0:0:15:30			Done	Onsite
3521	01-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C011120230032		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	01-11-2023 13:55	11-01-2023 14:12	0:0:16:29			Power issue	Onsite
3522	01-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C011120230030		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-11-2023 13:53	11-01-2023 14:12	0:0:19:48			ram issue	Onsite
3523	01-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C011120230031		Hardware	PC	Not working at all	No power	LOW	Closed	01-11-2023 13:53	11-01-2023 14:12	0:0:18:55			power issue	Onsite
3524	01-11-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C011120230028		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-11-2023 13:51	11-01-2023 14:13	0:0:22:27			back up done	Onsite
3525	01-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C011120230029		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-11-2023 13:51	11-01-2023 14:13	0:0:21:15			ram issue	Onsite
3526	01-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C011120230027		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	01-11-2023 13:27	11-01-2023 14:12	0:0:44:46			Google Chrome software reinstalled.	Remote
3527	01-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C011120230026		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	01-11-2023 13:14	11-01-2023 16:30	0:3:15:49			resolved	Remote
3528	01-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C011120230025		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	01-11-2023 13:13	11-01-2023 16:30	0:3:16:32			resolved	Remote
3529	01-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C011120230024		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	01-11-2023 13:00	11-01-2023 14:02	0:1:2:4			Do Unlock	Remote
3530	01-11-2023	PALAM	Dabri Indoor Complaint Center Near Dada Dev Hospital	OM-DIV	C011120230023		Hardware	System Software	Other Software	Browser issue	LOW	Closed	01-11-2023 12:56	11-01-2023 14:03	0:1:6:52			Do unlock	Remote
3531	01-11-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C011120230021		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	01-11-2023 11:47	11-01-2023 12:52	0:1:4:26			Window Repair.	Onsite
3532	01-11-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/BET	C011120230020		Hardware	PC	TFT	Others	LOW	Closed	01-11-2023 11:43	11-01-2023 12:41	0:0:58:12			Resolved after change the power cable	Onsite
3533	01-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C011120230019		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	01-11-2023 11:35	11-01-2023 11:58	0:0:22:31			Restart the pc now issue resolved	
3534	01-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C011120230018		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	01-11-2023 11:33	11-01-2023 11:57	0:0:23:17			Mail quota cleared and compact now issue resolved..	
3535	01-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C011120230017		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	01-11-2023 11:33	11-01-2023 12:20	0:0:47:27			mail quota cleared and issue resolved..	Onsite
3536	01-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C011120230016		Hardware	PC	Not working at all	No power	LOW	Closed	01-11-2023 11:32	11-01-2023 12:22	0:0:49:54			electric switch faulty replaced another switch by electrician issue resolved..	Onsite
3537	01-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C011120230015		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-11-2023 10:55	11-01-2023 13:29	0:2:34:9			Change the Cartidge now issue resolved	Onsite
3538	01-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C011120230014		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	01-11-2023 10:53	11-01-2023 13:28	0:2:34:46			Change the keyboard now issue resolved	Onsite
3539	01-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C011120230013		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	01-11-2023 10:52	11-01-2023 13:28	0:2:35:37			Installed Adobe pro now issue resolved	Remote
3540	01-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C011120230012		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	01-11-2023 10:50	11-01-2023 13:27	0:2:36:31			Sent to NHP	Onsite
3541	01-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C011120230011		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	01-11-2023 10:50	11-01-2023 13:27	0:2:36:51			Webex training on personal laptop done	Onsite
3542	01-11-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C011120230010		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	01-11-2023 10:49	11-01-2023 12:18	0:1:29:16			reset the scanner	Onsite
3543	01-11-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C011120230009		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	01-11-2023 10:49	11-01-2023 13:26	0:2:37:1			Tray Size change to A4 now issue resolved	Onsite
3544	01-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C011120230008		NON-SAP	CAS	CAS	Installation	LOW	Closed	01-11-2023 10:46	11-01-2023 10:47	0:0:0:41			reinstall the cas	Remote
3545	01-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	O-M	C011120230007		Hardware	Scanner	Scaning issue	Spot On Image	LOW	Closed	01-11-2023 10:45	11-01-2023 10:48	0:0:2:16			reset the scanner	Remote
3546	01-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C011120230006		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	01-11-2023 10:45	11-01-2023 12:18	0:1:33:59			map the archive	Remote
3547	01-11-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	QUALITY	C011120230005		Hardware	Laptop	Not working at all	Laptop Battery	LOW	Closed	01-11-2023 10:38	11-01-2023 10:40	0:0:1:52			reset the battery	Onsite
3548	01-11-2023	JANAK PURI	Subhash Nagar Complaint Center	OM-DIV	C011120230004		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	01-11-2023 10:38	11-01-2023 12:19	0:1:41:37			visit the site change the patch cable	Remote
3549	01-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C011120230003		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	01-11-2023 10:16	11-01-2023 11:42	0:1:26:17			Laptop hanging issue delete temp file now woking fine	Onsite
3550	01-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C011120230002		Hardware	PC	Restart Problem	Others	LOW	Closed	01-11-2023 10:15	11-01-2023 11:41	0:1:25:48			PC Installed now working fine	Onsite
3551	01-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C011120230001		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	01-11-2023 10:14	11-01-2023 11:40	0:1:26:6			Create new archive	Remote
3552	02-11-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi Bagh,Near Jwala Heri Market	O-M	C031120230023		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	03-11-2023 11:39	11-03-2023 11:56	0:0:17:7			Check bios settings done boot device set HDD 1st and reset ads password login	Onsite
3553	02-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C031120230021		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	03-11-2023 11:30	11-03-2023 12:05	0:0:35:15			Issue has been resolved after reinstalled the OS	Onsite
3554	02-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C021120230116		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	02-11-2023 17:04	11-02-2023 17:22	0:0:18:32			change the rz45 issue resolved	Onsite
3555	02-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C021120230115		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	02-11-2023 17:03	11-02-2023 17:22	0:0:18:35			repair acrobat issue resolved	Onsite
3556	02-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C021120230114		Network	LAN Issue	LAN Issue	Port Enable	LOW	Closed	02-11-2023 17:03	11-02-2023 17:21	0:0:18:43			change the port issue resolved	Onsite
3557	02-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C021120230113		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	02-11-2023 17:02	11-02-2023 17:21	0:0:18:48			change the RAM issue resolved	Onsite
3558	02-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C021120230112		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	02-11-2023 17:01	11-02-2023 17:21	0:0:19:50			repair the software file is working now issue resolved	Onsite
3559	02-11-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C021120230111		Hardware	PC	Not working at all	Others	LOW	Closed	02-11-2023 17:00	11-02-2023 17:20	0:0:20:8			rejoin the pc on ADS issue resolved	Onsite
3560	02-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C021120230110		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	02-11-2023 17:00	11-02-2023 17:20	0:0:20:23			change the rz45 issue resolved	Onsite
3561	02-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C021120230109		Network	Link Connectivit	Link Connectivity Issue	Preventive Maintainan	LOW	Closed	02-11-2023 16:59	11-02-2023 17:20	0:0:20:32			link was down for rack dressing from 11AM to 5PM rack cleaning and link is	Onsite
3562	02-11-2023	NEHRU PLACE CSO	First Floor - B Block	CES	C021120230107		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	02-11-2023 16:12	11-02-2023 16:16	0:0:4:9			issue resolved	Onsite
3563	02-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C021120230108		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 16:12	11-02-2023 16:16	0:0:3:35			issue resolved	Onsite
3564	02-11-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C021120230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	02-11-2023 16:11	11-02-2023 16:16	0:0:4:50			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3565	02-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C021120230105		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 16:10	11-02-2023 16:15	0:0:5:40			issue resolved	Onsite
3566	02-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C021120230104		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	02-11-2023 16:09	11-02-2023 16:15	0:0:6:3			issue resolved	Onsite
3567	02-11-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C021120230102		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	02-11-2023 16:08	11-02-2023 16:15	0:0:6:56			issue resolved	Onsite
3568	02-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C021120230103		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	02-11-2023 16:08	11-02-2023 16:15	0:0:6:39			issue resolved	Onsite
3569	02-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C021120230101		Hardware	PC	Hanging/Slow processing	OS/System File/	LOW	Closed	02-11-2023 16:07	11-02-2023 16:15	0:0:7:16			issue resolved	Onsite
3570	02-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C021120230099		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	02-11-2023 16:07	11-02-2023 16:14	0:0:7:39			issue resolved	Onsite
3571	02-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C021120230100		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	02-11-2023 16:07	11-02-2023 16:14	0:0:7:6			issue resolved	Onsite
3572	02-11-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C021120230097		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 16:06	11-02-2023 16:14	0:0:7:43			issue resolved	Onsite
3573	02-11-2023	NEHRU PLACE CSO	First Floor - E Block	CUSTOMER CARE	C021120230098		Hardware	System Software	Other Software	proxy setting	LOW	Closed	02-11-2023 16:06	11-02-2023 16:14	0:0:7:39			issue resolved	Onsite
3574	02-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C021120230096		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	02-11-2023 16:05	11-02-2023 16:13	0:0:7:58			issue resolved	Onsite
3575	02-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C021120230095		Hardware	System Software	Other Software	proxy setting	LOW	Closed	02-11-2023 16:05	11-02-2023 16:13	0:0:8:31			issue resolved	Onsite
3576	02-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C021120230094		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 16:05	11-02-2023 16:13	0:0:8:20			issue resolved	Onsite
3577	02-11-2023	SAKET	Adchini	CUSTOMER CARE	C021120230093		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	02-11-2023 15:40	11-02-2023 15:50	0:0:9:25			Some key not work	Onsite
3578	02-11-2023	SAKET	Adchini	SAFETY	C021120230092		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	02-11-2023 15:39	11-02-2023 15:49	0:0:9:45			LAN not work	Onsite
3579	02-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C021120230091		Hardware	PC	Not working at all	No power	LOW	Closed	02-11-2023 15:37	11-02-2023 15:48	0:0:10:12			not work	Onsite
3580	02-11-2023	SAKET	Adchini	DTC	C021120230090		Hardware	System Software	Other Software	software corrupt	LOW	Closed	02-11-2023 15:36	11-02-2023 15:47	0:0:10:50			Server issue	Onsite
3581	02-11-2023	SAKET	Adchini	BUSINESS/ BET	C021120230089		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	02-11-2023 15:35	11-02-2023 15:47	0:0:11:22			mail not sent	Onsite
3582	02-11-2023	SAKET	Adchini	CUSTOMER CARE	C021120230088		Hardware	PC	Not working at all	No power	LOW	Closed	02-11-2023 15:33	11-02-2023 15:46	0:0:12:44			pc reconneced	Onsite
3583	02-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C021120230087		Hardware	System Software	Other Software	New Installation	LOW	Closed	02-11-2023 14:58	11-02-2023 15:38	0:0:40:9			RESET P92 Password now working fine	Onsite
3584	02-11-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C021120230085		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	02-11-2023 14:57	11-02-2023 15:58	0:1:1:18			Done troubleshooting steps but still laptop not on so sent to NHP for repair	Onsite
3585	02-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C021120230086		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 14:57	11-02-2023 15:38	0:0:40:28			New OS Installtion and software installation now working fine	Onsite
3586	02-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C021120230084		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	02-11-2023 14:55	11-02-2023 15:37	0:0:41:49			Run Diagnostic and clean temp files now working fine	Onsite
3587	02-11-2023	SARITA VIHAR	Badarpur	OM-DIV	C021120230083		Hardware	PC	Hanging/Slow processing	Hanging/Slow	MEDIUM	Closed	02-11-2023 14:48	11-02-2023 21:05	0:6:17:40			After reinsert cpu and clean dust issue resolved	
3588	02-11-2023	NIZAMUDDIN	Kilokri	OM-EHV	C021120230081		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	02-11-2023 14:46	11-02-2023 21:03	0:6:17:4			Ram issue call logged to vendor call closed	
3589	02-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C021120230082		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	02-11-2023 14:46	11-02-2023 21:03	0:6:17:1			After remove paper issues resolved	
3590	02-11-2023	NIZAMUDDIN	Kilokri	OM-DIV	C021120230080		Hardware	E-Mail	Email _Lotus	Mail Installation	MEDIUM	Closed	02-11-2023 14:44	11-02-2023 21:01	0:6:17:21			Mail configured call closed	
3591	02-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C021120230079		Hardware	Printer	No display on Panel	Power Cable Issue	MEDIUM	Closed	02-11-2023 14:20	11-02-2023 15:15	0:0:55:11			power extension board one socket CONNECTION LOOSE.Re-connecting and	Onsite
3592	02-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C021120230078		Hardware	PC	System Password issue	Password Reset	LOW	Closed	02-11-2023 14:20	11-02-2023 14:24	0:0:3:36			Password Reset	Onsite
3593	02-11-2023	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara More	OM-DIV	C021120230077		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	02-11-2023 14:19	11-02-2023 15:29	0:1:10:4			pc os not working properly.As required new os update in pc.	Onsite
3594	02-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C021120230075		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	02-11-2023 14:18	11-02-2023 14:23	0:0:5:27			Keyboard replaced	Onsite
3595	02-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C021120230076		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	02-11-2023 14:18	11-02-2023 14:23	0:0:5:0			mouse replaced	Onsite
3596	02-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C021120230074		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	02-11-2023 14:17	11-02-2023 14:23	0:0:5:45			Archive some mails	Onsite
3597	02-11-2023	OTHERS	VSNL	HR	C021120230072		Hardware	UPS	Backup	Ticket logged with	LOW	Closed	02-11-2023 14:16	11-02-2023 14:22	0:0:6:18			Inform to vendor	Onsite
3598	02-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C021120230073		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	02-11-2023 14:16	11-02-2023 14:22	0:0:6:0			AV Installed	Onsite
3599	02-11-2023	OTHERS	VSNL	O-M	C021120230071		Hardware	Laptop	Hanging/Slow processing	OS/System File/	LOW	Closed	02-11-2023 14:11	11-02-2023 14:21	0:0:10:0			NEW OS installation	Onsite
3600	02-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data Center	C021120230070		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	02-11-2023 14:05	11-02-2023 14:06	0:0:0:51			Mail archive & compact & mail reactive function active.	Onsite
3601	02-11-2023	OTHERS	Andrews Ganj	Enforcement	C021120230069		Hardware	System Software	Other Software	New Installation	LOW	Closed	02-11-2023 14:05	11-02-2023 14:06	0:0:0:52			File record module issue	Onsite
3602	02-11-2023	OTHERS	HUDCO Grid	PROTECTION	C021120230068		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	02-11-2023 14:04	11-02-2023 14:06	0:0:1:41			Printer issue	Onsite
3603	02-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data Center	C021120230067		Hardware	System Software	MS Office	Software Not	LOW	Closed	02-11-2023 14:04	11-02-2023 14:05	0:0:1:9			MS office reinstalled.	Onsite
3604	02-11-2023	OTHERS	Andrews Ganj	Enforcement	C021120230066		Hardware	System Software	Other Software	New Installation	LOW	Closed	02-11-2023 14:04	11-02-2023 14:06	0:0:2:31			PC add on ADS	Onsite
3605	02-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C021120230065		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	02-11-2023 13:47	11-02-2023 14:17	0:0:29:43			RJ45 replaced from printer site	Onsite
3606	02-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C021120230064		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	02-11-2023 13:46	11-02-2023 14:15	0:0:29:25			N/W driver re-installed & configured IP Address	Onsite
3607	02-11-2023	SAKET	D-Block Saket	O-M	C021120230063		Hardware	System Software	Other Software	Browser issue	LOW	Closed	02-11-2023 13:42	11-02-2023 14:14	0:0:31:20			Mozilla Firefox re-installed	Onsite
3608	02-11-2023	SAKET	MIG CC	O-M	C021120230062		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	02-11-2023 13:41	11-02-2023 14:10	0:0:28:38			PC performance improved	Onsite
3609	02-11-2023	VASANT KUNJ	Kapashera	O-M	C021120230061		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	02-11-2023 13:41	11-02-2023 14:34	0:0:52:36			After the FLT link is working now	Onsite
3610	02-11-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C021120230060		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-11-2023 13:40	11-02-2023 14:40	0:1:0:23			RJ 45 Connector change.	Onsite
3611	02-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C021120230059		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	02-11-2023 13:37	11-02-2023 13:37	0:0:0:28			Assign the IP now issue resolved	Onsite
3612	02-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C021120230058		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	02-11-2023 13:27	11-02-2023 13:54	0:0:27:27			After the FLT link working fine	Onsite
3613	02-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C021120230057		Hardware	Scanner	Scaning issue	Others	LOW	Closed	02-11-2023 13:25	11-02-2023 13:53	0:0:28:3			Scanner has been shifted and installed the drivers	Onsite
3614	02-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C021120230056		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	02-11-2023 13:23	11-02-2023 13:36	0:0:12:41			Lan port cable losse problem resolved	Onsite
3615	02-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C021120230055		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-11-2023 13:23	11-02-2023 13:52	0:0:28:46			Printer pause has been disabled	Remote
3616	02-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C021120230054		Hardware	PC	TFT	Power Issue	LOW	Closed	02-11-2023 13:22	11-02-2023 13:35	0:0:13:0			change power cable problem resolved	Onsite
3617	02-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C021120230053		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	02-11-2023 13:22	11-02-2023 13:34	0:0:12:52			Password reset problem resolved	Onsite
3618	02-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C021120230052		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	02-11-2023 13:11	11-02-2023 14:41	0:1:30:28			Do Archive mail & Compact.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3619	02-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C021120230051		Hardware	System Software	Other Software	Browser issue	LOW	Closed	02-11-2023 13:09	11-02-2023 14:42	0:1:33:3			Sap Password Reset.	Onsite
3620	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230050		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	02-11-2023 13:08	11-02-2023 13:19	0:0:10:59			Printer not working issue resolved	Onsite
3621	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230049		Hardware	System Software	Other Software	software corrupt	LOW	Closed	02-11-2023 13:07	11-02-2023 13:19	0:0:11:30			Google chrome not working issue rsolved	Onsite
3622	02-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C021120230045		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	02-11-2023 13:05	11-02-2023 13:34	0:0:28:56			Paper clear and working.	Onsite
3623	02-11-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/BET	C021120230044		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	02-11-2023 13:04	11-07-2023 11:12	4:22:7:55			Call Close By Sanjay & Subhash	Onsite
3624	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230043		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	02-11-2023 13:04	11-02-2023 13:18	0:0:14:33			Mouse not working issue resolved	Onsite
3625	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230041		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	02-11-2023 13:03	11-02-2023 13:18	0:0:14:56			Ms office not working issue resolved	Onsite
3626	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230042		Hardware	System Software	MS Office	Others	LOW	Closed	02-11-2023 13:03	11-02-2023 13:18	0:0:14:48			Ms excel not working issue resolved	Onsite
3627	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230040		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	02-11-2023 13:02	11-02-2023 13:18	0:0:15:57			Google chrome not working issue resolved	Onsite
3628	02-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C021120230039		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	02-11-2023 13:01	11-02-2023 13:17	0:0:16:1			pdf not working resolved	Onsite
3629	02-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C021120230038		Hardware	UPS	Hardware Issue	Ticket logged with	LOW	Closed	02-11-2023 13:00	11-02-2023 13:14	0:0:13:15			UPS 10 kva power shut down check mcb trip now cables proper connect with	Onsite
3630	02-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C021120230036		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-11-2023 12:59	11-02-2023 14:42	0:1:43:51			Replication Setting Enable.	Onsite
3631	02-11-2023	ALAKNANDA	CR Park HR Office	HR	C021120230035		Hardware	System Software	Internet Issue	Internet Issue	LOW	Closed	02-11-2023 12:49	11-02-2023 13:36	0:0:46:34			BSES site login now issue resolved	Onsite
3632	02-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C021120230034		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	02-11-2023 12:43	11-02-2023 13:33	0:0:50:10			printer new installations problem resolved	Onsite
3633	02-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C021120230033		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	02-11-2023 12:42	11-02-2023 13:33	0:0:50:34			ADS join resolved	Onsite
3634	02-11-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/BET	C021120230032		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	02-11-2023 12:40	11-02-2023 12:42	0:0:1:18			Reinstall lotus mail software	Remote
3635	02-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C021120230031		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	02-11-2023 12:40	11-02-2023 12:42	0:0:2:20			Mail installation and configuration.	Remote
3636	02-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/BET	C021120230030		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	02-11-2023 12:38	11-02-2023 12:43	0:0:4:5			Windows 10 installation.	Onsite
3637	02-11-2023	NEHRU PLACE	20 No Building	C-M	C021120230029		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	02-11-2023 12:35	11-02-2023 13:55	0:1:20:13			paper remove from printer	Onsite
3638	02-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C021120230028		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	02-11-2023 12:29	11-02-2023 13:54	0:1:25:31			adobe set by default	Onsite
3639	02-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C021120230027		Hardware	System Software	Other Software	Browser issue	LOW	Closed	02-11-2023 12:27	11-02-2023 13:02	0:0:35:34			Password reset thru browser link.	Onsite
3640	02-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C021120230026		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	02-11-2023 12:23	11-02-2023 12:24	0:0:0:15			done	Onsite
3641	02-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C021120230024		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	02-11-2023 12:23	11-02-2023 12:24	0:0:1:13			done	Onsite
3642	02-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C021120230025		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	02-11-2023 12:23	11-02-2023 13:36	0:1:12:25			Reinstalled the MS Office now issue resolved	Onsite
3643	02-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C021120230023		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	02-11-2023 12:22	11-02-2023 13:35	0:1:13:3			Mail reinstalled now issue resolved	Remote
3644	02-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C021120230021		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	02-11-2023 12:21	11-02-2023 13:34	0:1:13:44			Webex App details now issue resolved	Remote
3645	02-11-2023	ALAKNANDA	Giri Nagar	MMG	C021120230022		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	02-11-2023 12:21	11-02-2023 13:35	0:1:13:17			Change the KBD now issue resolved	Remote
3646	02-11-2023	NAJAF GARH	Najafgarh Dispensary, Desu Colony, Near Sai Temple	Dispancery	C021120230020		Network	LAN Issue	LAN Issue	Others	MEDIUM	Closed	02-11-2023 12:14	11-02-2023 13:03	0:0:49:31			RJ45 CONNECTOR PUNCHING AND ISSUE RESOLVED.	Onsite
3647	02-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C021120230018		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	02-11-2023 12:13	11-02-2023 12:59	0:0:46:49			Password reset issue resolved.	Remote
3648	02-11-2023	NEHRU PLACE	20 No Building	BUSINESS/BET	C021120230019		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	02-11-2023 12:13	11-02-2023 13:54	0:1:40:55			ip configure, printer install, antivirus install and ads join	Onsite
3649	02-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C021120230017		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	02-11-2023 12:12	11-02-2023 12:57	0:0:45:44			Printer driver repair and issue resolved.	Onsite
3650	02-11-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C021120230016		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	02-11-2023 12:09	11-02-2023 12:43	0:0:34:13			Set printer tray settings.	Onsite
3651	02-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C021120230015		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	02-11-2023 12:07	11-02-2023 13:34	0:1:26:31			Change the Proxy now issue resolved	Remote
3652	02-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C021120230013		Hardware	System Software	MS Office	File Not Opening	HIGH	Closed	02-11-2023 11:22	11-02-2023 13:02	0:1:39:47			Ms office reinstalled	
3653	02-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C021120230014		Hardware	E-Mail	Email _Lotus	Mail Software	HIGH	Closed	02-11-2023 11:22	11-02-2023 13:03	0:1:40:22			Mail reinstall	
3654	02-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C021120230012		Hardware	System Software	Other Software	software corrupt	HIGH	Closed	02-11-2023 11:21	11-02-2023 13:01	0:1:39:47			Sap reinstalled	
3655	02-11-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C021120230011		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	02-11-2023 11:17	11-02-2023 12:59	0:1:42:10			Printer installed	
3656	02-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C021120230010		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	02-11-2023 11:16	11-02-2023 12:58	0:1:41:43			Mail configure	
3657	02-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C021120230009		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-11-2023 11:01	11-02-2023 11:13	0:0:11:15			printer reconnected issue resolved..	Remote
3658	02-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C021120230008		NON-SAP	CAS	CAS	BSES CAS Software	LOW	Closed	02-11-2023 10:51	11-02-2023 11:42	0:0:51:26			install the oracle	Remote
3659	02-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C021120230007		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	02-11-2023 10:49	11-02-2023 11:42	0:0:52:52			reset the password	Remote
3660	02-11-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak park,Near Dwarka More Metro Station,Uttam	OM-DIV	C021120230005		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	02-11-2023 10:33	11-02-2023 13:29	0:2:56:15			Site power issue resolved as reqd, working now.	Onsite
3661	02-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C021120230004		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	02-11-2023 10:00	11-02-2023 10:37	0:0:37:50			Resolved	Onsite
3662	02-11-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C021120230003		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	02-11-2023 09:56	11-02-2023 11:13	0:1:17:35			sata cable replaced bios cleared issue resolved..	Onsite
3663	02-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C021120230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-11-2023 09:55	11-02-2023 10:02	0:0:7:4			printer reconnected issue resolved..	Onsite
3664	02-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C021120230001		Hardware	PC	System Password issue	Password Reset	LOW	Closed	02-11-2023 09:51	11-02-2023 10:02	0:0:10:28			password reset issue resolved..	Onsite
3665	03-11-2023	SAKET	Adchini	BUSINESS/BET	C061120230048		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	06-11-2023 14:25	11-06-2023 14:39	0:0:13:48			Mail lock	Remote
3666	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230043		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	06-11-2023 14:05	11-06-2023 15:26	0:1:21:11			Ms excel not working issue resolved	Onsite
3667	03-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C061120230025		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 12:54	11-06-2023 13:15	0:0:21:41			Printer drivers reinstall with set IP again print comes now also Lotus software not	Onsite
3668	03-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C031120230176		Telecome	CCTV	Camera	Network Issue	LOW	Closed	03-11-2023 17:34	11-03-2023 17:40	0:0:5:40			change the patch cable issue resolved	Onsite
3669	03-11-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C031120230175		Network	Link Connectivit	Link Connectivity Issue	UPS Issue	LOW	Closed	03-11-2023 17:34	11-03-2023 17:40	0:0:6:9			change the power source issue resolved	Onsite
3670	03-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C031120230174		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	03-11-2023 17:33	11-03-2023 17:40	0:0:6:29			reset password issue resovled	Onsite
3671	03-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C031120230173		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	03-11-2023 17:33	11-03-2023 17:39	0:0:6:50			change the keyboard from head office issue resolved	Onsite
3672	03-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C031120230172		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-11-2023 17:28	11-03-2023 17:39	0:0:11:25			clear the paper issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3673	03-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C031120230171		Hardware	PC	System Password issue	Password Reset	LOW	Closed	03-11-2023 17:24	11-03-2023 17:39	0:0:14:37			reset the password issue resolved	Onsite
3674	03-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C031120230170		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	03-11-2023 17:23	11-08-2023 11:15	4:17:51:47			please arrange LAN team for sec9 office 1 nos telephone not working	Onsite
3675	03-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/ BET	C031120230169		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	03-11-2023 17:22	11-03-2023 17:38	0:0:15:58			change the rz45 issue resolved	Onsite
3676	03-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C031120230167		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 17:13	11-03-2023 17:16	0:0:2:36			Account un-Locked	Onsite
3677	03-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C031120230166		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 17:13	11-03-2023 17:16	0:0:2:56			Chloroma re-installed	Onsite
3678	03-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C031120230165		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-11-2023 17:12	11-03-2023 17:15	0:0:3:7			Rights issue	Onsite
3679	03-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C031120230164		Hardware	System Software	Other Software	proxy setting	LOW	Closed	03-11-2023 17:11	11-03-2023 17:15	0:0:3:27			Proxy setting change	Onsite
3680	03-11-2023	PALAM	Dwarka Sec 9 Complaint Center	O-M	C031120230163		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	03-11-2023 17:01	11-03-2023 17:56	0:0:55:15			RJ 45 Crimp.	Onsite
3681	03-11-2023	SAKET	Adchini	BUSINESS/ BET	C031120230162		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 16:58	11-03-2023 17:13	0:0:15:0			SAP P92 re-configured	Remote
3682	03-11-2023	NEHRU PLACE	20 No Building	CIVIL	C031120230161		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-11-2023 16:44	11-03-2023 16:47	0:0:2:50			replica replaced, issue resolved	Onsite
3683	03-11-2023	NEHRU PLACE	20 No Building	IT	C031120230160		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-11-2023 16:43	11-03-2023 16:46	0:0:3:0			paper remove from printer	Onsite
3684	03-11-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C031120230159		Hardware	PC	System Password issue	Others	LOW	Closed	03-11-2023 16:42	11-03-2023 16:46	0:0:4:16			Issue Resolved	Onsite
3685	03-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C031120230158		Hardware	PC	Network Not Working	IP Issue	HIGH	Closed	03-11-2023 16:41	11-03-2023 18:49	0:2:7:9			Ip changed. And all app working	
3686	03-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C031120230157		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-11-2023 16:41	11-03-2023 16:46	0:0:5:4			Issue Resolved	Onsite
3687	03-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C031120230156		Hardware	PC	Restart Problem	Hardware Issue	HIGH	Closed	03-11-2023 16:40	11-03-2023 18:47	0:2:6:27			Ram reconnect	
3688	03-11-2023	NEHRU PLACE CSO	First Floor - E Block	ETG	C031120230155		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	03-11-2023 16:40	11-03-2023 16:46	0:0:5:29			Issue Resolved	Onsite
3689	03-11-2023	SAKET	Adchini	BUSINESS/ BET	C031120230154		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	03-11-2023 16:39	11-03-2023 17:13	0:0:33:58			Mouse faulty, changed	Remote
3690	03-11-2023	NEHRU PLACE CSO	Second Floor - B Block	LEGAL	C031120230153		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-11-2023 16:39	11-03-2023 16:46	0:0:7:0			Issue Resolved	Onsite
3691	03-11-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C031120230151		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-11-2023 16:37	11-03-2023 16:45	0:0:8:44			Issue Resolved	Onsite
3692	03-11-2023	NEHRU PLACE CSO	Ground Floor	DSK	C031120230152		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	03-11-2023 16:37	11-03-2023 16:45	0:0:8:29			Issue Resolved	Onsite
3693	03-11-2023	SAKET	D-Block Saket	O-M	C031120230149		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	03-11-2023 16:36	11-03-2023 17:12	0:0:36:44			Workspace folder replaced	Remote
3694	03-11-2023	NEHRU PLACE CSO	First Floor - D Block	RCM	C031120230150		Hardware	PC	System Password issue	Others	LOW	Closed	03-11-2023 16:36	11-03-2023 16:45	0:0:9:11			Issue Resolved	Onsite
3695	03-11-2023	SAKET	Jonapur CC	O-M	C031120230148		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-11-2023 16:35	11-03-2023 17:11	0:0:36:0			Reassign	Onsite
3696	03-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C031120230147		Hardware	Laptop	System Password issue	Others	LOW	Closed	03-11-2023 16:35	11-03-2023 16:45	0:0:10:18			Issue Resolved	Onsite
3697	03-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C031120230146		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-11-2023 16:34	11-03-2023 16:45	0:0:10:51			Issue Resolved	Onsite
3698	03-11-2023	SAKET	Chhatarpur CC	O-M	C031120230145		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-11-2023 16:32	11-03-2023 17:04	0:0:31:36			Reassign	Onsite
3699	03-11-2023	SAKET	Chhatarpur CC	O-M	C031120230144		Hardware	System Software	Other Software	proxy setting	LOW	Closed	03-11-2023 16:32	11-03-2023 17:03	0:0:31:39			Reassign	Onsite
3700	03-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C031120230142		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-11-2023 16:30	11-03-2023 17:03	0:0:33:0			PDF issue resolved after reinstall the adobe software	Onsite
3701	03-11-2023	SAKET	Chhatarpur CC	BUSINESS/ BET	C031120230143		Telecome	CCTV	DVR/NVR	Power Supply	LOW	Closed	03-11-2023 16:30	11-03-2023 17:03	0:0:32:33			Reassign	Onsite
3702	03-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C031120230141		Hardware	Scanner	Scaning issue	Others	LOW	Closed	03-11-2023 16:26	11-03-2023 17:02	0:0:36:19			scanner issue resolved after clean the same	Onsite
3703	03-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C031120230140		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-11-2023 16:25	11-03-2023 17:01	0:0:36:50			password changed after reset and issue resolved	Onsite
3704	03-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C031120230139		Hardware	PC	TFT	Others	LOW	Closed	03-11-2023 16:24	11-03-2023 17:01	0:0:37:2			power cable changed and issue resolved	Onsite
3705	03-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C031120230138		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	03-11-2023 16:21	11-03-2023 18:45	0:2:24:25			Printer installed	
3706	03-11-2023	VASANT KUNJ	C 8	O-M	C031120230137		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	03-11-2023 16:20	11-03-2023 16:56	0:0:35:45			Password has been changed	Remote
3707	03-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C031120230136		Hardware	PC	Not working at all	Others	HIGH	Closed	03-11-2023 16:20	11-03-2023 18:45	0:2:24:28			Windows install	
3708	03-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C031120230134		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-11-2023 16:20	11-03-2023 16:59	0:0:39:26			issue resolved after create a new replica	Onsite
3709	03-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C031120230133		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-11-2023 16:20	11-03-2023 16:59	0:0:39:2			issue resolved after repair mail sofwtare	Onsite
3710	03-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C031120230135		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	03-11-2023 16:20	11-03-2023 17:01	0:0:40:44			mail issue resolved after delete temp files	Onsite
3711	03-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C031120230130		Hardware	PC	New OS Insatallation	New OS Insatallatio	HIGH	Closed	03-11-2023 16:19	11-03-2023 18:44	0:2:24:25			Windows install	
3712	03-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C031120230131		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	03-11-2023 16:19	11-03-2023 16:58	0:0:38:48			issue resolved after repaired by vendors engineer	Onsite
3713	03-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C031120230132		Hardware	Printer	Image Issue	Others	LOW	Closed	03-11-2023 16:19	11-03-2023 16:58	0:0:38:59			issue resolved after repaired by vendors engineer	Onsite
3714	03-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C031120230129		Hardware	Printer	No display on Panel	Power Issue	LOW	Closed	03-11-2023 16:19	11-03-2023 16:58	0:0:39:7			issue resolved after repaired by vendors engineer	Onsite
3715	03-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C031120230128		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	03-11-2023 16:18	11-03-2023 16:23	0:0:5:30			issue has been resolved after reinstalled the display drivers	Onsite
3716	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C031120230127		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	03-11-2023 16:04	11-03-2023 16:26	0:0:21:36			issue in progress ticket logged with vendor	Onsite
3717	03-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C031120230126		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	03-11-2023 16:03	11-03-2023 16:55	0:0:52:10			RJ45 crimped and reconnected	Onsite
3718	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C031120230125		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-11-2023 16:02	11-03-2023 16:19	0:0:16:44			after printer paper jam clear issue resolved	Onsite
3719	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C031120230124		Telecome	Instrument	IP	Network Issue	HIGH	Closed	03-11-2023 16:01	11-03-2023 16:18	0:0:17:8			after RJ45 connector replaced issue resolved	Onsite
3720	03-11-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C031120230123		Hardware	PC	TFT	Color Issue	HIGH	Closed	03-11-2023 16:00	11-03-2023 16:18	0:0:17:42			after graphic driver update issue resolved	Onsite
3721	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C031120230122		Hardware	Attendane Machine	Others	Network Issue	LOW	Closed	03-11-2023 15:59	11-03-2023 16:17	0:0:17:58			after reconnect network cable issue resolved	Onsite
3722	03-11-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C031120230121		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 15:58	11-03-2023 16:55	0:0:56:51			Printer driver reinstalled	Remote
3723	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230118		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-11-2023 15:57	11-03-2023 15:58	0:0:1:3			ADS Joining issue resolved	Onsite
3724	03-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C031120230119		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	03-11-2023 15:57	11-03-2023 16:12	0:0:15:43			P92 icon created issue resolved	Remote
3725	03-11-2023	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C031120230120		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-11-2023 15:57	11-03-2023 16:51	0:0:54:33			Mail compacted, working now.	Remote
3726	03-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C031120230116		Hardware	System Software	MS Office	Malfunctioi ng issues	LOW	Closed	03-11-2023 15:56	11-03-2023 16:51	0:0:54:50			Office re-installed as reqd, working fine	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3727	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C031120230114		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 15:56	11-03-2023 16:09	0:0:13:30			after printer reinstall issue resolved	Onsite
3728	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C031120230117		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-11-2023 15:56	11-03-2023 16:09	0:0:13:22			after mail archived issue resolved	Onsite
3729	03-11-2023	NIZAMUDDIN	Kilokri	OM-DIV	C031120230115		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	03-11-2023 15:56	11-03-2023 16:13	0:0:17:3			After reconfigure printer issue resolved	Remote
3730	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230113		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 15:55	11-03-2023 15:57	0:0:2:31			Google chrome not working	Onsite
3731	03-11-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C031120230112		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-11-2023 15:52	11-03-2023 16:54	0:1:1:45			PDF file default setting changed	Remote
3732	03-11-2023	OTHERS	Andrews Ganj	Enforcement	C031120230111		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-11-2023 15:49	11-03-2023 15:52	0:0:3:18			Image uploader issue	Onsite
3733	03-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C031120230109		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	03-11-2023 15:46	11-03-2023 16:38	0:0:52:45			LAN cable reconnect.	Onsite
3734	03-11-2023	OTHERS	Andrews Ganj	Enforcement	C031120230110		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-11-2023 15:46	11-03-2023 15:53	0:0:6:48			Printer issue	Onsite
3735	03-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C031120230107		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	03-11-2023 15:43	11-03-2023 16:38	0:0:55:6			Sent to Nehru Place.	Remote
3736	03-11-2023	VASANT KUNJ	Bijwasan	O-M	C031120230108		Hardware	PC	TFT	Others	LOW	Closed	03-11-2023 15:43	11-03-2023 16:53	0:1:9:42			RAM issue fixed	Onsite
3737	03-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C031120230103		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-11-2023 15:42	11-03-2023 16:39	0:0:57:22			Reset P92 Password now working fine	Remote
3738	03-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C031120230106		Hardware	PC	System Password issue	Others	LOW	Closed	03-11-2023 15:42	11-03-2023 16:38	0:0:55:11			caps lock off then enter password.	Remote
3739	03-11-2023	NEHRU PLACE	W Block GK 1	O-M	C031120230105		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-11-2023 15:42	11-03-2023 16:37	0:0:55:4			Another printer installed.	Remote
3740	03-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C031120230104		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 15:42	11-03-2023 16:52	0:1:10:33			Browser setting changed	Remote
3741	03-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C031120230102		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 15:41	11-03-2023 16:37	0:0:55:18			Printer driver reinstalled.	Remote
3742	03-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C031120230100		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-11-2023 15:41	11-03-2023 16:36	0:0:55:38			mail reactive function active.	Remote
3743	03-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C031120230101		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	03-11-2023 15:41	11-03-2023 16:38	0:0:57:33			Reset password now working fine	Remote
3744	03-11-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C031120230098		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 15:40	11-03-2023 16:36	0:0:55:57			Printer driver reinstalled.	Remote
3745	03-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C031120230097		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	03-11-2023 15:40	11-03-2023 16:38	0:0:57:59			Replace RJ45 Connector now working fine	Onsite
3746	03-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C031120230099		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	03-11-2023 15:40	11-03-2023 16:50	0:1:10:8			Temp file has been cleared	Remote
3747	03-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C031120230096		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-11-2023 15:40	11-03-2023 16:05	0:0:25:18			after mail password reset issue resolved	Onsite
3748	03-11-2023	NEHRU PLACE	W Block GK 1	O-M	C031120230095		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	03-11-2023 15:39	11-03-2023 16:35	0:0:56:1			Mail id locked.	Remote
3749	03-11-2023	OTHERS	HUDCO Grid	PROTECTION	C031120230093		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-11-2023 15:38	11-03-2023 15:53	0:0:15:31			Laptop booting issue	Onsite
3750	03-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C031120230092		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	03-11-2023 15:38	11-03-2023 16:37	0:0:59:49			Replace RJ45 Connector now working fine	Onsite
3751	03-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C031120230094		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	03-11-2023 15:38	11-03-2023 16:38	0:0:59:6			Replace RJ45 Connector now working fine	Onsite
3752	03-11-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C031120230090		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	03-11-2023 15:37	11-03-2023 16:37	0:1:0:2			Power cable replace now working fine	Onsite
3753	03-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C031120230091		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 15:37	11-03-2023 15:56	0:0:18:44			SAP P96 configured.	Onsite
3754	03-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C031120230089		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 15:36	11-03-2023 15:55	0:0:19:34			Proxy configured.	Onsite
3755	03-11-2023	OTHERS	Andrews Ganj	Enforcement	C031120230088		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-11-2023 15:29	11-03-2023 15:54	0:0:24:39			Mail issue	Onsite
3756	03-11-2023	OTHERS	Andrews Ganj	Enforcement	C031120230087		Hardware	Attendane Machine	Others	new registration	LOW	Closed	03-11-2023 15:26	11-03-2023 15:54	0:0:28:15			card registered in punching issue	Onsite
3757	03-11-2023	OTHERS	HUDCO Grid	PROTECTION	C031120230086		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-11-2023 15:23	11-03-2023 15:55	0:0:31:30			pc add on ads	Onsite
3758	03-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C031120230085		Hardware	System Software	MS Office	Software Not	MEDIUM	Closed	03-11-2023 15:22	11-03-2023 16:33	0:1:11:22			Ms office software reinstalled.	Remote
3759	03-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C031120230084		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-11-2023 15:20	11-03-2023 16:21	0:1:1:9			issue has been resolved after reinstalled the adobe reader	Onsite
3760	03-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C031120230082		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	03-11-2023 15:19	11-03-2023 16:20	0:1:1:14			issue has been resolved after changed the VGA cable	Onsite
3761	03-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C031120230083		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 15:19	11-03-2023 16:21	0:1:1:12			issue has been resolved after reinstalled the printer drivers	Onsite
3762	03-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	O-M	C031120230081		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	03-11-2023 15:05	11-03-2023 16:35	0:1:30:5			REINSTALLED SCANNER DRIVER	Onsite
3763	03-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	O-M	C031120230080		Hardware	PC	Network Not Working	Other Issue	MEDIUM	Closed	03-11-2023 15:04	11-03-2023 16:34	0:1:30:16			LAN RJ45 CONNECTOR NOT SUPPORT.Replace RJ45	Onsite
3764	03-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C031120230079		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	03-11-2023 14:54	11-07-2023 11:12	3:20:18:6			Call Close By Sanjay & Subhash	Onsite
3765	03-11-2023	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/ BET	C031120230078		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 14:45	11-03-2023 15:23	0:0:37:56			Take followup issue resolve by brpInon sap support.	Onsite
3766	03-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C031120230077		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 14:43	11-03-2023 15:45	0:1:1:59			Microsoft Team Installation done	Onsite
3767	03-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	OM-DIV	C031120230076		NON-SAP	IOMS	IOMS	ID Reset	LOW	Closed	03-11-2023 14:37	11-03-2023 15:03	0:0:26:7			help in reseting the id	Onsite
3768	03-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C031120230075		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	03-11-2023 14:36	11-03-2023 15:04	0:0:27:27			change the port in switch	Onsite
3769	03-11-2023	SAKET	Adchini	DSK	C031120230074		Hardware	System Software	Other Software	proxy setting	LOW	Closed	03-11-2023 14:33	11-03-2023 14:53	0:0:19:53			reset chrome setting	Remote
3770	03-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	Store	C031120230072		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	03-11-2023 14:32	11-03-2023 14:52	0:0:20:25			LAN not work	Onsite
3771	03-11-2023	SAKET	Pushp Vihar Sector 3	WORKSHOP	C031120230073		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-11-2023 14:32	11-03-2023 14:52	0:0:20:0			no display	Onsite
3772	03-11-2023	SAKET	Adchini	Recovery	C031120230071		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-11-2023 14:31	11-03-2023 14:52	0:0:20:59			Server issue(Use name password)	Remote
3773	03-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C031120230069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-11-2023 13:51	11-03-2023 15:14	0:1:23:8			PAPER JAM PROBLEM RESOLVED	Onsite
3774	03-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C031120230068		Hardware	PC	Restart Problem	Others	LOW	Closed	03-11-2023 13:50	11-03-2023 15:13	0:1:23:40			HARDDRIVE DETECT PROBLEM RESOLVED	Onsite
3775	03-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	O-M	C031120230067		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	03-11-2023 13:49	11-03-2023 14:22	0:0:33:4			Lotus repaired.	Onsite
3776	03-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C031120230066		Hardware	Attendane Machine	Others	Network Issue	LOW	Closed	03-11-2023 13:48	11-03-2023 14:20	0:0:32:21			LAN loose now working.	Onsite
3777	03-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C031120230065		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	03-11-2023 13:47	11-03-2023 15:12	0:1:25:36			IAN CABLE PROBLEM RESOLVED	Onsite
3778	03-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C031120230063		Hardware	PC	TFT	Power Issue	LOW	Closed	03-11-2023 13:45	11-03-2023 15:10	0:1:25:35			POWER CABLE LOSSE RESOLVED	Onsite
3779	03-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C031120230064		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	03-11-2023 13:45	11-03-2023 15:12	0:1:26:11			PAPER JAM PROBLEM RESOLVED	Onsite
3780	03-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C031120230062		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 13:43	11-03-2023 15:10	0:1:26:49			NEW DRIVER INSTALLATIONS RESOLVED	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3781	03-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C031120230061		Hardware	Printer	Connectivity Issue	Lan Port Issue	MEDIUM	Closed	03-11-2023 13:35	11-03-2023 14:53	0:1:17:57			printer lan cable reconnect and issue resolved.	Onsite
3782	03-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CUSTOMER CARE	C031120230060		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	03-11-2023 13:34	11-03-2023 14:50	0:1:15:33			Mail software reinstalled.	Remote
3783	03-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C031120230058		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 13:25	11-03-2023 13:26	0:0:1:7			Printer driver issue.	Onsite
3784	03-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C031120230059		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	03-11-2023 13:25	11-03-2023 13:26	0:0:0:26			Lan cable change	Onsite
3785	03-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	O-M	C031120230057		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	03-11-2023 13:24					LAN port not working.	Onsite
3786	03-11-2023	ALAKNANDA	CR Park HR Office	HR	C031120230056		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	03-11-2023 13:23	11-03-2023 14:12	0:0:48:37			MS Office Update now issue resolved	Onsite
3787	03-11-2023	ALAKNANDA	CR Park HR Office	HR	C031120230055		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	03-11-2023 13:23	11-03-2023 14:11	0:0:48:46			Change the Patch cable now issue resolved	Onsite
3788	03-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031120230054		Hardware	System Software	Other Software	New Installation	LOW	Closed	03-11-2023 13:22	11-03-2023 14:10	0:0:48:22			P96 configuration now issue resolved	Remote
3789	03-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C031120230053		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 13:21	11-03-2023 14:10	0:0:48:38			Change the host file now issue resolved	Remote
3790	03-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C031120230052		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-11-2023 13:20	11-03-2023 14:09	0:0:48:34			PDF editor Installed now issue resolved	Remote
3791	03-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C031120230051		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	03-11-2023 13:20	11-03-2023 14:08	0:0:48:33			RAM change now issue resolved	Onsite
3792	03-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	CHD	C031120230050		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	03-11-2023 12:57	11-03-2023 13:09	0:0:12:14			kb not working	Onsite
3793	03-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C031120230049		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 12:51	11-03-2023 12:51	0:0:0:46			Software UPLOAD install with tns ora file install and oracle 8i done now working	Onsite
3794	03-11-2023	SARITA VIHAR	New Friends Colony	CHD	C031120230048		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	03-11-2023 12:18	11-03-2023 12:43	0:0:25:2			After remove paper printer still not working proper stuck paper again	Onsite
3795	03-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C031120230047		Hardware	Printer	Paper Pickup	Paper Size Issue	MEDIUM	Closed	03-11-2023 12:17	11-03-2023 12:44	0:0:26:54			After set paper size issue resolved	Remote
3796	03-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C031120230046		Hardware	PC	TFT	Dim Display	MEDIUM	Closed	03-11-2023 12:16	11-03-2023 12:45	0:0:28:50			After fix VGA cable issue resolved	Onsite
3797	03-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031120230045		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 12:12	11-03-2023 12:20	0:0:7:36			Adobe software installed.	Onsite
3798	03-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031120230044		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-11-2023 12:12	11-03-2023 12:20	0:0:7:50			Archive file mapping issue.	Onsite
3799	03-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C031120230043		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 12:11	11-03-2023 12:19	0:0:7:59			PCM fileupdated.	Onsite
3800	03-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C031120230042		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	03-11-2023 12:05	11-03-2023 13:01	0:0:56:2			Do Paper Sizw correct.	Onsite
3801	03-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C031120230041		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	03-11-2023 12:04	11-03-2023 12:13	0:0:8:41			KB Changed	Onsite
3802	03-11-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C031120230040		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-11-2023 12:03	11-03-2023 12:13	0:0:9:39			RAM cleaned and installed	Onsite
3803	03-11-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C031120230039		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 12:03	11-03-2023 12:13	0:0:10:16			resolved	Onsite
3804	03-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	DSK	C031120230038		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 12:02	11-03-2023 12:14	0:0:11:18			resolved	Onsite
3805	03-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	DSK	C031120230037		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-11-2023 12:02	11-03-2023 12:14	0:0:12:5			resolved	Onsite
3806	03-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	DSK	C031120230036		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	03-11-2023 12:01	11-03-2023 12:14	0:0:12:28			resolved	Onsite
3807	03-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C031120230035		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	03-11-2023 12:00	11-03-2023 12:14	0:0:13:45			SAP issue resolved	Onsite
3808	03-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C031120230034		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 11:55	11-03-2023 12:18	0:0:23:6			printer shows error , drivers install again with set IP again now working	Onsite
3809	03-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C031120230033		Hardware	System Software	Other Software	proxy setting	LOW	Closed	03-11-2023 11:51	11-03-2023 11:58	0:0:7:5			intranet portal seva kendra not works , proxy settings done with hosts file install	Remote
3810	03-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C031120230032		Hardware	PC	TFT	Dim Display	LOW	Closed	03-11-2023 11:49	11-03-2023 12:33	0:0:44:10			Check PC powered on mouse and K.B have lights on , then check TFT having	Onsite
3811	03-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C031120230031		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 11:48	11-03-2023 13:02	0:1:13:55			Take followup issue resolve by brplnon sap support.	Onsite
3812	03-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C031120230030		Hardware	System Software	MS Office	Software Not	LOW	Closed	03-11-2023 11:46	11-03-2023 13:03	0:1:16:28			M.S. Office reinstallation.	Onsite
3813	03-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C031120230029		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	03-11-2023 11:45	11-03-2023 11:58	0:0:12:46			PC booting issue , restart again and again , ram slot replaced clean dust fro fan boot	Onsite
3814	03-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C031120230027		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	03-11-2023 11:44	11-03-2023 11:57	0:0:13:29			MS Excel sheets not open error shows , reinstall ms office now working fine	Onsite
3815	03-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C031120230028		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	03-11-2023 11:44	11-03-2023 11:45	0:0:1:42			replace the mouse	Onsite
3816	03-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C031120230026		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	03-11-2023 11:42	11-03-2023 13:03	0:1:21:25			Do mail archive & compact.	Onsite
3817	03-11-2023	JANAK PURI	Subhash Nagar Complaint Center	O-M	C031120230025		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	03-11-2023 11:42	11-08-2023 11:15	4:23:33:48			call Close By Sanjay & Subhash	Onsite
3818	03-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C031120230024		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	03-11-2023 11:40	11-03-2023 13:04	0:1:23:7			System Restart.	Onsite
3819	03-11-2023	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C031120230022		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-11-2023 11:31	11-03-2023 12:02	0:0:31:53			Printer issue resolved	Onsite
3820	03-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C031120230020		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-11-2023 11:24	11-03-2023 11:37	0:0:12:58			Power cable replaced issue resolve PC working now	Onsite
3821	03-11-2023	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C031120230019		Hardware	Laptop	Other Issue	Others	HIGH	Re-Assign	03-11-2023 11:00					Laptop Keypad Some Keys not working.	Onsite
3822	03-11-2023	TAGORE GARDEN	Chaukhandi Grid Near Keshopur Subzi Mandi	IT	C031120230018		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	03-11-2023 10:59	11-03-2023 11:33	0:0:33:32			resolved with the help of ehv team	Onsite
3823	03-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C031120230016		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	03-11-2023 10:58	11-03-2023 11:33	0:0:35:50			check the pc and log the call	Remote
3824	03-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C031120230017		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-11-2023 10:58	11-03-2023 11:33	0:0:34:45			paper tray setting	Onsite
3825	03-11-2023	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C031120230015		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Re-Assign	03-11-2023 10:57					Laptop working on 4gb ram Please update RAM.	Onsite
3826	03-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/BET	C031120230014		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	03-11-2023 10:55	11-03-2023 11:58	0:1:2:43			resolved after reinstall the printer	Onsite
3827	03-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/BET	C031120230013		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	03-11-2023 10:54	11-03-2023 11:59	0:1:4:31			LAN issue resolved after repunch the connector	Onsite
3828	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230012		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-11-2023 10:46	11-03-2023 10:55	0:0:9:32			power issue resolved	Onsite
3829	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230011		Hardware	System Software	Other Software	Browser issue	LOW	Closed	03-11-2023 10:45	11-03-2023 10:57	0:0:11:42			pdf not working issue resolved	Onsite
3830	03-11-2023	OTHERS	VSNL	HR	C031120230010		Network	LAN Issue	LAN Issue	Others	LOW	Closed	03-11-2023 10:45	11-03-2023 11:01	0:0:16:4			Cable re-insert issue resolve	Onsite
3831	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230009		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	03-11-2023 10:33	11-03-2023 10:56	0:0:23:45			Network not working issue resolved	Onsite
3832	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230008		Hardware	Laptop	Network Not Working	Sent to Nehru	LOW	Closed	03-11-2023 10:25	11-03-2023 10:56	0:0:30:49			Network not working issue resolved	Onsite
3833	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230007		Hardware	System Software	Other Software	software corrupt	LOW	Closed	03-11-2023 10:25	11-03-2023 10:56	0:0:31:4			Google chrome not working issue resolved	Onsite
3834	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230006		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	03-11-2023 10:23	11-03-2023 10:55	0:0:32:18			Printer not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3835	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230005		Hardware	System Software	MS Office	Others	LOW	Closed	03-11-2023 10:22	11-03-2023 10:55	0:0:32:33			Ms excel not working issue resolved	Onsite
3836	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230004		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	03-11-2023 10:22	11-03-2023 10:55	0:0:32:43			pdf not working issue resolved	Onsite
3837	03-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C031120230003		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	03-11-2023 10:21	11-03-2023 10:54	0:0:32:56			Ms excel not working issue resolved	Onsite
3838	03-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C031120230002		Network	Link Connectivit	Link Connectivity Issue	Switch Faulty	LOW	Closed	03-11-2023 09:53	11-03-2023 10:13	0:0:19:52			8port dlink switch adaptor wire repaired now issue resolved	Onsite
3839	03-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C031120230001		Network	Link Connectivit	Link Connectivity Issue	Switch Faulty	LOW	Closed	03-11-2023 09:52	11-03-2023 10:12	0:0:20:8			8port dlink switch adaptor wire repaired now issue resolved	Onsite
3840	04-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C041120230004		Hardware	Laptop	Not working at all	Others	LOW	Re-Assign	04-11-2023 16:00					Display turned off after configuration of Laptop. Pls look into.	Onsite
3841	04-11-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C041120230003		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	04-11-2023 14:09	11-04-2023 16:14	0:2:5:25			Call logged to vendor call closed	
3842	04-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C041120230002		Hardware	System Software	Other Software	New Installation	LOW	Closed	04-11-2023 13:23	11-04-2023 13:36	0:0:12:27			Issue has been resolved after recreate the CAS shortcut	Onsite
3843	04-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C041120230001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	04-11-2023 13:23	11-04-2023 13:34	0:0:11:40			Issue has been resolved after cleaning the RAM	Onsite
3844	06-11-2023	SAKET	Adchini	CIVIL	C081120230011		Hardware	System Software	Other Software	proxy setting	LOW	Closed	08-11-2023 11:19	11-08-2023 11:24	0:0:5:20			team BSES not open	Remote
3845	06-11-2023	OTHERS	VSNL	RCM	C061120230184		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-11-2023 17:43	11-06-2023 18:02	0:0:18:44			Unlock user account	Onsite
3846	06-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C061120230183		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	06-11-2023 17:42	11-06-2023 17:44	0:0:2:4			New replica create.	Remote
3847	06-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061120230181		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	06-11-2023 17:41	11-06-2023 18:01	0:0:20:9			Keyboard replaced	Onsite
3848	06-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061120230182		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	06-11-2023 17:41	11-06-2023 18:01	0:0:19:53			Mouse replaced	Onsite
3849	06-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C061120230179		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 17:39	11-06-2023 17:46	0:0:6:50			Projector installation.	Onsite
3850	06-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061120230178		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	06-11-2023 17:39	11-06-2023 18:00	0:0:21:28			Password change	Onsite
3851	06-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061120230180		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:39	11-06-2023 18:01	0:0:21:25			Change server setting issue resolve	Onsite
3852	06-11-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/BET	C061120230177		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:38	11-06-2023 17:46	0:0:7:58			update DTM windows features.	Onsite
3853	06-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C061120230176		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:38	11-06-2023 18:00	0:0:21:42			Mail Oracle and CAS installed	Onsite
3854	06-11-2023	OTHERS	VSNL	O-M	C061120230175		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	06-11-2023 17:37	11-06-2023 17:59	0:0:22:3			Delete Temp file and folder issue resolve	Onsite
3855	06-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C061120230174		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 17:37	11-06-2023 17:47	0:0:9:49			Projector installation.	Onsite
3856	06-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C061120230173		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:37	11-06-2023 17:39	0:0:2:30			issue resolved	Onsite
3857	06-11-2023	NEHRU PLACE CSO	First Floor - D Block	PMG	C061120230171		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	06-11-2023 17:36	11-06-2023 17:39	0:0:2:58			issue resolved	Onsite
3858	06-11-2023	OTHERS	VSNL	O-M	C061120230172		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 17:36	11-06-2023 17:59	0:0:22:20			Remove paper issue resolve	Onsite
3859	06-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C061120230170		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	06-11-2023 17:34	11-06-2023 17:39	0:0:4:42			issue resolved	Onsite
3860	06-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C061120230169		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 17:33	11-06-2023 17:39	0:0:5:28			issue resolved	Onsite
3861	06-11-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C061120230168		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 17:32	11-06-2023 17:38	0:0:6:1			issue resolved	Onsite
3862	06-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C061120230167		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:31	11-06-2023 17:38	0:0:7:4			issue resolved	Onsite
3863	06-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C061120230166		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	06-11-2023 17:30	11-06-2023 17:38	0:0:7:39			issue resolved	Onsite
3864	06-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C061120230165		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-11-2023 17:30	11-06-2023 17:38	0:0:7:58			issue resolved	Onsite
3865	06-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C061120230164		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:29	11-06-2023 17:38	0:0:8:23			issue resolved	Onsite
3866	06-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C061120230163		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	06-11-2023 17:27	11-06-2023 17:38	0:0:11:3			issue resolved	Onsite
3867	06-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C061120230162		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	06-11-2023 17:25	11-06-2023 17:37	0:0:12:28			issue resolved	Onsite
3868	06-11-2023	NEHRU PLACE CSO	First Floor - E Block	SYSTEM OPERATIO	C061120230161		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 17:12	11-06-2023 17:15	0:0:2:16			Issue Resolved	Onsite
3869	06-11-2023	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	HR	C061120230160		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 17:11	11-06-2023 17:14	0:0:3:41			Issue Resolved	Onsite
3870	06-11-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C061120230159		Hardware	PC	Not working at all	No power	HIGH	Closed	06-11-2023 17:10	11-06-2023 19:14	0:2:3:4			after power cable change issue resolved	Onsite
3871	06-11-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C061120230158		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 17:10	11-06-2023 17:14	0:0:4:7			Issue Resolved	Onsite
3872	06-11-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C061120230157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-11-2023 17:09	11-06-2023 17:14	0:0:4:50			Issue Resolved	Onsite
3873	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C061120230156		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 17:09	11-06-2023 19:13	0:2:3:51			after printer reinstall issue resolved	Onsite
3874	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C061120230155		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-11-2023 17:08	11-06-2023 19:12	0:2:4:3			after mail id password reset issue resolved	Onsite
3875	06-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C061120230154		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:07	11-06-2023 17:14	0:0:6:29			Issue Resolved	Onsite
3876	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C061120230153		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	06-11-2023 17:07	11-06-2023 19:12	0:2:4:37			after excel extension change issue resolved	Onsite
3877	06-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C061120230150		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 17:06	11-06-2023 17:14	0:0:8:9			Issue Resolved	Onsite
3878	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C061120230152		Telecome	Instrument	IP	Network Issue	LOW	Closed	06-11-2023 17:06	11-06-2023 19:11	0:2:4:50			after lan cable change issue resolved	Onsite
3879	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C061120230151		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 17:06	11-06-2023 19:10	0:2:4:27			after token machine link reconfigure issue resolved	Onsite
3880	06-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C061120230148		Hardware	Laptop	System Password issue	Others	LOW	Closed	06-11-2023 17:05	11-06-2023 17:14	0:0:8:48			Issue Resolved	Onsite
3881	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C061120230149		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-11-2023 17:05	11-06-2023 19:09	0:2:4:0			after mail password reset issue resolved	Onsite
3882	06-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C061120230147		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 17:04	11-06-2023 17:13	0:0:9:29			Issue Resolved	Onsite
3883	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C061120230146		Hardware	Printer	Paper Pickup	Others	LOW	Closed	06-11-2023 17:04	11-06-2023 19:08	0:2:4:34			after cartridge change issue resolved	Onsite
3884	06-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061120230143		Hardware	Laptop	Not working at all	No power	LOW	Closed	06-11-2023 17:03	11-06-2023 17:13	0:0:10:22			Issue Resolved	Onsite
3885	06-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C061120230144		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-11-2023 17:03	11-06-2023 19:06	0:2:3:6			after mail password reset issue resolved	Onsite
3886	06-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C061120230145		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	06-11-2023 17:03	11-06-2023 17:13	0:0:9:49			Issue Resolved	Onsite
3887	06-11-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C061120230142		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 17:02	11-06-2023 19:05	0:2:2:39			after paper jam clear issue resolved	Onsite
3888	06-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061120230141		Hardware	PC	System Password issue	Password Reset	LOW	Closed	06-11-2023 16:53	11-06-2023 17:10	0:0:16:44			Password reset	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3889	06-11-2023	SAKET	Adchini	BUSINESS/BET	C061120230139		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 16:52	11-06-2023 16:57	0:0:5:42			Printer driver re-installed	Onsite
3890	06-11-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	C-M	C061120230140		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	06-11-2023 16:52	11-06-2023 17:10	0:0:17:42			Temp file cleaned	Onsite
3891	06-11-2023	SAKET	Adchini	BUSINESS/BET	C061120230138		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-11-2023 16:51	11-06-2023 16:58	0:0:7:25			Windows credential changed for CAS server	Onsite
3892	06-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061120230137		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	06-11-2023 16:50	11-06-2023 17:00	0:0:10:3			Printer need to service.	Onsite
3893	06-11-2023	SAKET	Adchini	DSK	C061120230136		Telecome	Instrument	Analog	Line Faulty	LOW	Closed	06-11-2023 16:50	11-06-2023 16:59	0:0:9:1			Telephone Patch cable changed	Onsite
3894	06-11-2023	SAKET	Fatehpur Beri CC	O-M	C061120230134		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	06-11-2023 16:49	11-06-2023 17:04	0:0:15:12			Hard Drive faulty, call logged to vendor	Onsite
3895	06-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061120230135		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	06-11-2023 16:49	11-06-2023 17:00	0:0:10:50			New archive created.	Onsite
3896	06-11-2023	SAKET	MMTC CC	O-M	C061120230133		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	06-11-2023 16:48	11-06-2023 17:01	0:0:13:5			N/W & Sharing setting changed	Onsite
3897	06-11-2023	SAKET	MIG CC	O-M	C061120230132		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	06-11-2023 16:46	11-06-2023 17:03	0:0:16:36			IP Address configured	Onsite
3898	06-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C061120230131		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 16:45	11-06-2023 16:57	0:0:11:38			Oracle TNS file replaced	Onsite
3899	06-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C061120230129		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 16:44	11-06-2023 16:56	0:0:12:11			Paper removed from printer	Onsite
3900	06-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061120230130		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	06-11-2023 16:44	11-06-2023 17:11	0:0:27:36			Mail send to lotus support for unlock password	Remote
3901	06-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061120230128		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	06-11-2023 16:43	11-06-2023 17:12	0:0:28:46			After reconfigure printer driver issue resolved	Remote
3902	06-11-2023	VASANT KUNJ	B 1	O-M	C061120230127		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 16:42	11-06-2023 17:16	0:0:34:12			Removed paper from printer	Onsite
3903	06-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C061120230125		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	06-11-2023 16:41	11-06-2023 17:06	0:0:25:39			printer driver reinstalled	Remote
3904	06-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C061120230126		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	06-11-2023 16:41	11-06-2023 17:12	0:0:31:20			After repair pdf file issue resolved	Remote
3905	06-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C061120230123		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 16:40	11-06-2023 16:59	0:0:19:17			Network slow working.	Onsite
3906	06-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C061120230124		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	06-11-2023 16:40	11-06-2023 17:13	0:0:32:24			After replace host file issue resolved	Remote
3907	06-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C061120230121		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-11-2023 16:39	11-06-2023 16:58	0:0:19:4			PC updated.	Onsite
3908	06-11-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/BET	C061120230122		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	06-11-2023 16:39	11-06-2023 17:09	0:0:30:10			IP configured	Onsite
3909	06-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C061120230120		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 16:39	11-06-2023 17:15	0:0:36:32			Default pritner changed	Remote
3910	06-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C061120230117		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 16:38	11-06-2023 17:14	0:0:36:5			Printer driver reinstalled	Remote
3911	06-11-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/BET	C061120230118		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	06-11-2023 16:38	11-06-2023 17:09	0:0:31:17			ads joinned	Onsite
3912	06-11-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/BET	C061120230119		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	06-11-2023 16:38	11-06-2023 17:09	0:0:30:56			name changed	Onsite
3913	06-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C061120230116		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	MEDIUM	Closed	06-11-2023 16:37	11-06-2023 17:06	0:0:28:22			All mail Archive issue resolved	Remote
3914	06-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C061120230115		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	06-11-2023 16:37	11-06-2023 16:58	0:0:20:42			New keyboard replaced.	Onsite
3915	06-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	C-M	C061120230114		Hardware	PC	Not working at all	Others	LOW	Closed	06-11-2023 16:36	11-06-2023 16:37	0:0:0:30			Done	Onsite
3916	06-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	C-M	C061120230113		Hardware	PC	Not working at all	Others	LOW	Closed	06-11-2023 16:36	11-06-2023 16:37	0:0:1:15			Done	Onsite
3917	06-11-2023	VASANT KUNJ	C 8	O-M	C061120230112		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	06-11-2023 16:35	11-06-2023 17:13	0:0:37:22			RJ45 Crimped	Onsite
3918	06-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	C-M	C061120230111		Hardware	PC	Not working at all	Others	LOW	Closed	06-11-2023 16:35	11-06-2023 16:37	0:0:2:15			Done	Onsite
3919	06-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C061120230110		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	06-11-2023 16:35	11-06-2023 17:05	0:0:30:28			Adobe software reinstalled	Remote
3920	06-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	C-M	C061120230109		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 16:34	11-06-2023 16:38	0:0:3:35			Done	Onsite
3921	06-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C061120230107		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	06-11-2023 16:33	11-06-2023 17:02	0:0:29:34			scanner driver reinstalled	Onsite
3922	06-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	C-M	C061120230108		Hardware	PC	Hanging/Slow processing	Harddisk Issue	LOW	Closed	06-11-2023 16:33	11-06-2023 16:38	0:0:4:45			Done	Onsite
3923	06-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C061120230106		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 16:32	11-06-2023 16:39	0:0:6:21			Done	Onsite
3924	06-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C061120230105		Hardware	PC	Hanging/Slow processing	Hardware Issue	LOW	Closed	06-11-2023 16:32	11-06-2023 16:39	0:0:7:47			Done	Onsite
3925	06-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C061120230104		Hardware	Printer	No display on Panel	Power Cable Issue	MEDIUM	Closed	06-11-2023 16:31	11-06-2023 17:01	0:0:30:11			change cable issue resolved	Onsite
3926	06-11-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/BET	C061120230103		Hardware	System Software	Other Software	software corrupt	LOW	Closed	06-11-2023 16:31	11-06-2023 17:09	0:0:38:9			issue resolved	Onsite
3927	06-11-2023	NEHRU PLACE CSO	First Floor - D Block	SAFETY	C061120230102		Hardware	System Software	Other Software	Media Player	LOW	Closed	06-11-2023 16:26	11-06-2023 17:09	0:0:42:15			issue resolved	Onsite
3928	06-11-2023	NEHRU PLACE CSO	Second Floor - D Block	ETG	C061120230100		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-11-2023 16:25	11-06-2023 17:08	0:0:43:36			window activated	Onsite
3929	06-11-2023	NEHRU PLACE CSO	Second Floor - D Block	ETG	C061120230101		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-11-2023 16:25	11-06-2023 17:08	0:0:43:17			acrobat replaced	Onsite
3930	06-11-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C061120230099		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	HIGH	Closed	06-11-2023 16:07	11-06-2023 17:12	0:1:4:58			c drive disk clean and pref etch file delete.	Remote
3931	06-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C061120230098		Hardware	PC	Restart Problem	Physical cleaning	HIGH	Closed	06-11-2023 16:06	11-06-2023 17:09	0:1:3:39			pc RAM and FAN clean issue resolved.	Onsite
3932	06-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C061120230097		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	06-11-2023 16:04	11-06-2023 17:11	0:1:6:47			printer driver reinstalled	Remote
3933	06-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C061120230096		Hardware	PC	Network Not Working	IP Issue	HIGH	Closed	06-11-2023 16:03	11-06-2023 17:10	0:1:7:4			Network ip reconfigure	Remote
3934	06-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C061120230095		Hardware	E-Mail	Email _Lotus	Mail Software	HIGH	Closed	06-11-2023 16:02	11-06-2023 17:08	0:1:5:58			Lotus mail software reinstalled	Remote
3935	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230094		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	06-11-2023 15:59	11-08-2023 11:14	1:19:15:9			Lan point not working	Onsite
3936	06-11-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C061120230093		Hardware	Printer	Image Issue	Black Spot On Image	LOW	Closed	06-11-2023 15:52	11-06-2023 16:15	0:0:23:24			change the paper size tray setting issue resolved	Onsite
3937	06-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C061120230092		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-11-2023 15:50	11-06-2023 16:46	0:0:55:31			DSK Portal ID Do Activate.	Remote
3938	06-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C061120230091		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	06-11-2023 15:49	11-06-2023 15:52	0:0:3:11			Phone line issue	Onsite
3939	06-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C061120230088		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 15:48	11-06-2023 16:31	0:0:43:6			issue resolved after configure the SAP Module	Onsite
3940	06-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C061120230090		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-11-2023 15:48	11-06-2023 16:30	0:0:41:40			issue resolved after reinstall the software	Onsite
3941	06-11-2023	OTHERS	HUDCO Grid	PROTECTION	C061120230089		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	06-11-2023 15:48	11-06-2023 15:53	0:0:4:23			mail issue	Onsite
3942	06-11-2023	OTHERS	Andrews Ganj	Enforcement	C061120230087		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	06-11-2023 15:47	11-06-2023 15:53	0:0:5:35			pc hanging issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3943	06-11-2023	OTHERS	Andrews Ganj	Enforcement	C061120230085		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	06-11-2023 15:47	11-06-2023 15:53	0:0:6:23			mail issue	Onsite
3944	06-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	Billing	C061120230086		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 15:47	11-06-2023 16:32	0:0:44:34			deafult setting changed and issue resolved	Onsite
3945	06-11-2023	OTHERS	HUDCO Grid	PROTECTION	C061120230081		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-11-2023 15:46	11-06-2023 15:54	0:0:8:9			vpn issue	Onsite
3946	06-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	Billing	C061120230082		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-11-2023 15:46	11-06-2023 16:40	0:0:54:25			DSK portal issue resolved after update the browser	Onsite
3947	06-11-2023	OTHERS	Andrews Ganj	Enforcement	C061120230083		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 15:46	11-06-2023 15:54	0:0:7:23			Printer issue	Onsite
3948	06-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	Billing	C061120230084		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 15:46	11-06-2023 16:40	0:0:53:31			reinstall the printer and issue resolved	Onsite
3949	06-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C061120230080		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	06-11-2023 15:45	11-06-2023 16:14	0:0:29:43			clean the temp file and repair os issue resolved	Onsite
3950	06-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C061120230078		Hardware	PC	Not working at all	Others	LOW	Closed	06-11-2023 15:44	11-06-2023 16:46	0:1:2:7			Data transfer.	Remote
3951	06-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	Billing	C061120230077		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	06-11-2023 15:44	11-06-2023 16:39	0:0:55:42			issue resolved after replug the connector	Onsite
3952	06-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C061120230079		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-11-2023 15:44	11-06-2023 16:14	0:0:29:39			reset email id password issue resolved	Onsite
3953	06-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C061120230076		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	06-11-2023 15:43	11-06-2023 16:13	0:0:30:21			mail installed and configured issue resolved	Onsite
3954	06-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C061120230073		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	06-11-2023 15:35	11-06-2023 17:32	0:1:57:27			Manual IP configured.	Onsite
3955	06-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C061120230075		Hardware	Scanner	Scaning issue	Others	LOW	Closed	06-11-2023 15:35	11-06-2023 17:32	0:1:57:7			Scanner setting changed.	Onsite
3956	06-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C061120230074		Telecome	Instrument	Digital	Instrument Faulty	LOW	Closed	06-11-2023 15:35	11-06-2023 16:13	0:0:38:1			collect digital phone issue resolved	Onsite
3957	06-11-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/BET	C061120230072		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	06-11-2023 15:34	11-06-2023 17:32	0:1:57:33			Reinstalled the mail software.	Onsite
3958	06-11-2023	NEHRU PLACE	W Block GK 1	SAFETY	C061120230071		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	06-11-2023 15:33	11-06-2023 17:31	0:1:58:27			mail replicate box tick .	Onsite
3959	06-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C061120230070		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	06-11-2023 15:32	11-06-2023 17:31	0:1:58:33			Restart the system.	Onsite
3960	06-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C061120230069		Hardware	PC	System Password issue	Others	LOW	Closed	06-11-2023 15:31	11-06-2023 17:30	0:1:59:6			@ key not working, sent keyboard to Nehru place.	Onsite
3961	06-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C061120230068		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 15:19	11-06-2023 15:21	0:0:1:22			Date time setting change, issue resolved	Onsite
3962	06-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C061120230067		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 15:18	11-06-2023 15:20	0:0:2:17			site is working with help of network team	Onsite
3963	06-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061120230065		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	06-11-2023 15:16	11-06-2023 16:44	0:1:28:21			Reset password now working fine	Remote
3964	06-11-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/BET	C061120230066		Data Centre	NAS	NAS	Access Folder	LOW	Closed	06-11-2023 15:16	11-06-2023 18:48	0:3:32:26			FYI	Remote
3965	06-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C061120230064		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	06-11-2023 15:15	11-06-2023 15:37	0:0:21:26			Tray setting corrected as reqd.	Onsite
3966	06-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C061120230062		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 15:08	11-06-2023 15:51	0:0:43:2			Clear paper jam now working fine	Onsite
3967	06-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C061120230063		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 15:08	11-06-2023 15:36	0:0:27:43			Resolved after restarting printer.	Onsite
3968	06-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C061120230061		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	06-11-2023 15:06	11-06-2023 15:51	0:0:44:58			IP Address reinstalled now working fine	Onsite
3969	06-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C061120230060		Hardware	PC	Restart Problem	Others	LOW	Closed	06-11-2023 15:05	11-06-2023 16:43	0:1:38:3			Reset password now working fine	Onsite
3970	06-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061120230058		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 15:04	11-06-2023 15:50	0:0:46:15			Change paper setting now working fine	Onsite
3971	06-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C061120230059		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	06-11-2023 15:04	11-06-2023 15:50	0:0:45:59			Create Local replica now working fine	Remote
3972	06-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C061120230057		Hardware	System Software	Other Software	New Installation	LOW	Closed	06-11-2023 15:03	11-06-2023 15:49	0:0:46:22			BSP Configure	Remote
3973	06-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	Finance	C061120230056		Hardware	System Software	Other Software	proxy setting	LOW	Closed	06-11-2023 14:36	11-06-2023 14:39	0:0:2:50			cash counter 216 RD 43 West PJB user sanjeev intranet settings issue with ess	Onsite
3974	06-11-2023	SAKET	Adchini	BUSINESS/BET	C061120230055		Hardware	System Software	MS Office	Software Not	LOW	Closed	06-11-2023 14:33	11-06-2023 14:42	0:0:8:56			Clean temp file and restart PC	Remote
3975	06-11-2023	SAKET	Adchini	SAFETY	C061120230054		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 14:32	11-06-2023 14:41	0:0:8:51			printer not work	Remote
3976	06-11-2023	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim Vihar	Dispancery	C061120230053		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	06-11-2023 14:32	11-06-2023 14:51	0:0:19:17			PC locally lan working switch port end hang replace port and RJ45 new	Onsite
3977	06-11-2023	SAKET	Adchini	SAFETY	C061120230052		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	06-11-2023 14:31	11-06-2023 14:40	0:0:8:50			LAN not work	Remote
3978	06-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C061120230051		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	06-11-2023 14:27	11-06-2023 14:34	0:0:7:7			seva kendra portal error and lotus archive open issue , proxy settings done hosts file	Onsite
3979	06-11-2023	SAKET	Adchini	CUSTOMER CARE	C061120230050		Hardware	PC	Not working at all	No power	LOW	Closed	06-11-2023 14:26	11-06-2023 14:40	0:0:13:44			not on	Remote
3980	06-11-2023	SAKET	Adchini	SAFETY	C061120230049		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	06-11-2023 14:25	11-06-2023 14:39	0:0:13:43			printer not work	Remote
3981	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230047		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-11-2023 14:08	11-06-2023 15:29	0:1:21:1			google chrome not working issue resolved	Onsite
3982	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230046		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 14:07	11-06-2023 15:28	0:1:21:25			ADS joining issue resolved	Onsite
3983	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230045		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-11-2023 14:06	11-06-2023 15:28	0:1:21:32			Team viewer not working issue resolved	Onsite
3984	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230044		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	06-11-2023 14:06	11-06-2023 15:27	0:1:21:7			Printer not working issue resolved	Onsite
3985	06-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C061120230042		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	06-11-2023 13:36	11-06-2023 14:40	0:1:3:48			keyboard replaced issue resolved..	Onsite
3986	06-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C061120230041		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 13:35	11-06-2023 14:12	0:0:36:21			printer connected issue resolved..	Onsite
3987	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230040		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	06-11-2023 13:21	11-06-2023 14:04	0:0:43:48			Mouse not working issue resolved	Onsite
3988	06-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061120230039		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-11-2023 13:20	11-06-2023 14:04	0:0:43:55			google chrome not working	Onsite
3989	06-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C061120230038		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 13:14	11-06-2023 13:17	0:0:2:54			Printer drivers reinstall set IP again now print comes , ess portal proxy settings	Onsite
3990	06-11-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/BET	C061120230037		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	06-11-2023 13:12	11-06-2023 13:49	0:0:36:51			resolved after clean the system	Onsite
3991	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230036		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	06-11-2023 13:11	11-06-2023 13:56	0:0:45:5			Lan cable losse problem resolved	Onsite
3992	06-11-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/BET	C061120230035		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	06-11-2023 13:11	11-06-2023 13:49	0:0:38:11			changed and issue resolved	Onsite
3993	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230034		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	06-11-2023 13:10	11-06-2023 13:55	0:0:44:58			new driver installations resolved	Onsite
3994	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230033		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	06-11-2023 13:09	11-06-2023 13:54	0:0:45:32			server problem resolved	Onsite
3995	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230032		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	06-11-2023 13:08	11-06-2023 13:52	0:0:43:35			Paper jam problem resolved	Onsite
3996	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230031		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	06-11-2023 13:07	11-06-2023 13:54	0:0:47:19			Scanner re installations problem resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
3997	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230030		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	06-11-2023 13:06	11-06-2023 13:53	0:0:47:38			Pc restart problem resolved	Onsite
3998	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C061120230029		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 13:05	11-06-2023 13:53	0:0:47:59			Paper jam problem resolved	Onsite
3999	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data Center	C061120230028		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-11-2023 13:04	11-06-2023 13:52	0:0:48:41			Password reset problem resolved	Onsite
4000	06-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C061120230027		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-11-2023 12:58	11-06-2023 13:16	0:0:18:43			print not come shows pdf file save error , printer settings done print to file tick	Onsite
4001	06-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C061120230026		Hardware	PC	TFT	Color Issue	LOW	Closed	06-11-2023 12:55	11-06-2023 13:16	0:0:20:28			TFT display shows red color on screen ,vga cable pins reconnect and tight with	Onsite
4002	06-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C061120230024		Hardware	System Software	MS Office	Software Not	LOW	Closed	06-11-2023 12:51	11-06-2023 14:05	0:1:13:19			MS OFFICE re installed now issue resolved	
4003	06-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C061120230023		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	06-11-2023 12:51	11-06-2023 14:07	0:1:15:59			After configure the mail now issue resolved	
4004	06-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C061120230022		Hardware	System Software	Other Software	Browser issue	LOW	Closed	06-11-2023 12:50	11-06-2023 14:04	0:1:14:4			MCD site link paste now issue resolved	
4005	06-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C061120230021		Hardware	System Software	Other Software	proxy setting	LOW	Closed	06-11-2023 12:49	11-06-2023 14:03	0:1:13:39			McD link paste now issue resolved	
4006	06-11-2023	ALAKNANDA	Giri Nagar	MMG	C061120230020		Hardware	Attendane Machine	Others	new registration	LOW	Closed	06-11-2023 12:48	11-06-2023 14:02	0:1:13:39			Card Punching done now issue resolved	
4007	06-11-2023	ALAKNANDA	A 12 Kalkaji	O-M	C061120230019		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	06-11-2023 12:47	11-06-2023 13:54	0:1:7:0			Remove the paper from printer now issue resolved	
4008	06-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C061120230018		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	06-11-2023 12:40	11-06-2023 12:58	0:0:18:44			Lotus archive created as reqd.	Remote
4009	06-11-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C061120230017		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	06-11-2023 12:39	11-06-2023 12:58	0:0:18:52			Proxy setting corrected as reqd	Remote
4010	06-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C061120230016		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	06-11-2023 12:07	11-06-2023 12:41	0:0:34:2			Issue has been resolved after changed the keyboard	Onsite
4011	06-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C061120230015		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	06-11-2023 12:02	11-06-2023 12:41	0:0:39:22			Issue has been resolved after changed the mail password	Onsite
4012	06-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data Center	C061120230013		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	06-11-2023 12:01	11-06-2023 14:19	0:2:18:51			Please collect the keyboard resolved	Onsite
4013	06-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C061120230014		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-11-2023 12:01	11-06-2023 12:40	0:0:39:3			Resolved	Onsite
4014	06-11-2023	NEHRU PLACE	20 No Building	C-M	C061120230012		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	06-11-2023 11:55	11-06-2023 11:59	0:0:3:43			file open in excel	Onsite
4015	06-11-2023	NEHRU PLACE	20 No Building	C-M	C061120230011		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	06-11-2023 11:40	11-06-2023 11:58	0:0:17:43			file open in excel	Onsite
4016	06-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C061120230010		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	06-11-2023 10:42	11-06-2023 10:58	0:0:15:54			used die notes exe now issue resolved..	Onsite
4017	06-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C061120230009		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	06-11-2023 10:41	11-06-2023 10:52	0:0:11:2			adobe pdf reinstalled now issue resolved..	Onsite
4018	06-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C061120230008		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	06-11-2023 10:38	11-06-2023 10:55	0:0:17:26			dienotes run issue resolved	Onsite
4019	06-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C061120230007		Hardware	PC	TFT	Others	LOW	Closed	06-11-2023 10:25	11-06-2023 11:14	0:0:49:27			Power Cable change.	Onsite
4020	06-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C061120230005		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	06-11-2023 10:23	11-06-2023 11:15	0:0:51:39			Restart PC.	Onsite
4021	06-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C061120230004		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	06-11-2023 10:22	11-06-2023 11:16	0:0:53:41			Restart PC.	Remote
4022	06-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C061120230003		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	06-11-2023 10:18	11-06-2023 10:36	0:0:17:33			Laptop update & restart	Onsite
4023	06-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C061120230002		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	06-11-2023 09:19	11-06-2023 10:24	0:1:5:51			lan patch cable replaced now issue resolved..	Onsite
4024	06-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	IT	C061120230001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	06-11-2023 09:18	11-06-2023 09:40	0:0:21:55			ram moisture cleaned now pc is working fine issue resolved..	Onsite
4025	07-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C081120230029		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	08-11-2023 13:33	11-08-2023 13:36	0:0:3:28			Lotus replica create done compacting done now mails comes and working fine	Onsite
4026	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230004		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-11-2023 11:16	11-08-2023 11:34	0:0:17:39			ADS joining issue resolved	Onsite
4027	07-11-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C071120230152		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	07-11-2023 18:02	11-07-2023 19:00	0:0:57:44			after pc reset issue resolved	Onsite
4028	07-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C071120230151		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	07-11-2023 17:59	11-07-2023 18:58	0:0:58:3			after windows 10 install issue resolved	Onsite
4029	07-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C071120230150		Hardware	System Software	Other Software	proxy setting	LOW	Closed	07-11-2023 17:57	11-07-2023 18:56	0:0:59:26			after proxy setting enable issue resolved	Onsite
4030	07-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C071120230149		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	07-11-2023 17:55	11-07-2023 18:54	0:0:58:19			after mail password reset issue resolved	Onsite
4031	07-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C071120230148		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 17:54	11-07-2023 18:51	0:0:56:28			after paper jam clear issue resolved	Onsite
4032	07-11-2023	SAKET	Adchini	SAFETY	C071120230146		Hardware	System Software	Other Software	software corrupt	LOW	Closed	07-11-2023 17:53	11-07-2023 18:06	0:0:13:24			reset date and time	Onsite
4033	07-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C071120230147		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 17:53	11-07-2023 18:50	0:0:56:40			after paper jam clear issue resolved	Onsite
4034	07-11-2023	SAKET	Adchini	Recovery	C071120230144		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	07-11-2023 17:52	11-07-2023 18:06	0:0:13:54			Mail sent to lotus support	Onsite
4035	07-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C071120230145		Telecome	Instrument	IP	Network Issue	LOW	Closed	07-11-2023 17:52	11-07-2023 18:47	0:0:54:28			after ip configured issue resolved	Onsite
4036	07-11-2023	SAKET	Adchini	CIVIL	C071120230142		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	07-11-2023 17:51	11-07-2023 18:04	0:0:13:44			reinstalled printer	Onsite
4037	07-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C071120230143		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	07-11-2023 17:51	11-07-2023 18:46	0:0:54:47			after printer install issue resolved	Onsite
4038	07-11-2023	SAKET	Adchini	Recovery	C071120230141		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 17:50	11-07-2023 18:04	0:0:14:15			reset proxy setting	Onsite
4039	07-11-2023	SAKET	Fatehpur Beri CC	O-M	C071120230140		Hardware	UPS	Backup	No Power	LOW	Closed	07-11-2023 17:48	11-07-2023 18:03	0:0:14:57			reset ups and call log to vendor	Onsite
4040	07-11-2023	SAKET	Pushp Vihar Sector 3	WORKSHOP	C071120230139		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-11-2023 17:47	11-07-2023 18:03	0:0:15:53			New dongle installed	Onsite
4041	07-11-2023	SAKET	Adchini	CHD	C071120230138		Hardware	System Software	Other Software	software corrupt	LOW	Closed	07-11-2023 17:46	11-07-2023 18:00	0:0:14:19			Given file open in different format	Remote
4042	07-11-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C071120230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 17:19	11-07-2023 17:31	0:0:12:2			issue resolved	Onsite
4043	07-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C071120230136		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 17:18	11-07-2023 17:32	0:0:13:24			Resolved with help of Printer Vendor.	
4044	07-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C071120230135		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	07-11-2023 17:18	11-07-2023 17:31	0:0:13:15			Mail issue resolved as required	
4045	07-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C071120230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 17:17	11-07-2023 17:30	0:0:13:26			issue resolved	Onsite
4046	07-11-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C071120230134		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 17:17	11-07-2023 17:30	0:0:13:4			issue resolved	Onsite
4047	07-11-2023	NEHRU PLACE CSO	Second Floor - D Block	LEGAL	C071120230132		Hardware	System Software	Other Software	proxy setting	LOW	Closed	07-11-2023 17:16	11-07-2023 17:30	0:0:14:19			issue resolved	Onsite
4048	07-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C071120230131		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	07-11-2023 17:15	11-07-2023 17:30	0:0:15:24			issue resolved	Onsite
4049	07-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C071120230130		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	07-11-2023 17:11	11-07-2023 17:51	0:0:40:47			Motherboard Replaced but issue is same vendor re-assign complaint aglint	Onsite
4050	07-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C071120230129		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 17:10	11-07-2023 17:11	0:0:1:7			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4051	07-11-2023	OTHERS	VSNL	RCM	C071120230128		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 17:10	11-07-2023 17:50	0:0:40:31			Email installed and configured	Onsite
4052	07-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C071120230126		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-11-2023 17:09	11-07-2023 17:11	0:0:2:10			Issue Resolved	Onsite
4053	07-11-2023	OTHERS	VSNL	RCM	C071120230127		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 17:09	11-07-2023 17:50	0:0:41:2			Email installed and configured	Onsite
4054	07-11-2023	OTHERS	VSNL	QUALITY	C071120230125		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 17:09	11-07-2023 17:50	0:0:40:59			PC restart issue resolve	Onsite
4055	07-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C071120230124		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 17:08	11-07-2023 17:11	0:0:2:50			Issue Resolved	Onsite
4056	07-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C071120230122		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 17:08	11-07-2023 17:11	0:0:3:12			Issue Resolved	Onsite
4057	07-11-2023	OTHERS	VSNL	QUALITY	C071120230123		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	07-11-2023 17:08	11-07-2023 17:49	0:0:41:14			MS office Re-installation	Onsite
4058	07-11-2023	OTHERS	VSNL	RCM	C071120230120		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	07-11-2023 17:07	11-07-2023 17:48	0:0:41:40			Account unlock	Onsite
4059	07-11-2023	OTHERS	VSNL	RCM	C071120230121		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 17:07	11-07-2023 17:49	0:0:41:22			Oracle installed	Onsite
4060	07-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C071120230117		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 17:06	11-07-2023 17:11	0:0:5:9			Issue Resolved	Onsite
4061	07-11-2023	OTHERS	VSNL	HR	C071120230118		Hardware	PC	Not working at all	Others	LOW	Closed	07-11-2023 17:06	11-07-2023 17:48	0:0:42:3			SMPS Faulty Complaint logged	Onsite
4062	07-11-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C071120230119		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 17:06	11-07-2023 17:11	0:0:4:29			Issue Resolved	Onsite
4063	07-11-2023	OTHERS	VSNL	MMG	C071120230115		Hardware	Scanner	Scaning issue	No Power Issue	LOW	Closed	07-11-2023 17:05	11-07-2023 17:47	0:0:42:23			Replaced Power Cable issue resolve power cable faulty	Onsite
4064	07-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C071120230116		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 17:05	11-07-2023 17:38	0:0:32:52			clear the paper from printer issue resolved	Onsite
4065	07-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C071120230114		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	07-11-2023 17:02	11-07-2023 17:38	0:0:36:2			installed the acrobat software issue resolved	Onsite
4066	07-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C071120230113		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	07-11-2023 16:59	11-07-2023 17:37	0:0:37:53			change the rz45 issue resolved	Onsite
4067	07-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C071120230112		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	07-11-2023 16:58	11-07-2023 17:37	0:0:38:36			change the file extension issue resolved	Onsite
4068	07-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C071120230111		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	07-11-2023 16:54	11-07-2023 17:36	0:0:42:42			installed new os issue resolved	Onsite
4069	07-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C071120230110		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	07-11-2023 16:54	11-07-2023 16:56	0:0:2:26			Cartridge replaced	Onsite
4070	07-11-2023	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/BET	C071120230109		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 16:52	11-07-2023 16:57	0:0:4:34			Remove paper	Onsite
4071	07-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C071120230108		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	07-11-2023 16:51	11-07-2023 16:57	0:0:6:9			Create new archive	Onsite
4072	07-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C071120230107		Hardware	PC	Restart Problem	Heating issue	LOW	Closed	07-11-2023 16:50	11-07-2023 17:36	0:0:45:55			clean the pc and reinstalled the RAM issue resolved	Onsite
4073	07-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C071120230106		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	07-11-2023 16:49	11-07-2023 17:36	0:0:46:30			change the port and telephone set cord issue resolved	Onsite
4074	07-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C071120230105		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	07-11-2023 16:48	11-07-2023 16:58	0:0:10:9			create new replica	Onsite
4075	07-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C071120230104		Hardware	PC	Not working at all	Others	LOW	Closed	07-11-2023 16:27	11-07-2023 17:48	0:1:21:5			Take Followup & issue resolve by vendor.	Onsite
4076	07-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C071120230103		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	07-11-2023 16:25	11-07-2023 17:48	0:1:23:43			Ram dust clean.	Onsite
4077	07-11-2023	PALAM	Dwarka Sec 9 Complaint Center	O-M	C071120230102		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	07-11-2023 16:22	11-07-2023 17:49	0:1:27:11			in Edit do setting correct	Onsite
4078	07-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C071120230101		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	07-11-2023 16:19	11-07-2023 17:36	0:1:16:48			After crimp rj45 connector issue resolved	
4079	07-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C071120230100		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	07-11-2023 16:18	11-07-2023 17:35	0:1:16:27			After Reconfigured printer issue resolved	
4080	07-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C071120230099		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	07-11-2023 16:17	11-07-2023 17:34	0:1:16:31			After clean ram and reinsert issue resolved	
4081	07-11-2023	NIZAMUDDIN	Kilokri	OM-DIV	C071120230098		Hardware	E-Mail	Email _Lotus	Other	MEDIUM	Closed	07-11-2023 16:17	11-07-2023 17:33	0:1:16:35			While open Id not not showing after remapping Id file then issue resolved	
4082	07-11-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	BUSINESS/BET	C071120230097		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-11-2023 16:15	11-07-2023 16:53	0:0:37:46			issue resolved after unlock the mail	Onsite
4083	07-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C071120230096		Hardware	PC	Hardware Issue	Ticket logged with	MEDIUM	Closed	07-11-2023 16:15	11-07-2023 17:30	0:1:15:37			Harddisk not detected call logged to vendor for replacement	
4084	07-11-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	Billing	C071120230095		Hardware	UPS	Backup	Others	LOW	Closed	07-11-2023 16:10	11-07-2023 16:54	0:0:43:32			issue resolved after change the power cable	Onsite
4085	07-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C071120230094		Hardware	System Software	Other Software	New Installation	LOW	Closed	07-11-2023 16:10	11-07-2023 16:43	0:0:32:32			installed	Onsite
4086	07-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C071120230093		Hardware	PC	System Password issue	Password Reset	LOW	Closed	07-11-2023 16:09	11-07-2023 16:43	0:0:33:42			issue resolved	Onsite
4087	07-11-2023	HAUZ KHAAS	Near Aurobindo Market	O-M	C071120230092		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 16:06	11-07-2023 16:26	0:0:19:38			Google chrome updated.	Onsite
4088	07-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C071120230091		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 16:05	11-07-2023 16:43	0:0:38:13			connected	Onsite
4089	07-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/BET	C071120230090		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 16:04	11-07-2023 16:43	0:0:39:2			connected	Onsite
4090	07-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C071120230089		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	07-11-2023 16:04	11-07-2023 16:25	0:0:20:46			Adapter sent to NHP for replacement.	Onsite
4091	07-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C071120230088		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	07-11-2023 16:03	11-07-2023 16:31	0:0:28:10			reinstalled the adobe pdf software now issue resolved..	Onsite
4092	07-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C071120230087		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	07-11-2023 16:02	11-07-2023 16:24	0:0:22:13			Temp file deleted.	Onsite
4093	07-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C071120230086		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 16:01	11-07-2023 16:23	0:0:21:49			Mail forward to sap support.	Onsite
4094	07-11-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C071120230085		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	07-11-2023 16:01	11-07-2023 16:52	0:0:51:28			usb cable replaced now issue resolved..	Onsite
4095	07-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C071120230084		Hardware	System Software	Other Software	Browser issue	MEDIUM	Closed	07-11-2023 16:01	11-07-2023 16:47	0:0:46:54			Reinstalled google software	Remote
4096	07-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C071120230083		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	07-11-2023 15:59	11-07-2023 16:22	0:0:23:13			Tray size set.	Onsite
4097	07-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C071120230081		Hardware	System Software	Other Software	proxy setting	LOW	Closed	07-11-2023 15:58	11-07-2023 16:01	0:0:3:7			Proxy settings done now portal working fine	Onsite
4098	07-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C071120230082		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	07-11-2023 15:58	11-07-2023 16:21	0:0:23:29			LAN connector replaced.	Onsite
4099	07-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C071120230080		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	07-11-2023 15:55	11-08-2023 10:36	0:18:41:5			Unlocked resolved	Remote
4100	07-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C071120230079		Hardware	Printer	No display on Panel	Others	LOW	Closed	07-11-2023 15:54	11-07-2023 16:00	0:0:6:55			Printer shows error on print command , install printer drivers and set IP network	Onsite
4101	07-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C071120230078		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 15:50	11-07-2023 15:59	0:0:8:56			Lotus mail config and archives set call done	Onsite
4102	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230076		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-11-2023 15:45	11-07-2023 15:55	0:0:10:44			Password not accept issue resolved	Onsite
4103	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230077		Hardware	System Software	MS Office	Software Not	LOW	Closed	07-11-2023 15:45	11-07-2023 15:56	0:0:10:33			Ms visio not working issue resolved	Onsite
4104	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230074		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 15:44	11-07-2023 15:55	0:0:11:1			IP msg not working issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4105	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230075		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	07-11-2023 15:44	11-07-2023 15:55	0:0:11:2			Mouse not working issue resolved	Onsite
4106	07-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C071120230073		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	07-11-2023 15:43	11-07-2023 16:47	0:1:3:36			change the keyboard.	Onsite
4107	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230070		Hardware	System Software	MS Office	Software Not	LOW	Closed	07-11-2023 15:42	11-07-2023 15:54	0:0:12:4			Ms excel not working issue resolved	Onsite
4108	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230072		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 15:42	11-07-2023 15:54	0:0:11:59			pdf not working issue resolved	Onsite
4109	07-11-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C071120230071		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	07-11-2023 15:42	11-07-2023 16:46	0:1:3:54			Archive path reconnected.	Remote
4110	07-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071120230068		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	07-11-2023 15:41	11-07-2023 15:54	0:0:12:15			google chrome not working issue resolved	Onsite
4111	07-11-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of Ahilya Bai School)	OM-DIV	C071120230069		Hardware	Printer	Image Issue	Light Printing	MEDIUM	Closed	07-11-2023 15:41	11-07-2023 16:40	0:0:58:42			Printer cartage replace issue resolved.	Onsite
4112	07-11-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of Ahilya Bai School)	OM-DIV	C071120230067		Hardware	PC	Network Not Working	Network Switch	MEDIUM	Closed	07-11-2023 15:40	11-07-2023 16:38	0:0:58:22			8 port lan swich point hang issue.jacking jack out the cable network working.	Onsite
4113	07-11-2023	NEHRU PLACE	20 No Building	HR	C071120230066		Hardware	System Software	Other Software	New Installation	LOW	Closed	07-11-2023 15:39	11-07-2023 15:48	0:0:8:25			PPT share for training	Onsite
4114	07-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C071120230065		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 15:38	11-07-2023 15:47	0:0:9:17			Microsoft team install done	Onsite
4115	07-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C071120230064		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 15:37	11-07-2023 15:47	0:0:9:48			ESS working, issue resolved	Onsite
4116	07-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C071120230063		Hardware	PC	Not working at all	Others	LOW	Closed	07-11-2023 15:36	11-07-2023 15:46	0:0:10:1			system unlock	Onsite
4117	07-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C071120230062		NON-SAP	Others	Others	Others	LOW	Closed	07-11-2023 15:21	11-07-2023 15:22	0:0:0:54			update the tv	Onsite
4118	07-11-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C071120230061		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 15:20	11-07-2023 15:22	0:0:2:5			remove the paper	Onsite
4119	07-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C071120230060		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	07-11-2023 15:19	11-07-2023 15:22	0:0:3:6			create new archive	Onsite
4120	07-11-2023	OTHERS	Andrews Ganj	Enforceme nt	C071120230058		Hardware	System Software	Other Software	New Installation	LOW	Closed	07-11-2023 15:08	11-07-2023 15:11	0:0:3:36			SAP Issue	Onsite
4121	07-11-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C071120230059		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	07-11-2023 15:08	11-07-2023 15:33	0:0:24:5			New driver installations resolved	Onsite
4122	07-11-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C071120230057		Hardware	PC	TFT	Power Issue	LOW	Closed	07-11-2023 15:07	11-07-2023 15:32	0:0:24:58			Change the power problem resolved	Onsite
4123	07-11-2023	OTHERS	Andrews Ganj	Enforceme nt	C071120230056		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	07-11-2023 15:05	11-07-2023 15:12	0:0:6:36			Printer issue	Onsite
4124	07-11-2023	OTHERS	HUDCO Grid	PROTECTIO N	C071120230055		Telecome	Instrument	Analog	Others	LOW	Closed	07-11-2023 15:04	11-07-2023 15:12	0:0:7:58			link issue	Onsite
4125	07-11-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/ BET	C071120230054		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	07-11-2023 15:04	11-07-2023 16:12	0:1:8:20			DEVICE APPROVE BY CENTRAL TEAM.	Onsite
4126	07-11-2023	OTHERS	HUDCO Grid	PROTECTIO N	C071120230053		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	07-11-2023 15:04	11-07-2023 15:13	0:0:8:58			lan issue	Onsite
4127	07-11-2023	OTHERS	Andrews Ganj	Enforceme nt	C071120230052		Hardware	System Software	Other Software	New Installation	LOW	Closed	07-11-2023 15:03	11-07-2023 15:13	0:0:10:21			File management link was not working	Onsite
4128	07-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C071120230050		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 15:02	11-07-2023 16:12	0:1:10:13			SAP P92 PASSWORD RESET VIA WEB LINK.	Onsite
4129	07-11-2023	OTHERS	Andrews Ganj	Enforceme nt	C071120230051		Hardware	System Software	Other Software	New Installation	LOW	Closed	07-11-2023 15:02	11-07-2023 15:13	0:0:10:56			File management link was not working	Onsite
4130	07-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C071120230049		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	07-11-2023 15:01	11-07-2023 16:11	0:1:10:27			PDF BROWSER BY DEFAULT CHANGED.	Onsite
4131	07-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C071120230048		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	07-11-2023 15:00	11-07-2023 16:10	0:1:9:46			Mail archived & compact .	Onsite
4132	07-11-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C071120230047		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 15:00	11-07-2023 15:31	0:0:31:46			Ads join resolved	Onsite
4133	07-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data Center	C071120230045		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 14:59	11-07-2023 16:08	0:1:8:49			SAP Icon installed.	Onsite
4134	07-11-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C071120230046		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	07-11-2023 14:59	11-07-2023 16:08	0:1:8:51			Traveler password changed.	Onsite
4135	07-11-2023	NIZAMUDDIN	Lodhi Road	O-M	C071120230044		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 14:58	11-07-2023 15:31	0:0:33:0			ADS join resolved	Onsite
4136	07-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C071120230043		Hardware	PC	Not working at all	Others	LOW	Closed	07-11-2023 14:58	11-07-2023 16:07	0:1:9:5			Bios boot manager changed.	Onsite
4137	07-11-2023	NIZAMUDDIN	Lajpat Nagar 3	PLANNING &	C071120230041		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 14:57	11-07-2023 16:07	0:1:9:14			Run link with admin password.	Onsite
4138	07-11-2023	NIZAMUDDIN	Lodhi Road	O-M	C071120230042		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	07-11-2023 14:57	11-07-2023 15:31	0:0:33:18			ADS join resolved	Onsite
4139	07-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C071120230039		Hardware	System Software	Other Software	New Installation	LOW	Closed	07-11-2023 14:50	11-07-2023 15:57	0:1:7:54			Projector Collect from C-1 Pankha road for IMS Training	Onsite
4140	07-11-2023	JANAK PURI	I A 3 Janakpuri	O-M	C071120230040		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	07-11-2023 14:50	11-07-2023 16:47	0:1:56:34			Clean ram now working fine	Onsite
4141	07-11-2023	JANAK PURI	I A 3 Janakpuri	O-M	C071120230038		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 14:48	11-07-2023 15:57	0:1:8:44			Mail Installed	Remote
4142	07-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	O-M	C071120230037		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 14:45	11-07-2023 15:56	0:1:11:21			Mail Installed	Remote
4143	07-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C071120230036		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 13:52	11-07-2023 14:45	0:0:52:45			Browser setting changed	Remote
4144	07-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C071120230035		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-11-2023 13:50	11-07-2023 14:45	0:0:54:46			Printer has been connected with sharing printer	Remote
4145	07-11-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/ BET	C071120230034		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	07-11-2023 13:48	11-07-2023 14:36	0:0:47:29			FLT has been done	Onsite
4146	07-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C071120230033		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-11-2023 13:47	11-07-2023 14:44	0:0:57:34			Lan issue resolved	Onsite
4147	07-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	IT	C071120230032		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	07-11-2023 13:46	11-07-2023 14:44	0:0:57:59			Issue resolved with help of N/W Team.	Onsite
4148	07-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C071120230031		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 13:45	11-07-2023 15:08	0:1:22:32			dsk link install.	Onsite
4149	07-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C071120230030		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	07-11-2023 13:44	11-07-2023 15:09	0:1:24:37			Workspace rename.	Onsite
4150	07-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C071120230029		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-11-2023 13:38	11-07-2023 14:32	0:0:54:40			Change the date and time format now issue resolved	Onsite
4151	07-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C071120230028		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	07-11-2023 13:37	11-07-2023 14:32	0:0:54:55			Installed the printer now issue resolved	Remote
4152	07-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C071120230027		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	07-11-2023 13:36	11-07-2023 14:31	0:0:54:35			Change the KBD now issue resolved	Onsite
4153	07-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C071120230026		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	07-11-2023 13:35	11-07-2023 14:30	0:0:54:41			LAN Disable after enable now issue resolved	Onsite
4154	07-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C071120230024		Hardware	System Software	Other Software	software corrupt	LOW	Closed	07-11-2023 13:34	11-07-2023 14:29	0:0:55:0			After Re-installation of SAP now issue resolved	Remote
4155	07-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C071120230025		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	07-11-2023 13:34	11-07-2023 14:29	0:0:54:50			Change the password now issue resolved	Remote
4156	07-11-2023	SAKET	D-Block Saket	O-M	C071120230023		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 13:23	11-07-2023 13:31	0:0:8:7			Mail ID configured	Onsite
4157	07-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C071120230022		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	07-11-2023 13:13	11-07-2023 14:23	0:1:10:8			printer error shows , drivers installed but printer lan cable reconnect and restart	Onsite
4158	07-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ BET	C071120230021		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	07-11-2023 13:12	11-07-2023 14:22	0:1:10:37			pdf file and excel files not open , install pdf software and repair excel done	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4159	07-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C071120230020		Hardware	System Software	Other Software	proxy setting	LOW	Closed	07-11-2023 13:11	11-07-2023 14:21	0:1:10:27			printer error shows , drivers installed but printer lan cable reconnect and restart	Onsite
4160	07-11-2023	SAKET	Adchini	BUSINESS/ BET	C071120230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-11-2023 13:09	11-07-2023 13:21	0:0:12:1			Set as default printer changed	Onsite
4161	07-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C071120230017		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	07-11-2023 13:08	11-07-2023 14:18	0:1:10:12			Check lan drivers installed patch cable replaced now working fine	Onsite
4162	07-11-2023	SAKET	Chhatarpur CC	O-M	C071120230018		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 13:08	11-07-2023 13:31	0:0:22:51			Reset Browser settings	Onsite
4163	07-11-2023	SAKET	Jonapur CC	O-M	C071120230016		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	07-11-2023 13:07	11-07-2023 13:30	0:0:22:47			ID file configured to another PC	Onsite
4164	07-11-2023	SAKET	Chhatarpur CC	O-M	C071120230015		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	07-11-2023 13:07	11-07-2023 13:30	0:0:22:57			Working after cleaning	Onsite
4165	07-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C071120230014		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	07-11-2023 12:48	11-07-2023 13:39	0:0:51:38			Learn user how to archive.	Onsite
4166	07-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C071120230013		Hardware	System Software	MS Office	Others	LOW	Closed	07-11-2023 12:46	11-07-2023 13:40	0:0:53:45			Learn user how to do extract.	Onsite
4167	07-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C071120230012		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	07-11-2023 12:45	11-07-2023 13:40	0:0:55:44			System restart.	Onsite
4168	07-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C071120230011		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-11-2023 12:44	11-07-2023 13:41	0:0:57:13			Patch Cable change.	Onsite
4169	07-11-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash Apartment	O-M	C071120230010		Hardware	PC	Not working at all	No power	LOW	Closed	07-11-2023 11:38	11-07-2023 12:32	0:0:53:31			Issue has been resolved after changed the power cable	Onsite
4170	07-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C071120230009		Hardware	E-Mail	Internet Issue	Internet Issue	LOW	Closed	07-11-2023 11:34	11-07-2023 13:44	0:2:10:13			Internet setting corrected as reqd	Remote
4171	07-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/ GCC	C071120230008		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	07-11-2023 11:33	11-07-2023 13:44	0:2:10:39			Lotus opening issue resolved	Remote
4172	07-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C071120230007		Hardware	PC	System Password issue	Others	LOW	Closed	07-11-2023 11:32	11-07-2023 13:43	0:2:11:42			Login issue resolved	Remote
4173	07-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C071120230006		Hardware	System Software	Other Software	Browser issue	LOW	Closed	07-11-2023 10:53	11-07-2023 11:13	0:0:20:20			firefox reinstalled lower version now issue resolved..	Remote
4174	07-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C071120230005		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	07-11-2023 10:52	11-07-2023 11:12	0:0:20:16			issue resolved..	Remote
4175	07-11-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C071120230004		Hardware	UPS	Backup	Abnormal Sound	LOW	Closed	07-11-2023 10:50	11-07-2023 12:12	0:1:22:0			issue resolved after battery charged	Onsite
4176	07-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C071120230003		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	07-11-2023 10:17	11-07-2023 11:32	0:1:15:18			Configure the sap	
4177	07-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C071120230002		Hardware	PC	TFT	Flickering display	LOW	Closed	07-11-2023 10:16	11-07-2023 11:31	0:1:15:15			Arrange replacement	
4178	07-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/ GCC	C071120230001		Hardware	KEYBOARD	Not working	Sent to Nehru	HIGH	Closed	07-11-2023 09:57	11-07-2023 11:46	0:1:49:1			Please collect the keyboard issue resolved	Onsite
4179	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230052		Hardware	Laptop	Not working at all	Sent to Nehru	LOW	Closed	10-11-2023 15:05	11-10-2023 15:19	0:0:14:41			Network not working issue resolved	Onsite
4180	08-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C091120230106		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-11-2023 16:57	11-09-2023 17:17	0:0:20:20			Archives all mails inbox , sent and empty trash then create new replica done	Onsite
4181	08-11-2023	SAKET	Adchini	DSK	C091120230040		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-11-2023 12:11	11-09-2023 12:17	0:0:6:17			Mail not work	Remote
4182	08-11-2023	SAKET	Adchini	CIVIL	C081120230044		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	08-11-2023 18:11	11-08-2023 18:14	0:0:3:25			Data copy to other excel file	Onsite
4183	08-11-2023	SAKET	Adchini	DSS	C081120230043		Hardware	System Software	Other Software	Browser issue	LOW	Closed	08-11-2023 18:10	11-08-2023 18:13	0:0:3:33			Working after clear Browser data	Onsite
4184	08-11-2023	SAKET	MMTC CC	O-M	C081120230042		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	08-11-2023 18:09	11-08-2023 18:12	0:0:3:22			RJ45 replaced	Onsite
4185	08-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C081120230041		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	08-11-2023 18:08	11-08-2023 18:12	0:0:3:40			Removed paper from printer	Onsite
4186	08-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	IT	C081120230040		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	08-11-2023 17:55	11-08-2023 18:01	0:0:5:45			attend the IT meeting at nehru place	Onsite
4187	08-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C081120230039		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	08-11-2023 17:54	11-08-2023 18:00	0:0:6:25			complaint register to vendor vendor will visit site tomorrow	Onsite
4188	08-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C081120230038		Hardware	PC	Hanging/Slow processing	Virus issue	HIGH	Closed	08-11-2023 16:53	11-09-2023 11:27	0:18:34:16			system issue resolved	Remote
4189	08-11-2023	OTHERS	HUDCO Grid	PROTECTION	C081120230037		Hardware	System Software	Other Software	proxy setting	LOW	Closed	08-11-2023 15:31	11-08-2023 15:32	0:0:1:9			ESS issue	Onsite
4190	08-11-2023	OTHERS	Andrews Ganj	Enforcement	C081120230036		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	08-11-2023 15:30	11-08-2023 15:32	0:0:2:7			Printer jam issue	Onsite
4191	08-11-2023	OTHERS	Andrews Ganj	Enforcement	C081120230035		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	08-11-2023 15:28	11-08-2023 15:33	0:0:4:54			mail sending and receiving issue	Onsite
4192	08-11-2023	OTHERS	Andrews Ganj	Enforcement	C081120230033		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	08-11-2023 15:27	11-08-2023 15:32	0:0:4:57			Printer sent to Nehru place	Onsite
4193	08-11-2023	OTHERS	HUDCO Grid	PROTECTION	C081120230034		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	08-11-2023 15:27	11-08-2023 15:33	0:0:5:45			mail s\w issue	Onsite
4194	08-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C081120230032		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-11-2023 13:36	11-08-2023 13:38	0:0:1:57			done	Onsite
4195	08-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C081120230031		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	08-11-2023 13:36	11-08-2023 13:38	0:0:2:48			done	Onsite
4196	08-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C081120230030		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	08-11-2023 13:35	11-08-2023 13:36	0:0:0:42			Printer drivers reinstall done with set printer IP again now working	Onsite
4197	08-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C081120230028		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-11-2023 13:07	11-08-2023 14:09	0:1:2:20			driver installations resolved	Remote
4198	08-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C081120230027		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	08-11-2023 12:54	11-08-2023 13:28	0:0:34:52			Mail quota cleared issu resolved..	
4199	08-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C081120230026		Hardware	Laptop	Restart Problem	Harddisk Issue	LOW	Closed	08-11-2023 12:52	11-08-2023 13:31	0:0:38:47			harddisk reconnected after cleaned now issue resolved..	Onsite
4200	08-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C081120230025		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	08-11-2023 12:50	11-08-2023 14:57	0:2:6:48			Switch power cable faulty now replaced issue resolved..	
4201	08-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C081120230024		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	08-11-2023 12:49	11-08-2023 14:56	0:2:7:25			Switch power cable faulty now replaced issue resolved..	
4202	08-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C081120230023		Hardware	PC	Restart Problem	Driver installation	LOW	Closed	08-11-2023 12:00	11-08-2023 12:29	0:0:29:20			issue resolved	Onsite
4203	08-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C081120230022		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	08-11-2023 11:59	11-08-2023 12:29	0:0:30:2			issue resolved	Onsite
4204	08-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C081120230021		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	08-11-2023 11:58	11-08-2023 12:29	0:0:30:45			issue resolved	Onsite
4205	08-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C081120230020		Hardware	Laptop	Hanging/Slow processing	Driver installation	LOW	Closed	08-11-2023 11:58	11-08-2023 12:29	0:0:31:1			Anti virus installed	Onsite
4206	08-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C081120230019		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	08-11-2023 11:57	11-08-2023 12:29	0:0:31:24			printer installed	Onsite
4207	08-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C081120230018		Hardware	System Software	Other Software	Browser issue	LOW	Closed	08-11-2023 11:26	11-08-2023 11:37	0:0:10:16			File has been shared	Remote
4208	08-11-2023	VASANT KUNJ	Mahipalpur	O-M	C081120230017		Hardware	System Software	Other Software	Browser issue	LOW	Closed	08-11-2023 11:25	11-08-2023 11:36	0:0:11:7			Date and time has been changed	Remote
4209	08-11-2023	SAKET	Adchini	DSK	C081120230016		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	08-11-2023 11:21	11-08-2023 11:26	0:0:4:34			pc reconnected from LAN printer	Remote
4210	08-11-2023	SAKET	Fatehpur Beri CC	O-M	C081120230015		Hardware	System Software	Other Software	software corrupt	LOW	Closed	08-11-2023 11:21	11-08-2023 11:25	0:0:4:43			date and time reset	Remote
4211	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230014		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	08-11-2023 11:20	11-08-2023 11:36	0:0:15:41			Password not accept issue resolved	Onsite
4212	08-11-2023	SAKET	Adchini	CHD	C081120230013		Hardware	System Software	Other Software	software corrupt	LOW	Closed	08-11-2023 11:20	11-08-2023 11:25	0:0:4:59			Chrome setting changed	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4213	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230010		Hardware	System Software	Other Software	Browser issue	LOW	Closed	08-11-2023 11:19	11-08-2023 11:35	0:0:16:6			pdf not working issue resolved	Onsite
4214	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230012		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	08-11-2023 11:19	11-08-2023 11:36	0:0:16:10			Google chrome not working issue resolved	Onsite
4215	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230008		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	08-11-2023 11:18	11-08-2023 11:34	0:0:16:52			Ms excel not working issue resolved	Onsite
4216	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230009		Hardware	OTHERS	VPN ISSUE	software corrupt	LOW	Closed	08-11-2023 11:18	11-08-2023 11:35	0:0:16:17			issue resolved	Onsite
4217	08-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C081120230007		Hardware	PC	Not working at all	Others	LOW	Closed	08-11-2023 11:18	11-08-2023 12:36	0:1:18:18			Boot manager changed.	Onsite
4218	08-11-2023	NEHRU PLACE	W Block GK 1	O-M	C081120230005		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	08-11-2023 11:17	11-08-2023 12:36	0:1:18:34			Mail configured & created archive.	Onsite
4219	08-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C081120230006		Hardware	Laptop	System Password issue	Others	LOW	Closed	08-11-2023 11:17	11-08-2023 11:34	0:0:17:7			Password reset issue resolved	Onsite
4220	08-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C081120230003		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	08-11-2023 10:34	11-08-2023 12:28	0:1:53:57			crome reinstall resolved	Onsite
4221	08-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C081120230002		Hardware	PC	TFT	Power Issue	LOW	Closed	08-11-2023 10:13	11-08-2023 12:27	0:2:14:39			Power cable resolved	Onsite
4222	08-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	WORKSHOP	C081120230001		Hardware	PC	Not working at all	Others	HIGH	Closed	08-11-2023 10:10	11-08-2023 10:33	0:0:23:33			CPU POWERED ON NOW	Onsite
4223	09-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C131120230003		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	13-11-2023 10:07	11/13/2023 10:50:43 AM	0:0:43:37			issue has been resolved after reinstalled the mail software	Onsite
4224	09-11-2023	SAKET	Adchini	CHD	C101120230074		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	10-11-2023 15:32	11-10-2023 15:55	0:0:23:48			mail not install	Remote
4225	09-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C101120230025		Hardware	System Software	Other Software	proxy setting	LOW	Closed	10-11-2023 13:58	11-10-2023 14:08	0:0:9:25			Printer driver reinstall and set IP again now works and portal intranet proxy	Onsite
4226	09-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C101120230003		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	10-11-2023 10:14	11-10-2023 11:19	0:1:5:8			issue has been resolved after cleaning the RAM	Onsite
4227	09-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C091120230123		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-11-2023 17:44	11-09-2023 18:03	0:0:18:32			Adobe software expired installed new removed old one now working fine	Onsite
4228	09-11-2023	SAKET	Adchini	DSK	C09120230122		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	09-11-2023 17:39	11-09-2023 17:43	0:0:3:27			Call logged to vendor	Onsite
4229	09-11-2023	SAKET	Fatehpur Beri CC	O-M	C091120230121		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	09-11-2023 17:38	11-09-2023 17:44	0:0:6:3			User forget password	Remote
4230	09-11-2023	SAKET	Adchini	CIVIL	C091120230120		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-11-2023 17:37	11-09-2023 17:42	0:0:5:16			N/W & sharing settings changed	Onsite
4231	09-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C091120230119		Hardware	System Software	MS Office	Software Not	LOW	Closed	09-11-2023 17:35	11-09-2023 17:48	0:0:13:10			MS Office re-installed	Onsite
4232	09-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C091120230118		Hardware	PC	Not working at all	Driver installation	LOW	Closed	09-11-2023 17:34	11-09-2023 17:47	0:0:13:34			N/W driver re-installed & IP address configured	Onsite
4233	09-11-2023	SAKET	D-Block Saket	O-M	C091120230117		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 17:32	11-09-2023 17:46	0:0:14:5			Adobe pro re-installed	Onsite
4234	09-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C091120230116		Hardware	System Software	MS Office	File Corrupted	MEDIUM	Closed	09-11-2023 17:12	11-09-2023 17:13	0:0:1:47			ms office software reinstalled	Remote
4235	09-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C091120230115		Hardware	PC	Not working at all	No power	MEDIUM	Closed	09-11-2023 17:10	11-09-2023 17:13	0:0:2:27			pc power cable change issue resolved	Onsite
4236	09-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C091120230114		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-11-2023 17:02	11-09-2023 17:26	0:0:24:5			Lotus archives not done in ads account , lotus reinstall and config again set	Onsite
4237	09-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C091120230113		Network	Link Connectivit	Link Connectivity Issue	Device Reboot	LOW	Closed	09-11-2023 17:01	11-09-2023 18:08	0:1:6:33			Device Reboot.	Onsite
4238	09-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C091120230109		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	09-11-2023 17:00	11-09-2023 17:00	0:0:0:28			Issue Resolved	Onsite
4239	09-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	IT	C091120230112		Telecome	Instrument	SIP	Lan Port Faulty	LOW	Closed	09-11-2023 17:00	11-09-2023 17:42	0:0:42:23			telecome avaya gateway not working all phones not works , check lan patch cable	Onsite
4240	09-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C091120230111		Hardware	PC	System Password issue	Others	LOW	Closed	09-11-2023 17:00	11-09-2023 17:00	0:0:0:46			Issue Resolved	Onsite
4241	09-11-2023	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	QUALITY	C091120230110		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-11-2023 17:00	11-09-2023 17:00	0:0:0:37			Issue Resolved	Onsite
4242	09-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C091120230108		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 16:59	11-09-2023 17:26	0:0:26:47			printer add call done with set Lan ip again now working	Onsite
4243	09-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C091120230107		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 16:58	11-09-2023 17:17	0:0:19:44			printer add call done with set Lan ip again now working and sap p92 server add and	Onsite
4244	09-11-2023	NEHRU PLACE CSO	First Floor -D Block Conf.Bramapurtra.	C-M	C091120230105		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	09-11-2023 16:56	11-09-2023 16:59	0:0:2:53			issue resolved	Onsite
4245	09-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C091120230103		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 16:55	11-09-2023 16:59	0:0:4:5			issue resolved	Onsite
4246	09-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091120230104		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 16:55	11-09-2023 17:26	0:0:30:49			Account unblock	Onsite
4247	09-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091120230102		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	09-11-2023 16:54	11-09-2023 17:25	0:0:31:34			Password Reset	Onsite
4248	09-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C091120230101		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-11-2023 16:53	11-09-2023 16:59	0:0:5:33			issue resolved	Onsite
4249	09-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091120230100		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 16:53	11-09-2023 17:25	0:0:31:58			Replaced Hosts file ESS Working now	Onsite
4250	09-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C091120230099		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-11-2023 16:52	11-09-2023 17:25	0:0:32:18			Lenovo laptop Power adopter faulty complaint Logged	Onsite
4251	09-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C091120230098		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 16:50	11-09-2023 16:59	0:0:8:24			issue resolved	Onsite
4252	09-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C091120230097		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-11-2023 16:50	11-09-2023 16:58	0:0:8:47			issue resolved	Onsite
4253	09-11-2023	NEHRU PLACE CSO	Ground Floor	DSK	C091120230096		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	09-11-2023 16:49	11-09-2023 16:58	0:0:9:13			issue resolved	Onsite
4254	09-11-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C091120230095		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 16:48	11-09-2023 16:58	0:0:10:13			issue resolved	Onsite
4255	09-11-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C091120230094		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	09-11-2023 16:47	11-09-2023 16:58	0:0:11:6			issue resolved	Onsite
4256	09-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C091120230093		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-11-2023 16:46	11-09-2023 16:57	0:0:11:28			issue resolved	Onsite
4257	09-11-2023	OTHERS	VSNL	HR	C091120230092		Hardware	UPS	Backup	Others	LOW	Closed	09-11-2023 16:44	11-09-2023 17:24	0:0:40:13			Complaint Logged	Onsite
4258	09-11-2023	OTHERS	VSNL	Enforcement	C091120230091		Hardware	PC	Not working at all	No power	LOW	Closed	09-11-2023 16:42	11-09-2023 17:23	0:0:41:7			RAM replaced issue resolve	Onsite
4259	09-11-2023	OTHERS	VSNL	MMG	C091120230090		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 16:34	11-09-2023 17:23	0:0:48:56			Installed Oracle	Onsite
4260	09-11-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C091120230089		Hardware	PC	Not working at all	No power	MEDIUM	Closed	09-11-2023 16:27	11-09-2023 17:22	0:0:55:37			After disconnect all input devices and hold start button for 20 second then connect	
4261	09-11-2023	NIZAMUDDIN	Kilokri	OM-EHV	C091120230088		Hardware	System Software	Other Software	proxy setting	MEDIUM	Closed	09-11-2023 16:24	11-09-2023 17:19	0:0:54:36			After reset up proxy issue resolved	
4262	09-11-2023	NIZAMUDDIN	Kilokri	OM-EHV	C091120230087		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	09-11-2023 16:23	11-09-2023 17:18	0:0:54:55			After recreate P92 and BSP icon issue resolved	
4263	09-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C091120230086		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	09-11-2023 16:21	11-09-2023 17:17	0:0:56:4			Mail send to Lotus support for unlock account	
4264	09-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C091120230085		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-11-2023 16:19	11-09-2023 16:58	0:0:39:10			Teamviewer issue update teamviewer now working fine	Remote
4265	09-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C091120230084		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	09-11-2023 16:18	11-09-2023 17:16	0:0:58:1			After connect patch cable issue resolved	
4266	09-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C091120230083		Hardware	PC	Network Not Working	Connectivity issue	MEDIUM	Closed	09-11-2023 16:17	11-09-2023 17:15	0:0:58:19			After fix RJ45 connector jeck in jeck out in IO issue resolved	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4267	09-11-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C091120230082		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	09-11-2023 16:01	11-09-2023 16:57	0:0:56:27			issue resolved	Onsite
4268	09-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C091120230081		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-11-2023 16:00	11-09-2023 16:57	0:0:56:51			issue resolved	Onsite
4269	09-11-2023	JAFFERPUR	Dhasa Complaint Center	BUSINESS/BET	C091120230080		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-11-2023 15:47	11-09-2023 15:48	0:0:0:36			Printer shifted to another location.	Onsite
4270	09-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C091120230078		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-11-2023 15:46	11-09-2023 16:59	0:1:12:47			IP Installed now working fine	Onsite
4271	09-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C091120230079		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	09-11-2023 15:46	11-09-2023 15:49	0:0:2:22			Restart mail and create new replica.	Onsite
4272	09-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/BET	C091120230075		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-11-2023 15:45	11-09-2023 15:50	0:0:5:14			Lotus mail software upgrade basis to standard.	Onsite
4273	09-11-2023	JANAK PURI	I A 3 Janakpuri	O-M	C091120230076		Hardware	PC	Restart Problem	Temp File/Cache/	LOW	Closed	09-11-2023 15:45	11-09-2023 17:09	0:1:24:43			PC Not started run diagnostic and clear temp files now working fine	Onsite
4274	09-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C091120230077		Hardware	System Software	Other Software	proxy setting	LOW	Closed	09-11-2023 15:45	11-09-2023 15:49	0:0:3:40			Change proxy settings.	Onsite
4275	09-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C091120230074		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	09-11-2023 15:44	11-09-2023 15:51	0:0:6:47			Mouse replaced.	Onsite
4276	09-11-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C091120230073		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	09-11-2023 15:44	11-09-2023 16:59	0:1:15:20			Reset password now working fine	Onsite
4277	09-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	O-M	C091120230072		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	09-11-2023 15:43	11-09-2023 17:00	0:1:16:58			Replace keyboard now working fine	Onsite
4278	09-11-2023	OTHERS	Andrews Ganj	Enforcement	C091120230071		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-11-2023 15:39	11-09-2023 15:43	0:0:3:39			ESS Issue	Onsite
4279	09-11-2023	OTHERS	Andrews Ganj	Enforcement	C091120230070		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-11-2023 15:35	11-09-2023 15:44	0:0:9:35			mail issue	Onsite
4280	09-11-2023	OTHERS	Andrews Ganj	Enforcement	C091120230069		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	09-11-2023 15:34	11-09-2023 15:44	0:0:10:32			OS installation	Onsite
4281	09-11-2023	OTHERS	IIT Grid	Enforcement	C091120230068		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	09-11-2023 15:33	11-09-2023 15:45	0:0:11:49			pc booting issue	Onsite
4282	09-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C091120230067		Hardware	PC	Not working at all	No power	LOW	Closed	09-11-2023 15:08	11-09-2023 17:14	0:2:5:55			Power issue resolved as reqd	
4283	09-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C091120230066		Hardware	PC	System Password issue	Password Reset	LOW	Closed	09-11-2023 15:07	11-09-2023 15:41	0:0:33:23			Password issue resolved as reqd	Remote
4284	09-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C091120230065		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	09-11-2023 15:07	11-09-2023 15:40	0:0:33:35			Tray setting corrected as reqd.	Onsite
4285	09-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C091120230064		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-11-2023 15:05	11-09-2023 15:40	0:0:35:10			Logon created as reqd	Remote
4286	09-11-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C091120230062		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	09-11-2023 15:02	11-09-2023 16:49	0:1:47:44			Do mail archive & compact.	Onsite
4287	09-11-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C091120230058		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	09-11-2023 14:58	11-09-2023 16:50	0:1:51:34			Keyboard Replaced.	Onsite
4288	09-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C091120230054		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-11-2023 14:06	11-09-2023 14:35	0:0:29:5			Adobe pdf issue resolved	Remote
4289	09-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C091120230052		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	09-11-2023 13:08	11-09-2023 13:41	0:0:33:37			file issue resolved after reinstall the PDF file	Onsite
4290	09-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C091120230053		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 13:08	11-09-2023 13:41	0:0:32:44			issue resolved after reinstall the system	Onsite
4291	09-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C091120230051		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 13:07	11-09-2023 13:42	0:0:34:40			SAP issue resolved after change the default setting	Onsite
4292	09-11-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	BUSINESS/BET	C091120230049		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 12:32	11-09-2023 13:07	0:0:34:51			change setting and issue resolved	Onsite
4293	09-11-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro Station	BUSINESS/BET	C091120230050		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 12:32	11-09-2023 13:06	0:0:34:2			both issue resolved after change IP setting	Onsite
4294	09-11-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C091120230048		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	09-11-2023 12:28	11-09-2023 13:22	0:0:53:35			mouse not working after cleaning now replaced the mouse to user issue	Onsite
4295	09-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C091120230047		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	09-11-2023 12:27	11-09-2023 12:50	0:0:22:16			issue resolved after ued dienotes exe	Remote
4296	09-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C091120230046		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 12:17	11-09-2023 12:18	0:0:1:1			printer driver change, issue resolved	Onsite
4297	09-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C091120230045		Hardware	PC	Not working at all	Others	LOW	Closed	09-11-2023 12:14	11-09-2023 13:17	0:1:3:21			C-Mos Cell Change.	Onsite
4298	09-11-2023	SAKET	Adchini	CHD	C091120230043		Hardware	System Software	Other Software	software corrupt	LOW	Closed	09-11-2023 12:13	11-09-2023 12:18	0:0:5:31			adobe not open	Remote
4299	09-11-2023	SAKET	Adchini	BUSINESS/BET	C091120230044		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	09-11-2023 12:13	11-09-2023 12:18	0:0:5:11			not work	Remote
4300	09-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C091120230041		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-11-2023 12:12	11-09-2023 13:20	0:1:7:58			User not Select Proper Name during mail opening .Learn to him how do it.	Onsite
4301	09-11-2023	SAKET	Adchini	Recovery	C091120230042		Hardware	System Software	Other Software	software corrupt	LOW	Closed	09-11-2023 12:12	11-09-2023 12:18	0:0:5:45			P96 not login	Remote
4302	09-11-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C091120230039		Hardware	System Software	Other Software	Browser issue	LOW	Closed	09-11-2023 12:01	11-09-2023 13:10	0:1:9:45			Change the proxy server issue resolved	
4303	09-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C091120230038		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	09-11-2023 12:00	11-09-2023 13:10	0:1:9:55			Change the rz45 issue resolved	
4304	09-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C091120230037		Hardware	System Software	Other Software	software corrupt	LOW	Closed	09-11-2023 11:59	11-09-2023 13:09	0:1:9:39			Change the sap password issue resolved	
4305	09-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C091120230036		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	09-11-2023 11:59	11-09-2023 13:08	0:1:9:29			Configured mail issue resolved	
4306	09-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C091120230035		Hardware	PC	Hanging/Slow processing	Driver installation	LOW	Closed	09-11-2023 11:54	11-09-2023 13:07	0:1:12:50			Installed pc and configured the system issue resolved	
4307	09-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091120230034		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 11:46	11-09-2023 12:01	0:0:14:45			Complaint logged to vendor.	Onsite
4308	09-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091120230033		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	09-11-2023 11:45	11-09-2023 12:00	0:0:14:41			LAN cable was loose.	Onsite
4309	09-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091120230032		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	09-11-2023 11:45	11-09-2023 11:59	0:0:13:55			Account was locked.	Onsite
4310	09-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091120230031		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	09-11-2023 11:44	11-09-2023 11:57	0:0:13:35			OS repaired.	Onsite
4311	09-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C091120230030		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	09-11-2023 11:31	11-09-2023 12:32	0:1:0:55			Network cable punch problem resolved	Onsite
4312	09-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C091120230029		Hardware	PC	TFT	Power Issue	LOW	Closed	09-11-2023 11:27	11-09-2023 12:32	0:1:4:50			Change the power cable resolved	Onsite
4313	09-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C091120230028		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-11-2023 11:22	11-09-2023 11:24	0:0:1:18			By default printer setting changed.	Onsite
4314	09-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C091120230027		Telecome	Instrument	SIP	Network Issue	LOW	Closed	09-11-2023 11:21	11-09-2023 11:23	0:0:2:44			LAN cable reconnect.	Onsite
4315	09-11-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/BET	C091120230026		Hardware	PC	TFT	Flickering display	HIGH	Closed	09-11-2023 11:17	11-09-2023 11:21	0:0:4:19			Call has been logged to vendor	Onsite
4316	09-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C091120230025		Network	LAN Issue	LAN Issue	Others	LOW	Closed	09-11-2023 11:12	11/13/2023 10:18:20 AM	3:23:5:50			CHD Token Machine Lan Cable not working.	Onsite
4317	09-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C091120230024		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	09-11-2023 11:09	11-09-2023 11:49	0:0:39:53			CHECK THE PC AND LOG THE CALL	Onsite
4318	09-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C091120230022		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	09-11-2023 11:05	11-09-2023 11:49	0:0:43:52			CHECK THE PRINTER FOUND DAMAGED	Onsite
4319	09-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C091120230023		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	09-11-2023 11:05	11-09-2023 11:49	0:0:43:56			SENT TO NHP	Onsite
4320	09-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C091120230021		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	09-11-2023 10:39	11-09-2023 11:10	0:0:31:15			Mail has been archived then compact the mail and reactivate mail send functions	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4321	09-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C091120230020		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	09-11-2023 10:38	11-09-2023 11:09	0:0:30:52			RJ45 has been crimped and reinserted on printer LAN port	Onsite
4322	09-11-2023	NIZAMUDDIN	Lodhi Road	O-M	C091120230019		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	09-11-2023 10:29	11-09-2023 11:29	0:1:0:36			Email password reset resolved	Remote
4323	09-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C091120230018		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	09-11-2023 10:27	11-09-2023 11:29	0:1:1:59			Lan cable problem resolved	Remote
4324	09-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C091120230016		Hardware	PC	TFT	Power Issue	LOW	Closed	09-11-2023 10:25	11-09-2023 11:28	0:1:3:20			Change the power cable resolved	Remote
4325	09-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C091120230017		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	09-11-2023 10:25	11-09-2023 11:28	0:1:3:1			New installations resolved	Remote
4326	09-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	BUSINESS/BET	C091120230015		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	09-11-2023 10:13	11-09-2023 11:22	0:1:8:52			LAN connector replaced.	Onsite
4327	09-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091120230014		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 10:12	11-09-2023 11:21	0:1:9:19			Due to network problem.	Onsite
4328	09-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C091120230013		Network	Link Connectivit	Not working	Ticket logged with	LOW	Closed	09-11-2023 10:11	11-09-2023 11:21	0:1:9:47			Complaint logged.	Onsite
4329	09-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091120230012		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	09-11-2023 10:10	11-09-2023 11:21	0:1:10:51			Network down.	Onsite
4330	09-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C091120230011		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	09-11-2023 10:04	11-09-2023 11:12	0:1:7:41			issue has been resolved after changed the LAN cable	Onsite
4331	09-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C091120230010		Hardware	UPS	Backup	No Power	LOW	Closed	09-11-2023 09:58	11-09-2023 11:20	0:1:22:27			There was power issue now working.	Onsite
4332	09-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C091120230009		Hardware	System Software	Other Software	New Installation	LOW	Closed	09-11-2023 09:43	11-09-2023 09:52	0:0:8:58			reconfigured sap bsp issue resolved..	Onsite
4333	09-11-2023	ALAKNANDA	GK 2	RCM	C091120230008		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	09-11-2023 09:25	11-09-2023 11:01	0:1:36:2			P92 Password reset now issue resolved	Remote
4334	09-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C091120230007		Hardware	PC	Restart Problem	Others	LOW	Closed	09-11-2023 09:24	11-09-2023 11:01	0:1:36:43			CMOS Battery Chnage now issue resolved	Remote
4335	09-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C091120230006		Hardware	System Software	Other Software	software corrupt	LOW	Closed	09-11-2023 09:23	11-09-2023 11:00	0:1:37:6			Password reset now issue resolved	Remote
4336	09-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C091120230005		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	09-11-2023 09:23	11-09-2023 11:00	0:1:37:27			Re-Installed the Analyzer now issue resolved	Remote
4337	09-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C091120230004		Hardware	Laptop	Hanging/Slow processing	OS/System File/	LOW	Closed	09-11-2023 09:22	11-09-2023 11:00	0:1:37:53			Password change now issue resolved	Onsite
4338	09-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C091120230003		Hardware	System Software	Other Software	software corrupt	LOW	Closed	09-11-2023 09:21	11-09-2023 10:59	0:1:38:21			Firewall close now issue resolved	Onsite
4339	09-11-2023	ALAKNANDA	I Block CR Park	O-M	C091120230002		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	09-11-2023 09:20	11-09-2023 10:59	0:1:38:44			Remove the paper from printer now issue resolved	Onsite
4340	09-11-2023	ALAKNANDA	A 12 Kalkaji	O-M	C091120230001		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	09-11-2023 09:19	11-09-2023 10:58	0:1:39:0			Punch the cable now issue resolved	Onsite
4341	10-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C161120230015		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	16-11-2023 12:14	11/16/2023 12:57:54 PM	0:0:43:13			check locally ping done working , FLT done with vendor reliance POE reboot	Onsite
4342	10-11-2023	SAKET	Adchini	SAFETY	C101120230099		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	10-11-2023 17:51	11-10-2023 17:59	0:0:7:56			RJ45 crimp	Onsite
4343	10-11-2023	SAKET	Malviya Nagar	HR	C101120230098		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	10-11-2023 17:49	11-10-2023 17:59	0:0:10:27			IP Address changed	Onsite
4344	10-11-2023	SAKET	Adchini	BUSINESS/BET	C101120230097		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-11-2023 17:47	11-10-2023 17:54	0:0:6:49			PDS driver re-installed	Onsite
4345	10-11-2023	SAKET	D-Block Saket	O-M	C101120230096		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	10-11-2023 17:46	11-10-2023 17:58	0:0:12:26			New OS installed	Onsite
4346	10-11-2023	SAKET	Chhatarpur CC	O-M	C101120230095		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	10-11-2023 17:40	11-10-2023 17:58	0:0:17:34			Windows startup repaired	Onsite
4347	10-11-2023	SAKET	Chhatarpur CC	O-M	C101120230094		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-11-2023 17:39	11-10-2023 17:57	0:0:18:10			Hosts file changed	Remote
4348	10-11-2023	OTHERS	VSNL	RCM	C101120230092		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	10-11-2023 17:26	11-10-2023 17:52	0:0:26:7			Installed	Onsite
4349	10-11-2023	OTHERS	VSNL	RCM	C101120230093		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-11-2023 17:26	11-10-2023 17:52	0:0:25:48			TNS replaced issue resolve	Onsite
4350	10-11-2023	OTHERS	VSNL	RCM	C101120230091		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-11-2023 17:25	11-10-2023 17:51	0:0:26:39			Laptop join ADS	Onsite
4351	10-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101120230090		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	10-11-2023 17:24	11-10-2023 17:51	0:0:26:56			mouse replaced	Onsite
4352	10-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101120230089		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	10-11-2023 17:24	11-10-2023 17:51	0:0:27:19			mouse replaced	Onsite
4353	10-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C101120230088		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	10-11-2023 17:23	11-10-2023 17:51	0:0:27:28			Archive some mails issue resolve	Onsite
4354	10-11-2023	OTHERS	VSNL	O-M	C101120230087		Hardware	PC	Restart Problem	Physical cleaning	LOW	Closed	10-11-2023 17:22	11-10-2023 17:50	0:0:28:26			RAM Remove and re-insert issue resolve	Onsite
4355	10-11-2023	OTHERS	VSNL	O-M	C101120230086		Hardware	Printer	Paper Pickup	Others	LOW	Closed	10-11-2023 17:20	11-10-2023 17:49	0:0:28:11			Cartridge replaced issue resolve	Onsite
4356	10-11-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/BET	C101120230085		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	10-11-2023 16:42	11-10-2023 18:06	0:1:24:2			FLT done and complaint has been logged by network team	Onsite
4357	10-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C101120230084		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	10-11-2023 16:27	11-10-2023 17:14	0:0:46:34			FLT Done.	Onsite
4358	10-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C101120230083		Hardware	Printer	Paper Pickup	Others	LOW	Closed	10-11-2023 16:25	11-10-2023 17:14	0:0:49:20			Cartridge change.	Onsite
4359	10-11-2023	R.K.PURAM	Bhikaiji Cama Place	O-M	C101120230082		Hardware	System Software	Other Software	Browser issue	LOW	Closed	10-11-2023 16:01	11-10-2023 16:39	0:0:38:13			Reset the gmail password issue resolved	
4360	10-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C101120230081		Hardware	PC	Restart Problem	Others	LOW	Closed	10-11-2023 15:58	11-10-2023 16:38	0:0:39:41			Rejoin the pc on ads issue resolved	
4361	10-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C101120230080		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	10-11-2023 15:57	11-10-2023 16:37	0:0:40:15			Change faulty keyboard issue resolved	
4362	10-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	IT	C101120230079		Telecome	CCTV	Camera	Wiring Faulty	LOW	Closed	10-11-2023 15:57	11-10-2023 17:10	0:1:13:31			change the power socket issue resolved	Onsite
4363	10-11-2023	SAKET	IGNU Grid	IT	C101120230078		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	10-11-2023 15:36	11-10-2023 15:58	0:0:21:57			IT Meeting at ZND Office	Onsite
4364	10-11-2023	SAKET	Adchini	BUSINESS/BET	C101120230077		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-11-2023 15:34	11-10-2023 15:57	0:0:23:2			printer not work	Onsite
4365	10-11-2023	SAKET	Adchini	CIVIL	C101120230076		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	10-11-2023 15:33	11-10-2023 15:56	0:0:23:6			new mail install	Onsite
4366	10-11-2023	SAKET	Adchini	CIVIL	C101120230075		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	10-11-2023 15:32	11-10-2023 15:56	0:0:23:41			file hang	Remote
4367	10-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C101120230073		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	10-11-2023 15:24	11-10-2023 15:44	0:0:19:26			Mail quota cleared and compact now issue resolved..	
4368	10-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C101120230072		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	10-11-2023 15:24	11-10-2023 15:43	0:0:19:15			Attach file size is max so all mails archive quota clear, now issue resolved	
4369	10-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C101120230071		Hardware	System Software	MS Office	Software Not	LOW	Closed	10-11-2023 15:23	11-10-2023 15:41	0:0:18:27			Repaired the ms office now issue resolved	
4370	10-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C101120230070		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	10-11-2023 15:22	11/15/2023 4:37:54 PM	5:1:15:1			lan cable faulty need to be replaced	Onsite
4371	10-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C101120230069		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	10-11-2023 15:22	11-10-2023 15:40	0:0:18:25			Lan reinsert and reconnect the printer issue resolved	
4372	10-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C101120230068		Hardware	PC	System Password issue	Password Reset	LOW	Closed	10-11-2023 15:21	11-10-2023 15:35	0:0:14:23			after pc password reset issue resolved	Onsite
4373	10-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C101120230067		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-11-2023 15:19	11-10-2023 15:34	0:0:14:57			after paper jam clear issue resolved	Onsite
4374	10-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C101120230066		Hardware	Scanner	Scaning issue	Others	LOW	Closed	10-11-2023 15:18	11-10-2023 15:34	0:0:15:32			after adobe reader software update issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4375	10-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C101120230065		Hardware	PC	TFT	Power Issue	LOW	Closed	10-11-2023 15:17	11-10-2023 15:32	0:0:15:20			after power cable change issue resolved	Onsite
4376	10-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C101120230064		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	10-11-2023 15:16	11-10-2023 15:32	0:0:15:35			after ip change issue resolved	Onsite
4377	10-11-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C101120230063		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-11-2023 15:15	11-10-2023 15:31	0:0:16:13			after host file change issue resolved	Onsite
4378	10-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C101120230062		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	10-11-2023 15:14	11-10-2023 15:29	0:0:15:12			after new os installed issue resolved	Onsite
4379	10-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C101120230061		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	10-11-2023 15:12	11-10-2023 15:22	0:0:9:22			after lan cable change issue resolved	Onsite
4380	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230059		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-11-2023 15:10	11-10-2023 15:22	0:0:12:2			Ms office not working issue resolved	Onsite
4381	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230060		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-11-2023 15:10	11-10-2023 15:22	0:0:11:54			Ms office not working issue resolved	Onsite
4382	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230058		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	10-11-2023 15:09	11-10-2023 15:21	0:0:12:15			Email not working issue resolved	Onsite
4383	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230057		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-11-2023 15:08	11-10-2023 15:21	0:0:12:32			Goggle chrome not working issue resolved	Onsite
4384	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230056		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-11-2023 15:08	11-10-2023 15:21	0:0:12:54			Ms office not working issue resolved	Onsite
4385	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230055		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	10-11-2023 15:07	11-10-2023 15:20	0:0:12:58			Printing issue issue resolved	Onsite
4386	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230054		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	10-11-2023 15:06	11-10-2023 15:20	0:0:13:41			google chrome not working issue resolved	Onsite
4387	10-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C101120230053		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	10-11-2023 15:06	11-10-2023 15:20	0:0:13:57			Pdf not working issue resolved	Onsite
4388	10-11-2023	NIZAMUDDIN	Lajpat Nagar 3	PLANNING &	C101120230050		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-11-2023 14:34	11-10-2023 15:09	0:0:35:8			Printer drivers reconfigured.	Remote
4389	10-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C101120230049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	10-11-2023 14:33	11-10-2023 15:08	0:0:35:29			mail reactive function active.	Remote
4390	10-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C101120230048		Hardware	PC	System Password issue	Others	LOW	Closed	10-11-2023 14:32	11-10-2023 15:08	0:0:35:22			Restart the system & enter password.	Onsite
4391	10-11-2023	NEHRU PLACE	G Block East Of Kailash	OM-EHV	C101120230047		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	10-11-2023 14:31	11-10-2023 15:07	0:0:35:34			Manual IP configured.	Onsite
4392	10-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C101120230046		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	10-11-2023 14:30	11-10-2023 15:06	0:0:36:40			Printer tray reinsert.	Onsite
4393	10-11-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C101120230045		Hardware	Laptop	Not working at all	Others	LOW	Closed	10-11-2023 14:29	11-10-2023 15:06	0:0:37:4			Router restart & WAN cable reconnect.	Onsite
4394	10-11-2023	OTHERS	Andrews Ganj	Enforcement	C101120230044		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-11-2023 14:25	11-10-2023 14:26	0:0:0:26			Printer issue	Onsite
4395	10-11-2023	OTHERS	HUDCO Grid	PROTECTION	C101120230043		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-11-2023 14:24	11-10-2023 14:26	0:0:1:50			Pc booting issue	Onsite
4396	10-11-2023	OTHERS	Andrews Ganj	Enforcement	C101120230042		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	10-11-2023 14:23	11-10-2023 14:27	0:0:3:6			mail archive issue	Onsite
4397	10-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C101120230041		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	10-11-2023 14:16	11-10-2023 14:48	0:0:31:35			Mail software repair and resolved the issue.	Remote
4398	10-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C101120230040		Hardware	MOUSE	Not working	Hardware Faulty	MEDIUM	Closed	10-11-2023 14:15	11-10-2023 14:49	0:0:33:50			mouse change and working fine.	Remote
4399	10-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C101120230039		Hardware	Scanner	Scaning issue	Image Not Cleared	MEDIUM	Closed	10-11-2023 14:14	11-10-2023 14:55	0:0:40:49			scanner lance clean and scanner image working issue.	Onsite
4400	10-11-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C101120230038		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	10-11-2023 14:14	11-10-2023 14:53	0:0:39:10			printer driver reinstalled.	Remote
4401	10-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C101120230037		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	10-11-2023 14:12	11-10-2023 14:49	0:0:37:40			File currupted.	Onsite
4402	10-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C101120230036		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	10-11-2023 14:11	11-10-2023 14:52	0:0:40:58			Lan RJ45 change and cable issue resolved.	Onsite
4403	10-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C101120230035		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	10-11-2023 14:07	11-10-2023 14:32	0:0:24:43			check lan drivers installed set ip again , patch cable check at switch end light not	Onsite
4404	10-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C101120230034		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	10-11-2023 14:05	11-10-2023 14:49	0:0:44:0			MS office 2007 reinstalled.	Onsite
4405	10-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C101120230032		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	10-11-2023 14:04	11-10-2023 14:31	0:0:27:40			Lotus mails not received , create new replica done and compacting done now	Onsite
4406	10-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C101120230033		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-11-2023 14:04	11-10-2023 14:48	0:0:44:42			Sify network down.	Onsite
4407	10-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C101120230031		Hardware	System Software	Other Software	software corrupt	LOW	Closed	10-11-2023 14:03	11-10-2023 14:47	0:0:44:23			Lotus software repaired.	Onsite
4408	10-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ BET	C101120230030		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	10-11-2023 14:02	11-10-2023 14:31	0:0:28:26			Printer driver reinstall and set IP again now works	Onsite
4409	10-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C101120230029		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	10-11-2023 14:02	11-10-2023 14:46	0:0:44:3			Laptop sent to nhp.	Onsite
4410	10-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C101120230028		Hardware	KEYBOARD	Not working	Hardware Faulty	HIGH	Closed	10-11-2023 14:01	11-10-2023 14:59	0:0:57:34			Keyboard replacement	
4411	10-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C101120230027		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	10-11-2023 14:00	11-10-2023 14:09	0:0:8:22			lotus mails archives not open shows error , create new replica , compacting done	Onsite
4412	10-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C101120230026		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-11-2023 13:59	11-10-2023 14:08	0:0:8:50			sap uploaded files not open shows error , settings done and install adobe now open	Onsite
4413	10-11-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	OM-EHV	C101120230024		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-11-2023 13:49	11-10-2023 15:00	0:1:11:34			Paper Jam Removed.	Onsite
4414	10-11-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka sector 10 Metro station	O-M	C101120230023		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	10-11-2023 13:42	11-10-2023 15:03	0:1:21:11			Password reset.	Onsite
4415	10-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C101120230022		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	10-11-2023 13:36	11-10-2023 15:04	0:1:28:33			BSP Configure.	Onsite
4416	10-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C101120230021		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	10-11-2023 13:34	11-10-2023 15:05	0:1:31:24			New Archive Create.	Onsite
4417	10-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C101120230020		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	10-11-2023 13:33	11-10-2023 15:06	0:1:33:28			Token machine Connector change.	Onsite
4418	10-11-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	Store	C101120230019		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	10-11-2023 13:21	11-10-2023 14:07	0:0:45:20			issue has been resolved after after clear the jam paper	
4419	10-11-2023	NEHRU PLACE	20 No Building	C-M	C101120230018		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	10-11-2023 13:18	11-10-2023 13:20	0:0:1:36			printer send to H.O for repair	Onsite
4420	10-11-2023	NEHRU PLACE	20 No Building	HR	C101120230017		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	10-11-2023 13:17	11-10-2023 13:19	0:0:1:47			mouse change	Onsite
4421	10-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	O-M	C101120230016		Telecome	CCTV	Camera	Others	LOW	Closed	10-11-2023 12:44	11-10-2023 13:40	0:0:55:31			check the camera	Onsite
4422	10-11-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C101120230015		Hardware	Attendane Machine	Others	Others	LOW	Closed	10-11-2023 12:43	11-10-2023 13:41	0:0:57:36			check the machine and reinsert the patch cable	Onsite
4423	10-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C101120230014		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-11-2023 12:42	11-10-2023 13:41	0:0:59:13			repair the os	Onsite
4424	10-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C101120230013		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	HIGH	Closed	10-11-2023 12:23	11-10-2023 13:57	0:1:34:8			mail Archive and mail send	Onsite
4425	10-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C101120230012		Hardware	System Software	Other Software	New Installation	LOW	Closed	10-11-2023 12:22	11-10-2023 12:45	0:0:22:40			Firewall Close now issue resolved	Remote
4426	10-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C101120230011		Hardware	PC	Not working at all	Others	LOW	Closed	10-11-2023 12:21	11-10-2023 12:46	0:0:24:41			Activate the windows now issue resolved	Onsite
4427	10-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C101120230010		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	10-11-2023 12:20	11-10-2023 12:45	0:0:25:8			Scan the virus now issue resolved	Onsite
4428	10-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C101120230009		Hardware	System Software	Other Software	proxy setting	LOW	Closed	10-11-2023 12:20	11-10-2023 12:45	0:0:25:29			Change the Site url now issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4429	10-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C101120230008		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	10-11-2023 12:19	11-10-2023 13:38	0:1:18:36			Change the mouse now issue resolved	
4430	10-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C101120230007		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	10-11-2023 12:18	11-10-2023 13:36	0:1:18:32			Remove the paper from printer now issue resolved	
4431	10-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C101120230006		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	10-11-2023 11:38	11-10-2023 11:56	0:0:18:13			Mail password changed	Remote
4432	10-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BPI	C101120230005		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	10-11-2023 10:23	11/22/2023 3:11:06 PM	12:4:47:55			RAM Delivered Issue Resolved	Onsite
4433	10-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C101120230004		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	10-11-2023 10:21	11-10-2023 10:23	0:0:2:7			ram not working	Onsite
4434	10-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C101120230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-11-2023 09:57	11-10-2023 10:44	0:0:46:57			Printer reconnected issue resolved..	
4435	10-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C101120230001		Hardware	PC	Hanging/Slow processing	High CPU Utilization	LOW	Closed	10-11-2023 09:56	11-10-2023 10:43	0:0:47:17			Ram slot interchange, temp file cleaned now issue resolved..	
4436	13-11-2023	SAKET	Adchini	BUSINESS/ BET	C141120230003		Hardware	System Software	Other Software	Browser issue	LOW	Closed	14-11-2023 11:34	11/14/2023 11:57:43 AM	0:0:22:43			SAP password reset link not open	Onsite
4437	13-11-2023	OTHERS	VSNL	RCM	C131120230093		Hardware	Anti virus	ANTI VIRUS	Problem Area-	LOW	Closed	13-11-2023 17:30	11/13/2023 6:01:57 PM	0:0:31:12			Installed Trend micro	Onsite
4438	13-11-2023	OTHERS	VSNL	RCM	C131120230092		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-11-2023 17:29	11/13/2023 6:01:34 PM	0:0:31:38			Driver Remove and re-installed	Onsite
4439	13-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C131120230091		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-11-2023 17:28	11/13/2023 6:01:15 PM	0:0:33:12			genus Re-installed	Onsite
4440	13-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C131120230090		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-11-2023 17:27	11/13/2023 6:00:52 PM	0:0:33:26			CAS remove and re-installed	Onsite
4441	13-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C131120230089		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-11-2023 17:26	11/13/2023 6:00:26 PM	0:0:33:43			Lachance update issue resolve	Onsite
4442	13-11-2023	OTHERS	VSNL	MMG	C131120230088		Hardware	Laptop	Hanging/Slow processing	Physical cleaning	LOW	Closed	13-11-2023 17:24	11/13/2023 5:59:52 PM	0:0:35:4			Delete Temp file and folder	Onsite
4443	13-11-2023	OTHERS	VSNL	O-M	C131120230087		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	13-11-2023 17:23	11/13/2023 5:59:13 PM	0:0:35:25			Replaced LAN Cable	Onsite
4444	13-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C131120230086		Telecome	Instrument	Digital	Instrument Faulty	LOW	Closed	13-11-2023 17:05	11/14/2023 3:59:41 PM	0:22:54:25			FYI	Onsite
4445	13-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C131120230085		Hardware	PC	Not working at all	Others	LOW	Closed	13-11-2023 16:15	11/13/2023 5:24:07 PM	0:1:8:51			Restart & RAM Clean.	Onsite
4446	13-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C131120230084		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	13-11-2023 16:13	11/13/2023 5:23:45 PM	0:1:9:52			Location changed.	Onsite
4447	13-11-2023	VASANT KUNJ	B 1	O-M	C131120230083		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-11-2023 16:02	11/13/2023 4:34:18 PM	0:0:32:7			Sharing printer reconnected	Onsite
4448	13-11-2023	VASANT KUNJ	Mahipalpur	O-M	C131120230082		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	13-11-2023 16:00	11/13/2023 4:33:25 PM	0:0:32:59			RJ45 crimped and reconnected on LAN port	Remote
4449	13-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C131120230081		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	13-11-2023 15:55	11/13/2023 4:32:22 PM	0:0:36:28			A new mail workspace created	Remote
4450	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230080		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	13-11-2023 15:45	11/13/2023 4:31:43 PM	0:0:46:34			No display issue resolved	Onsite
4451	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230079		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	13-11-2023 15:42	11/13/2023 4:31:25 PM	0:0:48:28			Network not working issue resolved	Onsite
4452	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230078		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 15:41	11/13/2023 4:31:05 PM	0:0:49:50			google chrome not working issue resolved	Onsite
4453	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230077		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 15:40	11/13/2023 4:30:44 PM	0:0:50:13			Google chrome not working issue resolved	Onsite
4454	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230076		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	13-11-2023 15:39	11/13/2023 4:30:27 PM	0:0:50:30			Adobe pdf not working issue resolved	Onsite
4455	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230075		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 15:39	11/13/2023 4:30:08 PM	0:0:50:44			pdf not working issue resolved	Onsite
4456	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230074		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	13-11-2023 15:38	11/13/2023 4:29:48 PM	0:0:50:52			Ms office not working issue resolved	Onsite
4457	13-11-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C131120230073		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	13-11-2023 15:33	11/13/2023 3:34:36 PM	0:0:1:25			clean the ram and reinsert.	Onsite
4458	13-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C131120230072		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	13-11-2023 15:32	11/13/2023 3:34:04 PM	0:0:2:3			flt done and call log to vendor	Onsite
4459	13-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C131120230071		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	13-11-2023 15:24	11/13/2023 3:55:10 PM	0:0:30:14			Printer complaint logged to vendor.	Onsite
4460	13-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C131120230070		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	13-11-2023 15:23	11/13/2023 3:53:59 PM	0:0:30:7			LAN connector replaced.	Onsite
4461	13-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C131120230069		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	13-11-2023 15:20	11/13/2023 3:53:37 PM	0:0:33:31			Account unlocked.	Onsite
4462	13-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C131120230068		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 15:18	11/13/2023 3:56:28 PM	0:0:38:11			Jam paper has been removed	Onsite
4463	13-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	IT	C131120230067		Telecome	CCTV	Camera	Others	LOW	Closed	13-11-2023 15:16	11/13/2023 3:27:23 PM	0:0:11:23			switch on the camera issue resolved	Onsite
4464	13-11-2023	SAKET	Chhatarpur CC	O-M	C131120230066		Hardware	Scanner	Scaning issue	Others	LOW	Closed	13-11-2023 15:09	11/13/2023 3:47:35 PM	0:0:38:27			Reassign	Onsite
4465	13-11-2023	SAKET	Fatehpur Beri CC	O-M	C131120230065		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	13-11-2023 15:08	11/13/2023 3:57:48 PM	0:0:49:39			Reassign	Onsite
4466	13-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C131120230063		Hardware	Scanner	Scaning issue	Connectivit y Issue	LOW	Closed	13-11-2023 14:59	11/13/2023 3:14:50 PM	0:0:15:50			after scanner driver update issue resolved	Onsite
4467	13-11-2023	SAKET	D-Block Saket	O-M	C131120230064		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 14:59	11/13/2023 3:20:48 PM	0:0:21:23			ESS open with Mozilla Firefox	Onsite
4468	13-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C131120230061		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 14:58	11/13/2023 3:14:14 PM	0:0:15:58			after paper jam clear issue resolved	Onsite
4469	13-11-2023	SAKET	Malviya Nagar CC	O-M	C131120230062		Hardware	System Software	Other Software	proxy setting	LOW	Closed	13-11-2023 14:58	11/13/2023 3:21:33 PM	0:0:22:39			Changed the proxy setting	Onsite
4470	13-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C131120230058		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	13-11-2023 14:57	11/13/2023 3:13:05 PM	0:0:15:58			after mail password reset issue resolved	Onsite
4471	13-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C131120230060		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 14:57	11/13/2023 3:13:27 PM	0:0:15:46			after paper jam clear issue resolved	Onsite
4472	13-11-2023	SAKET	MMTC CC	O-M	C131120230059		Network	LAN Issue	VPN ISSUE	Wifi/Mobile Data issue	LOW	Closed	13-11-2023 14:57	11/13/2023 3:18:42 PM	0:0:21:30			Wi-Fi connectivity restored	Onsite
4473	13-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C131120230057		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-11-2023 14:56	11/13/2023 3:12:40 PM	0:0:16:21			after power socket change issue resolved	Onsite
4474	13-11-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C131120230056		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 14:55	11/13/2023 3:12:13 PM	0:0:16:51			after paper jam clear issue resolved	Onsite
4475	13-11-2023	SAKET	MIG CC	O-M	C131120230055		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-11-2023 14:54	11/13/2023 3:17:45 PM	0:0:22:47			LAN cable re-insert in N/W switch	Onsite
4476	13-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C131120230054		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	13-11-2023 14:53	11/13/2023 3:11:57 PM	0:0:18:13			after ip and port change issue resolved	Onsite
4477	13-11-2023	SAKET	D-Block Saket	O-M	C131120230053		Hardware	Printer	Image Issue	Others	LOW	Closed	13-11-2023 14:52	11/13/2023 3:16:10 PM	0:0:23:34			Printer driver re-installed	Onsite
4478	13-11-2023	SAKET	D-Block Saket	O-M	C131120230052		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-11-2023 14:51	11/13/2023 3:15:09 PM	0:0:23:24			Startup repaired	Onsite
4479	13-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C131120230051		Hardware	PC	TFT	Ticket logged with	LOW	Closed	13-11-2023 14:48	11/13/2023 3:24:59 PM	0:0:36:6			ticket locked to vendor for faulty TFT	Onsite
4480	13-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C131120230050		Hardware	System Software	Other Software	software corrupt	LOW	Closed	13-11-2023 14:45	11/13/2023 3:23:58 PM	0:0:38:15			change the file location issue resolved	Onsite
4481	13-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/ BET	C131120230049		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	13-11-2023 14:44	11/13/2023 3:22:06 PM	0:0:37:34			change the mail password issue resolved	Onsite
4482	13-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C131120230048		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	13-11-2023 14:40	11/13/2023 3:21:28 PM	0:0:41:14			clean the trace file and closed the app in task manager issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4483	13-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C131120230047		Hardware	Printer	Image Issue	Others	LOW	Closed	13-11-2023 14:38	11/13/2023 3:20:53 PM	0:0:42:23			configured printer and installed driver issue resolved	Onsite
4484	13-11-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C131120230046		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-11-2023 14:37	11/13/2023 3:20:24 PM	0:0:42:30			clean the ram and reinstalled the ram issue resolved	Onsite
4485	13-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C131120230045		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	13-11-2023 14:30	11/13/2023 3:20:21 PM	0:0:50:5			SAP P92 re installed now issue resolved	Onsite
4486	13-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C131120230044		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 14:29	11/13/2023 3:19:52 PM	0:0:50:6			Remove the paper from printer now issue resolved	Onsite
4487	13-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C131120230043		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	13-11-2023 14:29	11/13/2023 3:19:19 PM	0:0:50:16			Change the Password now issue resolved	Onsite
4488	13-11-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C131120230042		Hardware	Laptop	Not working at all	No power	LOW	Closed	13-11-2023 14:28	11/13/2023 3:18:55 PM	0:0:50:22			Chnage the power shocket now issue resolved	Onsite
4489	13-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C131120230041		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 14:27	11/13/2023 3:17:57 PM	0:0:50:6			Browser Update now issue resolved	Remote
4490	13-11-2023	JANAK PURI	I A 3 Janakpuri	O-M	C131120230040		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	13-11-2023 14:27	11/13/2023 3:26:31 PM	0:0:59:30			Create local replica now working fine	Remote
4491	13-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C131120230038		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	13-11-2023 14:25	11/13/2023 2:53:38 PM	0:0:28:27			issue resolved after die notes exe used	Remote
4492	13-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C131120230039		Hardware	System Software	Other Software	proxy setting	LOW	Closed	13-11-2023 14:25	11/13/2023 2:54:15 PM	0:0:28:27			add ess in proxy issue resolved..	Remote
4493	13-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C131120230037		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	13-11-2023 14:24	11/13/2023 3:26:10 PM	0:1:1:55			Restart Scanner now working fine	Remote
4494	13-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C131120230034		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 14:23	11/13/2023 3:22:39 PM	0:0:59:30			Remove the paper from printer now issue resolved	Onsite
4495	13-11-2023	JANAK PURI	Sagar Pur Grid	O-M	C131120230035		Network	IP Schema Issue	IP Schema Issue	Change ip Schema	LOW	Closed	13-11-2023 14:23	11/13/2023 3:29:31 PM	0:1:6:7			Change IP Schema now working fine	Onsite
4496	13-11-2023	ALAKNANDA	CR Park HR Office	HR	C131120230036		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	13-11-2023 14:23	11/13/2023 3:23:03 PM	0:0:59:20			MS Office re installed now issue resolved	Remote
4497	13-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Data Center	C131120230032		Hardware	MOUSE	Not working	Hardware Faulty	MEDIUM	Closed	13-11-2023 14:22	11/13/2023 3:02:35 PM	0:0:40:30			Mouse change issue resolved.	Onsite
4498	13-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C131120230033		Hardware	System Software	Other Software	New Installation	LOW	Closed	13-11-2023 14:22	11/13/2023 3:21:52 PM	0:0:59:10			BSP Installed now issue resolved	Onsite
4499	13-11-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C131120230030		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	13-11-2023 14:21	11/13/2023 3:21:05 PM	0:0:59:56			OS Installation now issue resolved	Onsite
4500	13-11-2023	ALAKNANDA	A 12 Kalkaji	O-M	C131120230031		Hardware	UPS	Backup	Others	LOW	Closed	13-11-2023 14:21	11/13/2023 3:21:35 PM	0:0:59:37			Power adapter change now issue resolved	Onsite
4501	13-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	DSS	C131120230029		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	MEDIUM	Closed	13-11-2023 14:16	11/13/2023 3:02:00 PM	0:0:45:44			Restart the pc and issue resolved.	Onsite
4502	13-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C131120230028		Hardware	Printer	Connectivity Issue	Lan Port Issue	MEDIUM	Closed	13-11-2023 14:13	11/13/2023 3:01:09 PM	0:0:47:42			LAN cable change.	Remote
4503	13-11-2023	NEHRU PLACE	20 No Building	C-M	C131120230026		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	13-11-2023 13:45	11/13/2023 1:55:26 PM	0:0:10:26			ip change, issue resolve	Onsite
4504	13-11-2023	NEHRU PLACE	20 No Building	C-M	C131120230027		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 13:45	11/13/2023 1:55:51 PM	0:0:10:1			browser reset, issue resolved	Onsite
4505	13-11-2023	NEHRU PLACE	20 No Building	OM-DIV	C131120230025		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-11-2023 13:44	11/13/2023 1:54:58 PM	0:0:10:41			laptop update & restart	Onsite
4506	13-11-2023	SAKET	Jonapur CC	O-M	C131120230024		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	13-11-2023 13:37	11/13/2023 1:39:11 PM	0:0:1:39			remove paper from printer(lotus repair)	Onsite
4507	13-11-2023	SAKET	Adchini	CUSTOMER CARE	C131120230023		Hardware	PC	Not working at all	No power	LOW	Closed	13-11-2023 13:35	11/13/2023 1:38:10 PM	0:0:3:6			pc not on	Onsite
4508	13-11-2023	SAKET	Adchini	SAFETY	C131120230021		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	13-11-2023 13:24	11/13/2023 1:32:06 PM	0:0:7:17			lan not work	Onsite
4509	13-11-2023	SAKET	Adchini	CHD	C131120230020		Hardware	System Software	Other Software	Browser issue	LOW	Closed	13-11-2023 13:22	11/13/2023 1:31:37 PM	0:0:9:3			DSK portal not open	Onsite
4510	13-11-2023	SAKET	Adchini	BUSINESS/BET	C131120230019		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	13-11-2023 13:20	11/13/2023 1:31:09 PM	0:0:10:54			printer not work	Onsite
4511	13-11-2023	SAKET	Adchini	CIVIL	C131120230018		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	13-11-2023 13:19	11/13/2023 1:30:39 PM	0:0:10:59			scanner not connect	Onsite
4512	13-11-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C131120230016		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	13-11-2023 13:16	11/13/2023 2:55:11 PM	0:1:38:36			mail reopen	Onsite
4513	13-11-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam Nagar,New Delhi 110059	O-M	C131120230015		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Re-Assign	13-11-2023 13:14					zda	Onsite
4514	13-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C131120230014		Hardware	PC	Not working at all	No power	HIGH	Closed	13-11-2023 13:09	11/13/2023 2:55:49 PM	0:1:46:10			power cable changed	Onsite
4515	13-11-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C131120230013		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	13-11-2023 13:04	11/13/2023 2:56:44 PM	0:1:52:33			printer drivr install	Onsite
4516	13-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C131120230012		Hardware	PC	Hanging/Slow processing	RAM Issue	HIGH	Closed	13-11-2023 12:56	11/13/2023 2:54:27 PM	0:1:57:49			ram reconnect	Onsite
4517	13-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C131120230011		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	13-11-2023 12:54	11/13/2023 2:53:49 PM	0:1:59:8			ip changed	Onsite
4518	13-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131120230010		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	13-11-2023 12:32	11/15/2023 4:38:23 PM	2:4:5:54			Lan point not working	Onsite
4519	13-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	DSK	C131120230009		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	13-11-2023 11:53	11/13/2023 12:51:22 PM	0:0:57:57			issue resolved after change the connector	Onsite
4520	13-11-2023	NEHRU PLACE	20 No Building	C-M	C131120230008		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	13-11-2023 11:23	11/13/2023 12:15:49 PM	0:0:52:40			lan cable reinsert	Onsite
4521	13-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C131120230007		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	13-11-2023 11:22	11/13/2023 12:15:14 PM	0:0:52:52			PPT open, issue resolved	Onsite
4522	13-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C131120230006		Hardware	System Software	Other Software	proxy setting	LOW	Closed	13-11-2023 10:44	11/13/2023 10:52:01 AM	0:0:7:23			issue has been resolved after reinstalled the chrome	Onsite
4523	13-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C131120230005		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	13-11-2023 10:34	11/13/2023 10:51:24 AM	0:0:16:51			issue has been resolved after replaced the LAN cable	Onsite
4524	13-11-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C131120230004		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-11-2023 10:07	11/13/2023 11:28:43 AM	0:1:21:23			ups power issue resolved now network is working fine	Onsite
4525	13-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C131120230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-11-2023 09:53	11/13/2023 10:05:20 AM	0:0:11:57			printer reconnected issue resolved..	Onsite
4526	13-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C131120230001		Hardware	PC	System Password issue	Password Reset	LOW	Closed	13-11-2023 09:52	11/13/2023 10:04:50 AM	0:0:12:6			issue resolved..	Onsite
4527	14-11-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C151120230019		Hardware	PC	TFT	Power Issue	LOW	Closed	15-11-2023 12:40	11/15/2023 1:34:48 PM	0:0:54:28			issue has been resolved after replaced the vga cable	
4528	14-11-2023	SAKET	Adchini	DSK	C151120230016		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	15-11-2023 11:25	11/15/2023 11:28:27 AM	0:0:2:48			not work	Onsite
4529	14-11-2023	OTHERS	VSNL	RCM	C141120230118		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	14-11-2023 16:50	11/14/2023 5:45:41 PM	0:0:54:59			mouse replaced	Onsite
4530	14-11-2023	OTHERS	VSNL	RCM	C141120230117		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	14-11-2023 16:50	11/14/2023 5:45:24 PM	0:0:55:22			Oracle Remove and installed	Onsite
4531	14-11-2023	OTHERS	VSNL	QUALITY	C141120230116		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	14-11-2023 16:49	11/14/2023 5:45:02 PM	0:0:55:49			Keyboard replaced	Onsite
4532	14-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C141120230114		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-11-2023 16:48	11/14/2023 5:44:21 PM	0:0:56:11			Printer Re-start issue resolve	Onsite
4533	14-11-2023	OTHERS	VSNL	QUALITY	C141120230115		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	14-11-2023 16:48	11/14/2023 5:44:44 PM	0:0:56:1			Archive mails	Onsite
4534	14-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C141120230113		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	14-11-2023 16:47	11/14/2023 5:43:49 PM	0:0:56:13			Update Windows Patches	Onsite
4535	14-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C141120230112		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	14-11-2023 16:47	11/15/2023 4:33:12 PM	0:23:46:6			call Close By Sanjay	Onsite
4536	14-11-2023	OTHERS	VSNL	O-M	C141120230109		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	14-11-2023 16:46	11/14/2023 5:42:49 PM	0:0:56:42			Replaced Power Cable issue resolve	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4537	14-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C141120230111		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-11-2023 16:46	11/14/2023 5:43:06 PM	0:0:56:16			Complaint Logged	Onsite
4538	14-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C141120230110		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	14-11-2023 16:46	11/15/2023 4:33:32 PM	0:23:47:4			call Close By Sanjay	Onsite
4539	14-11-2023	OTHERS	VSNL	O-M	C141120230108		Hardware	UPS	Hardware Issue	Ticket logged with	LOW	Closed	14-11-2023 16:45	11/14/2023 5:42:14 PM	0:0:56:55			complaint Logged	Onsite
4540	14-11-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C141120230107		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	14-11-2023 16:29	11/14/2023 4:30:11 PM	0:0:0:38			Issue Resolved	Onsite
4541	14-11-2023	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C141120230106		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	14-11-2023 16:27	11/14/2023 4:28:56 PM	0:0:1:16			Issue Resolved	Onsite
4542	14-11-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C141120230105		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	14-11-2023 16:25	11/14/2023 4:28:47 PM	0:0:3:1			Issue Resolved	Onsite
4543	14-11-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C141120230104		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-11-2023 16:24	11/14/2023 4:28:35 PM	0:0:3:40			Issue Resolved	Onsite
4544	14-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C141120230103		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	14-11-2023 16:24	11/14/2023 4:28:26 PM	0:0:4:25			Issue Resolved	Onsite
4545	14-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C141120230102		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-11-2023 16:23	11/14/2023 4:28:11 PM	0:0:5:8			Issue Resolved	Onsite
4546	14-11-2023	SAKET	MIG CC	O-M	C141120230101		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	14-11-2023 16:20	11/14/2023 4:26:37 PM	0:0:5:42			N/W switch hang up, restart the Switch	Onsite
4547	14-11-2023	NIZAMUDDIN	Kilokri	OM-EHV	C141120230100		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	14-11-2023 16:19	11/14/2023 4:59:42 PM	0:0:40:35			mail send to lotus support for reset password	Remote
4548	14-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C141120230099		Hardware	E-Mail	Email _Lotus	Mail Return Due To	MEDIUM	Closed	14-11-2023 16:15	11/14/2023 5:00:16 PM	0:0:44:42			After clear stuck mail and compact issue resolved	Remote
4549	14-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C141120230098		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	14-11-2023 16:14	11/14/2023 5:00:44 PM	0:0:46:13			After clean temp file and change windows setting issue resolved	Remote
4550	14-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C141120230095		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	14-11-2023 16:13	11/14/2023 4:31:41 PM	0:0:18:33			installed printer drivers issue resolved	Onsite
4551	14-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C141120230096		Hardware	System Software	Other Software	software reinstallatio	MEDIUM	Closed	14-11-2023 16:13	11/14/2023 5:01:22 PM	0:0:47:36			After reinstall sap software issue resolved	Remote
4552	14-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainability	C141120230097		Hardware	Laptop	Hanging/Slow processing	High CPU Utilization	LOW	Closed	14-11-2023 16:13	11/14/2023 4:32:54 PM	0:0:19:2			clean the trace file and update the anti virus issue resolved	Onsite
4553	14-11-2023	SARITA VIHAR	New Friends Colony	CHD	C141120230094		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	14-11-2023 16:12	11/14/2023 4:57:02 PM	0:0:44:41			After remove paper issues resolved	
4554	14-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C141120230093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-11-2023 16:03	11/14/2023 4:19:41 PM	0:0:16:33			Printer driver reinstalled.	Onsite
4555	14-11-2023	NEHRU PLACE	20 No Building	MMG	C141120230092		Hardware	PC	Not working at all	Others	LOW	Closed	14-11-2023 16:02	11/14/2023 4:16:41 PM	0:0:13:57			ip & mail configuration done	Onsite
4556	14-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C141120230091		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	14-11-2023 16:01	11/14/2023 4:19:11 PM	0:0:17:34			Mail software reinstalled & Reconfigured.	Onsite
4557	14-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C141120230090		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-11-2023 15:50	11/14/2023 4:15:51 PM	0:0:25:36			Printer issue resolved as reqd	Onsite
4558	14-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C141120230089		Hardware	System Software	Other Software	Browser issue	LOW	Closed	14-11-2023 15:46	11/14/2023 4:01:56 PM	0:0:15:38			Share file has been accessed	Onsite
4559	14-11-2023	NIZAMUDDIN	Jangpura	O-M	C141120230088		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-11-2023 15:41	11/15/2023 4:50:14 PM	1:1:8:21			Power Adapter Issue	Onsite
4560	14-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C141120230086		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	14-11-2023 15:33	11/14/2023 4:29:56 PM	0:0:56:40			clump the rj45 issue resolved	Onsite
4561	14-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C141120230087		Hardware	PC	TFT	Dim Display	LOW	Closed	14-11-2023 15:33	11/14/2023 4:31:18 PM	0:0:57:37			change tft vga cable issue resolved	Onsite
4562	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230085		Hardware	System Software	MS Office	Others	LOW	Closed	14-11-2023 15:31	11/14/2023 3:41:20 PM	0:0:9:49			Ms excel not working issue resolved	Onsite
4563	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230084		Hardware	System Software	MS Office	Software Not	LOW	Closed	14-11-2023 15:31	11/14/2023 3:41:02 PM	0:0:9:58			Ms office not working issue resolved	Onsite
4564	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230083		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	14-11-2023 15:30	11/14/2023 3:40:45 PM	0:0:10:28			Keyboard not working issue resolved	Onsite
4565	14-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C141120230081		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	14-11-2023 15:29	11/14/2023 3:48:16 PM	0:0:18:36			Keyboard replaced.	Onsite
4566	14-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C141120230082		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	14-11-2023 15:29	11/14/2023 4:29:02 PM	0:0:59:17			repair os issue resolved	Onsite
4567	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230080		Hardware	System Software	Other Software	software corrupt	LOW	Closed	14-11-2023 15:29	11/14/2023 3:40:25 PM	0:0:10:58			Google chrome not working issue resolved	Onsite
4568	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230077		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	14-11-2023 15:28	11/14/2023 3:40:07 PM	0:0:11:30			network not working issue resolved	Onsite
4569	14-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C141120230078		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	14-11-2023 15:28	11/14/2023 4:28:47 PM	0:0:59:59			clean the lens of scanner issue resolved	Onsite
4570	14-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C141120230076		Hardware	System Software	Other Software	software corrupt	LOW	Closed	14-11-2023 15:28	11/14/2023 3:43:26 PM	0:0:15:4			Network slow working.	Onsite
4571	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230075		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	14-11-2023 15:28	11/14/2023 3:39:51 PM	0:0:11:50			network not working issue resolved	Onsite
4572	14-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C141120230074		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	14-11-2023 15:28	11/14/2023 3:56:53 PM	0:0:28:52			RAM issue fixed	Onsite
4573	14-11-2023	HAUZ KHAAS	Near Aurobindo Market	O-M	C141120230079		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	14-11-2023 15:28	11/14/2023 3:46:56 PM	0:0:18:4			RAM faulty.	Onsite
4574	14-11-2023	KHANPUR	Batra,Near Batra Hospital	Finance	C141120230071		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	14-11-2023 15:27	11/14/2023 4:22:44 PM	0:0:55:35			After Flt done issue resolved	Onsite
4575	14-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C141120230072		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	14-11-2023 15:27	11/14/2023 4:28:20 PM	0:1:0:55			clean the pc physicality issue resolved	Onsite
4576	14-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C141120230073		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	14-11-2023 15:27	11/14/2023 3:42:52 PM	0:0:15:10			Lotus mail reinstalled.	Onsite
4577	14-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C141120230069		Hardware	System Software	MS Office	File Saving Issue	LOW	Closed	14-11-2023 15:26	11/14/2023 3:38:53 PM	0:0:12:42			MS office 2007 repaired.	Onsite
4578	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230070		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	14-11-2023 15:26	11/14/2023 3:39:33 PM	0:0:13:7			antivirus update issue resolved	Onsite
4579	14-11-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C141120230066		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	14-11-2023 15:25	11/14/2023 4:22:14 PM	0:0:56:47			Issue resolved help with network team	Onsite
4580	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230068		Hardware	System Software	MS Office	Software Not	LOW	Closed	14-11-2023 15:25	11/14/2023 3:39:15 PM	0:0:13:17			Ms excel not working issue resolved	Onsite
4581	14-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C141120230067		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	14-11-2023 15:25	11/14/2023 3:33:42 PM	0:0:8:8			Lotus password reset.	Onsite
4582	14-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C141120230065		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	14-11-2023 15:24	11/14/2023 4:21:15 PM	0:0:57:13			After mail password reset issue resolved	Onsite
4583	14-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C141120230064		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	14-11-2023 15:23	11/14/2023 4:20:35 PM	0:0:57:29			after printer driver update issue resolved	Onsite
4584	14-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C141120230063		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	14-11-2023 15:22	11/14/2023 4:19:51 PM	0:0:57:13			after printer driver update issue resolved	Onsite
4585	14-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C141120230062		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	14-11-2023 15:22	11/14/2023 4:19:13 PM	0:0:57:7			after paper jam clear issue resolved	Onsite
4586	14-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C141120230061		Telecome	Instrument	IP	Instrument Faulty	LOW	Closed	14-11-2023 15:21	11/14/2023 4:18:47 PM	0:0:57:42			after phone change issue resolved	Onsite
4587	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230060		Hardware	System Software	Other Software	Browser issue	LOW	Closed	14-11-2023 15:14	11/14/2023 3:38:57 PM	0:0:24:54			Ms office not working issue resolved	Onsite
4588	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230058		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	14-11-2023 15:13	11/14/2023 3:38:19 PM	0:0:25:14			Google chrome not working issue resolved	Onsite
4589	14-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141120230059		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	14-11-2023 15:13	11/14/2023 3:38:36 PM	0:0:25:4			IP msg not working issue resolved	Onsite
4590	14-11-2023	NIZAMUDDIN	Jangpura	O-M	C141120230057		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-11-2023 15:12	11/15/2023 4:50:59 PM	1:1:38:1			Biometric faulty adapter issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4591	14-11-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C141120230056		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	14-11-2023 15:11	11/14/2023 4:05:45 PM	0:0:54:21			CPU cleaning & reinsert the RAM.	Onsite
4592	14-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C141120230055		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	14-11-2023 15:09	11/14/2023 4:05:13 PM	0:0:55:50			LAN cable changed.	Onsite
4593	14-11-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C141120230054		Hardware	System Software	Other Software	Browser issue	LOW	Closed	14-11-2023 15:03	11/14/2023 3:50:46 PM	0:0:47:21			Drive mapped as reqd.	Remote
4594	14-11-2023	OTHERS	Andrews Ganj	Enforcement	C141120230053		Hardware	System Software	Other Software	software corrupt	LOW	Closed	14-11-2023 14:59	11/14/2023 3:00:06 PM	0:0:0:37			MS office issue	Onsite
4595	14-11-2023	OTHERS	Andrews Ganj	Enforcement	C141120230052		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	14-11-2023 14:58	11/14/2023 3:00:26 PM	0:0:1:31			mail issue	Onsite
4596	14-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C141120230051		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	14-11-2023 14:58	11/16/2023 4:38:30 PM	2:1:39:49			FWD To LAN Team	Onsite
4597	14-11-2023	OTHERS	Andrews Ganj	Enforcement	C141120230050		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-11-2023 14:57	11/14/2023 3:01:21 PM	0:0:3:39			Laptop slow issue	Onsite
4598	14-11-2023	OTHERS	Andrews Ganj	Enforcement	C141120230049		Hardware	System Software	Other Software	New Installation	LOW	Closed	14-11-2023 14:56	11/14/2023 3:02:01 PM	0:0:5:2			PC booting issue	Onsite
4599	14-11-2023	OTHERS	Andrews Ganj	Enforcement	C141120230048		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	14-11-2023 14:56	11/14/2023 3:02:33 PM	0:0:6:15			Printer issue	Onsite
4600	14-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C141120230047		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	14-11-2023 14:55	11/14/2023 3:03:39 PM	0:0:8:3			Printer issue	Onsite
4601	14-11-2023	SAKET	Pushp Vihar Sector 3	O-M	C141120230046		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	14-11-2023 14:49	11/14/2023 3:26:15 PM	0:0:36:36			Mouse faulty, sent to NHP for replacement	Onsite
4602	14-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C141120230045		Hardware	Scanner	Scaning issue	Others	LOW	Closed	14-11-2023 14:48	11/14/2023 3:25:36 PM	0:0:37:13			File compressing setting changed	Onsite
4603	14-11-2023	SAKET	Malviya Nagar	HR	C141120230044		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	14-11-2023 14:47	11/14/2023 3:24:52 PM	0:0:37:33			Re-insert the RAM after cleaning	Onsite
4604	14-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C141120230043		Hardware	PC	Not working at all	No power	LOW	Closed	14-11-2023 14:46	11/14/2023 3:24:09 PM	0:0:38:2			SMPS Faulty, call logged to vendor	Onsite
4605	14-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C141120230042		Hardware	Scanner	Scaning issue	Connectivity Issue	HIGH	Closed	14-11-2023 14:36	11/14/2023 9:55:32 PM	0:7:19:3			USB cable changed	
4606	14-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C141120230041		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-11-2023 14:34	11/14/2023 9:54:38 PM	0:7:20:14			Printer setting changed	
4607	14-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C141120230040		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-11-2023 14:33	11/14/2023 9:53:08 PM	0:7:19:55			Printer installed	
4608	14-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Data Center	C141120230039		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	14-11-2023 14:30	11/14/2023 3:36:35 PM	0:1:6:11			PDF FILE SOFTWARE REINSTALLED.	Remote
4609	14-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C141120230038		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	14-11-2023 14:29	11/14/2023 9:52:07 PM	0:7:22:31			Mail reinstall and configure	
4610	14-11-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C141120230037		Hardware	PC	Restart Problem	Others	HIGH	Closed	14-11-2023 14:27	11/14/2023 9:51:06 PM	0:7:23:43			Ram reconnect	
4611	14-11-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C141120230036		Hardware	PC	Network Not Working	Other Issue	MEDIUM	Closed	14-11-2023 14:26	11/14/2023 3:34:41 PM	0:1:8:8			RJ45 CONNECTOR REPLACE AND RESOLVED ISSUE.	Onsite
4612	14-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C141120230035		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	14-11-2023 14:24	11/14/2023 3:32:14 PM	0:1:7:30			Printer driver update.	Remote
4613	14-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C141120230034		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	14-11-2023 14:23	11/14/2023 3:31:17 PM	0:1:7:24			Manually run Disk Fragmentation and prefetch,Temp file removed file.	Onsite
4614	14-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C141120230033		Data Centre	Application	Not working	Hardware Faulty	MEDIUM	Closed	14-11-2023 14:21	11/14/2023 3:19:40 PM	0:0:58:8			Keyboard change and issue resolved.	Onsite
4615	14-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C141120230032		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	14-11-2023 13:56	11/14/2023 3:14:56 PM	0:1:18:27			Password reset problem resolved	Onsite
4616	14-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C141120230031		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	14-11-2023 13:52	11/14/2023 3:14:27 PM	0:1:21:28			Email unlocked problem resolved	Onsite
4617	14-11-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C141120230030		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	14-11-2023 13:49	11/14/2023 1:51:31 PM	0:0:1:39			Windows features update for oracle.	Onsite
4618	14-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C141120230029		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	14-11-2023 13:49	11/14/2023 1:51:14 PM	0:0:1:32			wrong location selected.	Onsite
4619	14-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C141120230028		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	14-11-2023 13:48	11/14/2023 1:50:46 PM	0:0:2:1			Paper jam issue.	Onsite
4620	14-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C141120230027		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	14-11-2023 13:42	11/14/2023 1:50:30 PM	0:0:8:8			start reactivate mail function.	Onsite
4621	14-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C141120230026		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	14-11-2023 13:38	11/14/2023 3:13:40 PM	0:1:35:17			Lan cable punch problem resolved	Onsite
4622	14-11-2023	NIZAMUDDIN	Lodhi Road Block 7	C-M	C141120230025		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	14-11-2023 13:36	11/14/2023 3:09:43 PM	0:1:32:54			New driver installations resolved	Remote
4623	14-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C141120230024		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-11-2023 13:12	11/14/2023 1:34:11 PM	0:0:21:29			Reconnected printer issue resolved..	
4624	14-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C141120230023		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-11-2023 13:11	11/14/2023 1:33:36 PM	0:0:21:41			Reconnected printer issue resolved..	
4625	14-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C141120230022		Hardware	System Software	Other Software	Browser issue	LOW	Closed	14-11-2023 13:10	11/14/2023 1:32:31 PM	0:0:22:20			Firefox reinstalled issue resolved	
4626	14-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C141120230021		Hardware	Scanner	Scaning issue	Others	LOW	Closed	14-11-2023 13:08	11/14/2023 1:44:53 PM	0:0:35:58			Usb driver or paper stream software reinstalled and configured scanner now	
4627	14-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C141120230020		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	14-11-2023 13:07	11/14/2023 1:31:45 PM	0:0:24:15			Issue resolved after host file add	
4628	14-11-2023	ALAKNANDA	CR Park HR Office	HR	C141120230019		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	14-11-2023 13:03	11/14/2023 2:00:02 PM	0:0:56:52			Driver installarion now issue resolved	Onsite
4629	14-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C141120230018		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	14-11-2023 13:02	11/14/2023 1:59:41 PM	0:0:57:9			Re Installed the driver now issue resolved	Remote
4630	14-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C141120230017		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	14-11-2023 13:01	11/14/2023 1:59:16 PM	0:0:57:26			VPN Re Installed now issue resolved	Remote
4631	14-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C141120230016		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	14-11-2023 13:01	11/14/2023 1:58:52 PM	0:0:57:36			CLean the temp file and close the background useless app now issue	Onsite
4632	14-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C141120230015		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	14-11-2023 13:00	11/14/2023 1:58:10 PM	0:0:57:36			Change the tray size now issue resolved	Onsite
4633	14-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C141120230014		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	14-11-2023 12:59	11/14/2023 1:47:45 PM	0:0:48:30			Power adapter issue complant has been log to vendor	Onsite
4634	14-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C141120230013		Hardware	PC	TFT	Others	LOW	Closed	14-11-2023 12:54	11/14/2023 12:56:46 PM	0:0:2:20			provide gatepass and tft sent to nhp	Onsite
4635	14-11-2023	NEHRU PLACE	20 No Building	IT	C141120230011		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	14-11-2023 12:51	11/14/2023 1:11:35 PM	0:0:20:5			replica replaced, issue resolved	Onsite
4636	14-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C141120230012		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	14-11-2023 12:51	11/14/2023 12:57:10 PM	0:0:5:16			remove the paper	Onsite
4637	14-11-2023	NEHRU PLACE	20 No Building	ANALYTICS	C141120230010		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	14-11-2023 12:43	11/14/2023 1:11:13 PM	0:0:28:2			IP change, issue resolved	Onsite
4638	14-11-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	OM-DIV	C141120230009		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	14-11-2023 11:56	11/14/2023 12:49:22 PM	0:0:52:33			restart in safe mode and enable the LAN	Onsite
4639	14-11-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	OM-DIV	C141120230008		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	14-11-2023 11:53	11/16/2023 4:38:57 PM	2:4:45:40			LAN Faulty	Onsite
4640	14-11-2023	OTHERS	Andrews Ganj	Enforcement	C141120230007		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-11-2023 11:41	11/15/2023 4:36:39 PM	1:4:54:45			Lan is not working	Onsite
4641	14-11-2023	SAKET	Adchini	SAFETY	C141120230006		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	14-11-2023 11:36	11/14/2023 11:58:28 AM	0:0:22:23			very slow	Onsite
4642	14-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C141120230005		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	14-11-2023 11:36	11/14/2023 11:54:26 AM	0:0:18:25			Mail forward to reldelhi notes support.	Onsite
4643	14-11-2023	SAKET	Adchini	SAFETY	C141120230004		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	14-11-2023 11:35	11/14/2023 11:58:04 AM	0:0:22:34			mail not sent	Onsite
4644	14-11-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash Apartment	O-M	C141120230002		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	14-11-2023 11:13	11/14/2023 12:15:18 PM	0:1:1:55			issue has been resolved after changed the lan cable	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4645	14-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C141120230001		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	14-11-2023 10:30	11/15/2023 4:38:42 PM	1:6:7:53			Lan cable not working	Onsite
4646	15-11-2023	SAKET	Pushp Vihar Sector 3	O-M	C171120230003		Network	LAN Issue	LAN Issue	Others	LOW	Closed	17-11-2023 09:51	11/17/2023 9:59:05 AM	0:0:7:36			JIO Wifi not work	Onsite
4647	15-11-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C161120230012		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	16-11-2023 11:29	11/16/2023 12:28:44 PM	0:0:59:10			Issue has been resolved after clear the jam paper	Onsite
4648	15-11-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C161120230011		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	16-11-2023 11:28	11/16/2023 12:28:07 PM	0:0:59:16			Issue has been resolved after unlocked the mail id	Remote
4649	15-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C161120230007		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	16-11-2023 10:53	11/16/2023 11:07:05 AM	0:0:13:41			usb driver reinstalled and bios reset now issue resolved..	Onsite
4650	15-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C151120230086		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	15-11-2023 18:04	11/15/2023 6:06:08 PM	0:0:2:1			installed new os issue resolved	Onsite
4651	15-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C151120230085		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	15-11-2023 18:03	11/15/2023 6:05:54 PM	0:0:2:12			change the lan patch cable issue resolved	Onsite
4652	15-11-2023	OTHERS	VSNL	QUALITY	C151120230084		Hardware	Scanner	Scaning issue	Others	LOW	Closed	15-11-2023 17:23	11/15/2023 5:38:56 PM	0:0:15:1			Scanner Installed	Onsite
4653	15-11-2023	OTHERS	VSNL	RCM	C151120230083		Hardware	PC	System Password issue	Password Reset	LOW	Closed	15-11-2023 17:23	11/15/2023 5:38:35 PM	0:0:15:20			reset password	Onsite
4654	15-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C151120230081		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	15-11-2023 17:22	11/15/2023 5:37:56 PM	0:0:15:54			Create a new shortcut issue resolve	Onsite
4655	15-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C151120230082		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	15-11-2023 17:22	11/15/2023 5:38:18 PM	0:0:15:39			Archive setting change issue resolve	Onsite
4656	15-11-2023	OTHERS	VSNL	MMG	C151120230080		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	15-11-2023 17:21	11/15/2023 5:37:32 PM	0:0:15:58			Remove paper issue resolve	Onsite
4657	15-11-2023	OTHERS	VSNL	O-M	C151120230079		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	15-11-2023 17:20	11/15/2023 5:36:58 PM	0:0:16:43			OS Installed	Onsite
4658	15-11-2023	OKHLA	Okhla Phase 2(Store)	IT	C151120230077		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	15-11-2023 16:22	11/15/2023 5:00:33 PM	0:0:38:19			pdf not working issue resolved	Onsite
4659	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230078		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	15-11-2023 16:22	11/15/2023 5:01:12 PM	0:0:38:28			pdf not working issue resolved	Onsite
4660	15-11-2023	OKHLA	Okhla Phase 2(Store)	IT	C151120230075		Hardware	System Software	Other Software	Browser issue	LOW	Closed	15-11-2023 16:21	11/15/2023 4:59:15 PM	0:0:38:7			pdf not working issue resolved	Onsite
4661	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230076		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	15-11-2023 16:21	11/15/2023 4:59:33 PM	0:0:37:52			Network not working issue resolved	Onsite
4662	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230074		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	15-11-2023 16:20	11/15/2023 4:58:57 PM	0:0:38:17			Ms excel not working issue resolved	Onsite
4663	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230072		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	15-11-2023 16:18	11/15/2023 4:57:52 PM	0:0:39:28			Mouse not working issue resolved	Onsite
4664	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230073		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	15-11-2023 16:18	11/15/2023 4:58:10 PM	0:0:39:19			Ms excel not working issue resolved	Onsite
4665	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230070		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	15-11-2023 16:17	11/15/2023 4:57:20 PM	0:0:39:49			google chrome not working issue resolved	Onsite
4666	15-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151120230071		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	15-11-2023 16:17	11/15/2023 4:57:37 PM	0:0:39:37			Ms office not working issue resolved	Onsite
4667	15-11-2023	SAKET	Adchini	BUSINESS/BET	C151120230069		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	15-11-2023 16:09	11/15/2023 4:25:48 PM	0:0:16:45			PC performance improved & delete temp files	Onsite
4668	15-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C151120230068		Hardware	PC	Not working at all	No power	LOW	Closed	15-11-2023 16:08	11/15/2023 4:25:03 PM	0:0:16:56			CPU Power cable faulty, changed	Onsite
4669	15-11-2023	SAKET	Malviya Nagar	BUSINESS/BET	C151120230067		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	15-11-2023 16:02	11/15/2023 4:24:33 PM	0:0:21:40			Printer cartridge changed	Onsite
4670	15-11-2023	SAKET	Malviya Nagar CC	O-M	C151120230066		Hardware	Laptop	KEYPAD	Driver issue	LOW	Closed	15-11-2023 16:01	11/15/2023 4:23:50 PM	0:0:22:39			Touchpad driver updated	Onsite
4671	15-11-2023	SAKET	Malviya Nagar	HR	C151120230065		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	15-11-2023 15:59	11/15/2023 4:23:17 PM	0:0:23:40			RJ45 Replaced	Onsite
4672	15-11-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C151120230064		Hardware	System Software	Other Software	proxy setting	LOW	Closed	15-11-2023 15:51	11/15/2023 4:03:06 PM	0:0:11:30			after proxy setting enable issue resolved	Onsite
4673	15-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C151120230063		Hardware	PC	Hanging/Slow processing	OS/System File/	HIGH	Closed	15-11-2023 15:51	11/15/2023 5:26:32 PM	0:1:35:0			Windows updated and restart pc	
4674	15-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C151120230060		Hardware	MOUSE	Not working	Other Issue	HIGH	Closed	15-11-2023 15:50	11/15/2023 5:24:58 PM	0:1:34:50			Mouse changed	
4675	15-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C151120230061		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	15-11-2023 15:50	11/15/2023 4:02:19 PM	0:0:12:7			after scanner driver reinstall issue resolved	Onsite
4676	15-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C151120230062		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	15-11-2023 15:50	11/15/2023 4:02:43 PM	0:0:11:55			after mail archived issue resolved	Onsite
4677	15-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C151120230059		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	HIGH	Closed	15-11-2023 15:48	11/15/2023 5:23:01 PM	0:1:34:12			Mail reinstall	
4678	15-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C151120230058		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	15-11-2023 15:47	11/15/2023 5:22:02 PM	0:1:34:30			USB cable changed	
4679	15-11-2023	OTHERS	Andrews Ganj	Enforcement	C151120230056		Hardware	System Software	Other Software	New Installation	LOW	Closed	15-11-2023 15:35	11/15/2023 3:38:39 PM	0:0:3:31			Sap issue	Onsite
4680	15-11-2023	OTHERS	Andrews Ganj	Enforcement	C151120230057		Hardware	PC	Hanging/Slow processing	Hardware Issue	LOW	Closed	15-11-2023 15:35	11/15/2023 3:38:25 PM	0:0:2:32			DVD Writer detecting issue	Onsite
4681	15-11-2023	OTHERS	Police Colony	Enforcement	C151120230054		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	15-11-2023 15:34	11/15/2023 3:39:24 PM	0:0:5:22			pc booting issue	Onsite
4682	15-11-2023	OTHERS	Andrews Ganj	Enforcement	C151120230055		Hardware	System Software	Other Software	software corrupt	LOW	Closed	15-11-2023 15:34	11/15/2023 3:38:56 PM	0:0:4:18			Adobe issue	Onsite
4683	15-11-2023	OTHERS	Andrews Ganj	Enforcement	C151120230053		Hardware	System Software	MS Office	Others	LOW	Closed	15-11-2023 15:33	11/15/2023 3:39:42 PM	0:0:6:14			MS office issue	Onsite
4684	15-11-2023	NEHRU PLACE	G Block East Of Kailash	OM-EHV	C151120230052		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	15-11-2023 15:31	11/15/2023 4:23:41 PM	0:0:52:28			mail unlocked with the help of mail team.	Onsite
4685	15-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C151120230051		Hardware	PC	System Password issue	Password Reset	LOW	Closed	15-11-2023 15:30	11/15/2023 4:22:59 PM	0:0:52:36			System login with admin & relogging local account.	Onsite
4686	15-11-2023	NIZAMUDDIN	Lajpat Nagar 2	O-M	C151120230050		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-11-2023 15:29	11/15/2023 4:22:12 PM	0:0:52:58			RAM cleaning & reinsert .	Onsite
4687	15-11-2023	NEHRU PLACE	W Block GK 1	O-M	C151120230049		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	15-11-2023 15:28	11/15/2023 4:21:49 PM	0:0:53:20			Mail reactive mail enabled.	Onsite
4688	15-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data Center	C151120230048		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	15-11-2023 15:27	11/15/2023 4:21:25 PM	0:0:53:26			Mail Password changed.	Onsite
4689	15-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C151120230047		Hardware	System Software	Other Software	Browser issue	LOW	Closed	15-11-2023 15:26	11/15/2023 4:20:16 PM	0:0:53:23			SAP FTP firewall enable.	Onsite
4690	15-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C151120230046		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	15-11-2023 15:16	11/15/2023 3:51:59 PM	0:0:35:58			Dlms software re-installed as reqd	
4691	15-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C151120230045		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	15-11-2023 15:15	11/15/2023 3:49:51 PM	0:0:34:33			Adobe re-installed as reqd	
4692	15-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C151120230044		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	15-11-2023 14:51	11/15/2023 3:49:02 PM	0:0:57:38			after file extension change issue resolved	Onsite
4693	15-11-2023	JAFFERPUR	CRPF Complaint Center CRPF Jharoda Camp	O-M	C151120230043		Hardware	Attendane Machine	Others	Others	LOW	Closed	15-11-2023 14:48	11/15/2023 2:49:29 PM	0:0:0:42			Going to crpf for site visit	Onsite
4694	15-11-2023	SAKET	Adchini	DTC	C151120230042		Hardware	System Software	Other Software	software corrupt	LOW	Closed	15-11-2023 14:47	11/15/2023 2:55:52 PM	0:0:8:26			chrome setting reset	Onsite
4695	15-11-2023	SAKET	Malviya Nagar Grid	OM-EHV	C151120230041		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-11-2023 14:44	11/15/2023 2:55:19 PM	0:0:10:20			IP installed on LAN adeptor	Onsite
4696	15-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C151120230040		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	15-11-2023 14:44	11/15/2023 3:48:21 PM	0:1:3:29			after printer reinstall issue resolved	Onsite
4697	15-11-2023	SAKET	Adchini	CUSTOMER CARE	C151120230039		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	15-11-2023 14:44	11/15/2023 2:54:40 PM	0:0:10:30			Sent to NHP Office	Onsite
4698	15-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C151120230038		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	15-11-2023 14:43	11/15/2023 2:54:18 PM	0:0:10:50			Remove paper from printer	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4699	15-11-2023	SAKET	Jonapur CC	O-M	C151120230037		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	15-11-2023 14:42	11/15/2023 2:53:58 PM	0:0:11:20			RJ45 crimp	Onsite
4700	15-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C151120230036		Hardware	OTHERS	QMS ISSUE	Sound Issue	LOW	Closed	15-11-2023 14:32	11/15/2023 3:47:55 PM	0:1:15:34			after qms machine restart issue resolved	Onsite
4701	15-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C151120230035		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	15-11-2023 14:31	11/15/2023 3:46:08 PM	0:1:14:17			After password reset issue resolved	Onsite
4702	15-11-2023	JAFFERPUR	Dhasa Complaint Center	O-M	C151120230034		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	15-11-2023 14:28	11/15/2023 2:31:10 PM	0:0:2:31			Provide printer usb cable.	Onsite
4703	15-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C151120230033		Hardware	Attendane Machine	Others	Others	LOW	Closed	15-11-2023 14:27	11/15/2023 2:30:33 PM	0:0:2:35			Going to crpf for site visit.	Onsite
4704	15-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C151120230032		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	15-11-2023 14:26	11/15/2023 2:30:20 PM	0:0:3:42			rename workspace file.	Onsite
4705	15-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C151120230031		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	15-11-2023 14:25	11/15/2023 2:30:00 PM	0:0:4:27			Driver reinstalltion.	Onsite
4706	15-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C151120230030		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	15-11-2023 14:24	11/15/2023 2:29:34 PM	0:0:5:1			All mail archive and reset replication.	Onsite
4707	15-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C151120230029		Telecome	Instrument	Analog	Lan Port Faulty	LOW	Re-Assign	15-11-2023 14:17					Lan port not working	Onsite
4708	15-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	BUSINESS/BET	C151120230028		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	15-11-2023 14:12	11/15/2023 3:09:24 PM	0:0:56:43			Lotus setting issue.	Onsite
4709	15-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	BUSINESS/BET	C151120230027		Hardware	Attendane Machine	Others	Others	LOW	Closed	15-11-2023 14:08	11/15/2023 2:57:12 PM	0:0:48:49			Machine button not working.	Remote
4710	15-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C151120230026		Hardware	System Software	MS Office	Software Not	MEDIUM	Closed	15-11-2023 13:14	11/15/2023 2:03:22 PM	0:0:49:16			After reinstall Ms office issue resolved	
4711	15-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C151120230025		Hardware	E-Mail	Email _Lotus	Mail Replication	MEDIUM	Closed	15-11-2023 13:12	11/15/2023 2:02:27 PM	0:0:49:39			After replace local replica issue resolved	
4712	15-11-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C151120230024		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	15-11-2023 13:11	11/15/2023 2:01:43 PM	0:0:49:51			After clean ram and reinsert issue resolved	
4713	15-11-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C151120230023		Hardware	E-Mail	Email _Lotus	Mail Installation	MEDIUM	Closed	15-11-2023 13:11	11/15/2023 2:01:05 PM	0:0:50:1			After reinstall and configured mail issue resolved	
4714	15-11-2023	SARITA VIHAR	New Friends Colony	CHD	C151120230022		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	15-11-2023 13:10	11/15/2023 2:00:21 PM	0:0:50:13			Printer installed and configured call closed	
4715	15-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C151120230021		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	15-11-2023 12:48	11/15/2023 1:19:40 PM	0:0:30:57			driver setting change	Onsite
4716	15-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/GCC	C151120230020		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	15-11-2023 12:46	11/15/2023 1:19:01 PM	0:0:32:13			printer install done at okhla ph-3 kcc	Onsite
4717	15-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	BPI	C151120230018		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-11-2023 12:22	11/15/2023 2:55:16 PM	0:2:32:51			Power isssue	
4718	15-11-2023	SAKET	Adchini	CHD	C151120230017		Hardware	System Software	Other Software	software corrupt	LOW	Closed	15-11-2023 11:26	11/15/2023 11:28:53 AM	0:0:2:34			Mail not convert in PDF	Onsite
4719	15-11-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	Billing	C151120230014		Hardware	System Software	Other Software	New Installation	LOW	Closed	15-11-2023 11:22	11/15/2023 12:39:05 PM	0:1:16:48			issue has been resolved after changed the proxy setting	Onsite
4720	15-11-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	Billing	C151120230015		Hardware	System Software	Other Software	proxy setting	LOW	Closed	15-11-2023 11:22	11/15/2023 12:39:28 PM	0:1:16:44			issue has been resolved after changed the proxy setting	Onsite
4721	15-11-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	Billing	C151120230013		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	15-11-2023 11:20	11/15/2023 12:38:39 PM	0:1:17:49			issue has been resolved after changed the LAN cable	Onsite
4722	15-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C151120230012		Hardware	System Software	MS Office	File Saving Issue	LOW	Closed	15-11-2023 11:14	11/15/2023 11:56:13 AM	0:0:41:52			Repaired ms office now issue resolved..	
4723	15-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C151120230011		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	15-11-2023 11:13	11/15/2023 11:58:11 AM	0:0:45:6			Harddisk configured in uefi mode now is working fine issue resolved..	
4724	15-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C151120230010		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	15-11-2023 11:06	11/15/2023 4:32:50 PM	0:5:26:43			call Close By Sanjay	Onsite
4725	15-11-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam Nagar,New Delhi 110059	BPI	C151120230009		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	15-11-2023 10:57	11/15/2023 12:22:55 PM	0:1:25:0			rfesolved	Onsite
4726	15-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C151120230008		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-11-2023 10:26	11/15/2023 10:26:55 AM	0:0:0:55			resolved	Onsite
4727	15-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C151120230007		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-11-2023 10:25	11/15/2023 10:27:03 AM	0:0:1:47			resolved	Onsite
4728	15-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C151120230006		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	15-11-2023 10:00	11/15/2023 11:36:07 AM	0:1:35:16			Change Password	Onsite
4729	15-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C151120230004		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	15-11-2023 09:59	11/15/2023 11:35:23 AM	0:1:36:11			Cartridge replaced	Onsite
4730	15-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C151120230005		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	15-11-2023 09:59	11/15/2023 11:35:40 AM	0:1:35:57			SAP re-installed	Onsite
4731	15-11-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C151120230003		Hardware	Attendane Machine	No Power	Power Issue	LOW	Closed	15-11-2023 09:58	11/15/2023 11:34:41 AM	0:1:36:24			Redstart issue resolve	Onsite
4732	15-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C151120230002		Hardware	System Software	Other Software	software corrupt	LOW	Closed	15-11-2023 09:56	11/15/2023 10:17:39 AM	0:0:20:48			Cas remaped issue resolved..	
4733	15-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C151120230001		Hardware	System Software	Other Software	proxy setting	LOW	Closed	15-11-2023 09:55	11/15/2023 10:16:59 AM	0:0:21:34			Issue resolved after add ess entry in proxy setting	
4734	16-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C201120230095		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-11-2023 16:46	11/20/2023 5:04:30 PM	0:0:18:9			Reinstall Sap Software with add BSP server again now login done working fine	Onsite
4735	16-11-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C171120230018		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	17-11-2023 10:37	11/17/2023 1:34:32 PM	0:2:56:39			issue has been resolved after create the new replica	Onsite
4736	16-11-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C171120230011		Hardware	Laptop	Hanging/Slow processing	Hardware Issue	LOW	Closed	17-11-2023 10:10	11/17/2023 1:33:56 PM	0:3:23:51			issue has been resolved after installed the new window	Onsite
4737	16-11-2023	NEHRU PLACE CSO	Second Floor - C Block	KCC/MLCC/GCC	C161120230149		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-11-2023 18:19	11/16/2023 6:20:09 PM	0:0:0:57			Issue Resolved	Onsite
4738	16-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C161120230148		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	16-11-2023 18:18	11/16/2023 6:20:02 PM	0:0:1:51			Issue Resolved	Onsite
4739	16-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C161120230147		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-11-2023 18:17	11/16/2023 6:19:55 PM	0:0:2:29			Issue Resolved	Onsite
4740	16-11-2023	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C161120230146		Hardware	System Software	MS Office	Tools And Formula	LOW	Closed	16-11-2023 18:16	11/16/2023 6:19:48 PM	0:0:3:28			Issue Resolved	Onsite
4741	16-11-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C161120230145		Hardware	Laptop	System Password issue	Others	LOW	Closed	16-11-2023 18:15	11/16/2023 6:19:35 PM	0:0:4:6			Issue Resolved	Onsite
4742	16-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	Billing	C161120230144		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	16-11-2023 17:31	11/16/2023 5:37:00 PM	0:0:5:1			issue resolved after change LAN connector	Onsite
4743	16-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C161120230143		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	16-11-2023 17:29	11/16/2023 5:32:02 PM	0:0:2:59			issue resolved	Onsite
4744	16-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161120230141		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-11-2023 17:28	11/16/2023 5:31:49 PM	0:0:3:45			issue resolved	Onsite
4745	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	GIS	C161120230142		Network	LAN Issue	LAN Issue	Phone Problem	HIGH	Closed	16-11-2023 17:28	11/17/2023 5:28:18 PM	0:23:59:39			Call Close By Sanjay & Subhash	Onsite
4746	16-11-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C161120230140		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-11-2023 17:26	11/16/2023 5:31:40 PM	0:0:4:57			issue resolved	Onsite
4747	16-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161120230139		Hardware	PC	TFT	Flickering display	LOW	Closed	16-11-2023 17:25	11/16/2023 5:31:31 PM	0:0:6:2			issue resolved	Onsite
4748	16-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161120230138		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-11-2023 17:24	11/16/2023 5:30:59 PM	0:0:6:46			issue resolved	Onsite
4749	16-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C161120230137		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	16-11-2023 17:23	11/16/2023 5:30:51 PM	0:0:7:17			issue resolved	Onsite
4750	16-11-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C161120230136		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-11-2023 17:22	11/16/2023 5:30:40 PM	0:0:7:49			issue resolved	Onsite
4751	16-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C161120230135		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-11-2023 17:21	11/16/2023 5:30:30 PM	0:0:8:33			issue resolved	Onsite
4752	16-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C161120230134		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	16-11-2023 17:21	11/16/2023 5:30:21 PM	0:0:9:4			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4753	16-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C161120230133		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-11-2023 17:20	11/16/2023 5:30:00 PM	0:0:9:35			issue resolved	Onsite
4754	16-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C161120230132		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	16-11-2023 17:19	11/16/2023 5:29:52 PM	0:0:9:58			issue resolved	Onsite
4755	16-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C161120230131		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	16-11-2023 17:19	11/16/2023 5:29:44 PM	0:0:10:33			issue resolved	Onsite
4756	16-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C161120230129		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	16-11-2023 17:13	11/16/2023 5:29:07 PM	0:0:15:43			after lan cable change issue resolved	Onsite
4757	16-11-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C161120230130		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	16-11-2023 17:13	11/16/2023 5:29:49 PM	0:0:15:50			after lan cable change issue resolved	Onsite
4758	16-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C161120230128		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	16-11-2023 17:12	11/16/2023 5:28:48 PM	0:0:16:21			after printer driver reinstall issue resolved	Onsite
4759	16-11-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C161120230127		Network	Link Connectivit	Link Connectivity Issue	High Utilization	LOW	Closed	16-11-2023 17:11	11/16/2023 5:28:25 PM	0:0:16:37			after FLT Done Issue resolved	Onsite
4760	16-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C161120230126		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	16-11-2023 17:10	11/16/2023 5:27:58 PM	0:0:17:18			after lan cable and port change issue resolved	Onsite
4761	16-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/ BET	C161120230125		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	16-11-2023 17:10	11/16/2023 5:44:53 PM	0:0:34:35			archived the mail and compact from server issue resolved	Onsite
4762	16-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C161120230124		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	16-11-2023 17:09	11/16/2023 5:27:20 PM	0:0:17:41			after mail password reset issue resolved	Onsite
4763	16-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C161120230123		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-11-2023 17:08	11/16/2023 5:26:52 PM	0:0:18:14			after printer driver update issue resolved	Onsite
4764	16-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C161120230122		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	16-11-2023 17:06	11/16/2023 5:44:25 PM	0:0:37:29			scan the full system issue resolved	Onsite
4765	16-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C161120230121		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	16-11-2023 17:01	11/16/2023 5:43:14 PM	0:0:41:45			complaint logged to vendor he will visit office tomorrow issue will be resolved	Onsite
4766	16-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C161120230120		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	16-11-2023 16:59	11/16/2023 5:42:23 PM	0:0:42:51			reset the mail password issue resolved	Onsite
4767	16-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C161120230119		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-11-2023 16:58	11/16/2023 5:42:02 PM	0:0:43:13			reinstalled the pdf software issue resolved	Onsite
4768	16-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C161120230118		Hardware	PC	TFT	Others	LOW	Closed	16-11-2023 16:57	11/16/2023 5:41:37 PM	0:0:43:48			installed the project issue resolved	Onsite
4769	16-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C161120230117		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	16-11-2023 16:56	11/16/2023 5:41:16 PM	0:0:45:8			reset the travel mail password and configured again issue resolved	Onsite
4770	16-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	IT	C161120230115		Hardware	UPS	Backup	Battery Faulty	LOW	Closed	16-11-2023 16:55	11/16/2023 5:40:45 PM	0:0:45:9			collect new battery from okhla store issue reoslved	Onsite
4771	16-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C161120230116		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	16-11-2023 16:55	11/16/2023 5:00:39 PM	0:0:4:55			After change patch cable issue resolved	Onsite
4772	16-11-2023	SARITA VIHAR	Jullena	BUSINESS/ BET	C161120230114		Hardware	PC	Network Not Working	Earthing Issue	MEDIUM	Closed	16-11-2023 16:54	11/16/2023 5:00:03 PM	0:0:5:59			Site visite done and update to reporting officer	Onsite
4773	16-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C161120230113		Hardware	PC	TFT	Power Issue	HIGH	Closed	16-11-2023 16:37	11/16/2023 7:02:41 PM	0:2:25:36			Power point changed	
4774	16-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C161120230112		Hardware	PC	Not working at all	Others	HIGH	Closed	16-11-2023 16:35	11/16/2023 7:03:36 PM	0:2:28:19			Pc login changed	
4775	16-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/ BET	C161120230111		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	16-11-2023 16:31	11/16/2023 6:56:32 PM	0:2:25:21			Mail reconfigure	
4776	16-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C161120230110		Hardware	PC	Not working at all	Others	HIGH	Closed	16-11-2023 16:29	11/16/2023 6:55:08 PM	0:2:26:1			Pc lan cable changed	
4777	16-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C161120230109		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	16-11-2023 16:28	11/16/2023 6:54:10 PM	0:2:26:3			Printer installed and ip changed	
4778	16-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C161120230108		Hardware	PC	Hanging/Slow processing	Hanging/Sl ow	HIGH	Closed	16-11-2023 16:26	11/16/2023 6:53:03 PM	0:2:26:26			Pc clien and pc re-start	
4779	16-11-2023	OTHERS	VSNL	RCM	C161120230107		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	16-11-2023 16:22	11/16/2023 5:27:45 PM	0:1:4:55			mouse replaced	Onsite
4780	16-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C161120230106		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	16-11-2023 16:21	11/16/2023 5:36:34 PM	0:1:15:20			issue resolved after create a new archive	Onsite
4781	16-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/ BET	C161120230105		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	16-11-2023 16:21	11/16/2023 4:58:44 PM	0:0:37:31			P96 icon created issue resolved	Remote
4782	16-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	BUSINESS/ BET	C161120230104		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	16-11-2023 16:21	11/16/2023 5:36:02 PM	0:1:15:1			mail isssue resolved after unlock the account	Onsite
4783	16-11-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C161120230101		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-11-2023 16:20	11/16/2023 5:34:44 PM	0:1:14:40			issue resolved after reinstall the printer	Onsite
4784	16-11-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C161120230102		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	16-11-2023 16:20	11/16/2023 5:35:18 PM	0:1:14:39			mail issue resolved after change the password	Onsite
4785	16-11-2023	OTHERS	VSNL	BUSINESS/ BET	C161120230103		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-11-2023 16:20	11/16/2023 5:27:28 PM	0:1:6:42			Remove and re-installed	Onsite
4786	16-11-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C161120230100		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-11-2023 16:19	11/16/2023 5:34:24 PM	0:1:14:35			issue resolved after reinstall the printer	Onsite
4787	16-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C161120230099		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	16-11-2023 16:19	11/16/2023 4:58:19 PM	0:0:38:46			After uncheck print color is black. issue is resolved	Remote
4788	16-11-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C161120230098		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-11-2023 16:19	11/16/2023 5:34:03 PM	0:1:14:43			issue resolved after reinstall the printer	Onsite
4789	16-11-2023	DWARKA	G 2 Dashrathpuri DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C161120230097		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-11-2023 16:18	11/16/2023 5:33:23 PM	0:1:14:26			issue resolved after repair the software	Onsite
4790	16-11-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/ BET	C161120230095		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	16-11-2023 16:18	11/16/2023 5:32:44 PM	0:1:14:25			ram clean and issue resolved	Onsite
4791	16-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C161120230096		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	16-11-2023 16:18	11/16/2023 4:56:52 PM	0:0:38:15			After configure printer issue resolved	Remote
4792	16-11-2023	OTHERS	VSNL	Enforcement	C161120230094		Hardware	PC	Not working at all	Others	LOW	Closed	16-11-2023 16:17	11/16/2023 5:27:06 PM	0:1:10:0			PC shifted	Onsite
4793	16-11-2023	OTHERS	VSNL	O-M	C161120230092		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-11-2023 16:15	11/16/2023 5:26:31 PM	0:1:11:26			Complaint Logged	Onsite
4794	16-11-2023	OTHERS	VSNL	BUSINESS/ BET	C161120230093		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	16-11-2023 16:15	11/16/2023 5:26:48 PM	0:1:11:7			Archive Create	Onsite
4795	16-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ BET	C161120230091		Hardware	USB	USB not Detected	USB Blocked	LOW	Closed	16-11-2023 15:44	11/16/2023 5:15:23 PM	0:1:31:1			issue resolved	Remote
4796	16-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ BET	C161120230090		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	16-11-2023 15:43	11/16/2023 5:15:54 PM	0:1:32:35			issue resolved	Remote
4797	16-11-2023	NEHRU PLACE	20 No Building	C-M	C161120230088		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	16-11-2023 15:25	11/16/2023 3:42:17 PM	0:0:16:58			Ram clean & reinsert	Onsite
4798	16-11-2023	OTHERS	Andrews Ganj	Enforcement	C161120230089		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	16-11-2023 15:25	11/16/2023 3:35:43 PM	0:0:10:20			Printer issue	Onsite
4799	16-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C161120230087		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-11-2023 15:24	11/16/2023 3:29:58 PM	0:0:5:4			Issue has been resolved after reset the SAP id password	Onsite
4800	16-11-2023	NEHRU PLACE	20 No Building	C-M	C161120230085		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 15:24	11/16/2023 3:41:17 PM	0:0:16:47			Adobe reinstall	Onsite
4801	16-11-2023	OTHERS	Andrews Ganj	Enforcement	C161120230084		Hardware	MOUSE	Not working	Working after	LOW	Closed	16-11-2023 15:24	11/16/2023 3:36:28 PM	0:0:12:16			mouse issue	Onsite
4802	16-11-2023	OTHERS	Andrews Ganj	Enforcement	C161120230086		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-11-2023 15:24	11/16/2023 3:36:02 PM	0:0:11:8			mail issue	Onsite
4803	16-11-2023	OTHERS	Andrews Ganj	Enforcement	C161120230081		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-11-2023 15:23	11/16/2023 3:36:42 PM	0:0:13:28			mail issue	Onsite
4804	16-11-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C161120230082		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	16-11-2023 15:23	11/16/2023 4:23:00 PM	0:0:59:33			New keyboard replaced.	Onsite
4805	16-11-2023	NEHRU PLACE	20 No Building	MMG	C161120230083		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-11-2023 15:23	11/16/2023 3:40:50 PM	0:0:17:20			Sap configuration done	Onsite
4806	16-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C161120230078		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 15:22	11/16/2023 4:21:48 PM	0:0:59:37			New file created.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4807	16-11-2023	OTHERS	HUDCO Grid	PROTECTION	C161120230077		Telecome	Instrument	IP	Instrument Faulty	LOW	Closed	16-11-2023 15:22	11/16/2023 3:39:33 PM	0:0:17:29			IP settings reset	Onsite
4808	16-11-2023	OTHERS	Andrews Ganj	Enforcement	C161120230079		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	16-11-2023 15:22	11/16/2023 3:36:59 PM	0:0:14:22			mail issue	Onsite
4809	16-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161120230080		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 15:22	11/16/2023 4:22:19 PM	0:0:59:29			P92 configured.	Onsite
4810	16-11-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim vihar East Metro Station	PROTECTION	C161120230076		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	16-11-2023 15:14	11/16/2023 3:40:07 PM	0:0:25:18			Boot devices set again in BIOS jumper reset with bios 1st then boot priority done	Onsite
4811	16-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161120230075		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	16-11-2023 15:14	11/16/2023 4:20:15 PM	0:1:5:30			Printer driver installed.	Onsite
4812	16-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C161120230074		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	16-11-2023 15:13	11/16/2023 4:19:41 PM	0:1:5:53			Power cable replaced.	Onsite
4813	16-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CUSTOMER CARE	C161120230073		Hardware	System Software	Other Software	proxy setting	MEDIUM	Closed	16-11-2023 15:06	11/16/2023 4:19:15 PM	0:1:13:13			proxy setting issue resolved.	Remote
4814	16-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C161120230071		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 15:05	11/16/2023 3:22:44 PM	0:0:17:11			Laptop slow problem resolved	Onsite
4815	16-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C161120230072		Hardware	System Software	Other Software	proxy setting	LOW	Closed	16-11-2023 15:05	11/16/2023 3:18:14 PM	0:0:12:33			ess portal issue and printer connection done with install drivers now working	Onsite
4816	16-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C161120230068		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	16-11-2023 15:03	11/16/2023 4:18:20 PM	0:1:14:57			c drive disk clean,temp,prefetch file removed.	Remote
4817	16-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C161120230069		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	16-11-2023 15:03	11/16/2023 3:17:33 PM	0:0:14:11			Lotus mail calls create new archive done	Onsite
4818	16-11-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak park,Near Dwarka More Metro Station,Uttam	OM-DIV	C161120230070		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	16-11-2023 15:03	11/16/2023 4:26:34 PM	0:1:22:36			Link issue resolved with help of N/W team & ISP vendor.	Onsite
4819	16-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C161120230067		Hardware	PC	TFT	Color Issue	MEDIUM	Closed	16-11-2023 15:02	11/16/2023 4:16:59 PM	0:1:14:48			vga cable replace	Onsite
4820	16-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C161120230066		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	16-11-2023 15:01	11/16/2023 3:16:26 PM	0:0:15:8			lotus mail account is locked out mail send to Lotus admin now working after unlock	Onsite
4821	16-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C161120230064		Network	LAN Issue	LAN Issue	Lan Cable Faulty	MEDIUM	Closed	16-11-2023 15:00	11/16/2023 4:15:34 PM	0:1:15:29			lan cable replace	Onsite
4822	16-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Data Center	C161120230065		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	16-11-2023 15:00	11/16/2023 4:16:35 PM	0:1:15:47			printer paper removed printer working fine	Onsite
4823	16-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C161120230063		Hardware	PC	TFT	Dim Display	LOW	Closed	16-11-2023 14:58	11/16/2023 3:39:23 PM	0:0:40:38			Check power cable cross with cpu not powered in replaced done with server	Onsite
4824	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161120230062		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-11-2023 14:58	11/16/2023 3:00:49 PM	0:0:2:20			Google chrome not working	Onsite
4825	16-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C161120230061		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-11-2023 14:57	11/16/2023 4:13:46 PM	0:1:16:15			Laptop battery reinstalled properly now working fine	Onsite
4826	16-11-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C161120230059		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	16-11-2023 14:56	11/16/2023 4:13:16 PM	0:1:17:0			Mail Croup Created	Remote
4827	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161120230060		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	16-11-2023 14:56	11/16/2023 3:00:27 PM	0:0:3:31			Ms office not working	Onsite
4828	16-11-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	O-M	C161120230058		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	16-11-2023 14:55	11/16/2023 4:15:53 PM	0:1:20:21			Clean ram now working fine	Onsite
4829	16-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C161120230057		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-11-2023 14:35	11/16/2023 3:29:16 PM	0:0:53:41			Issue has been resolved after reinstalled the DTM software	Onsite
4830	16-11-2023	OKHLA	Okhla Phase 2(Store)	IT	C161120230055		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-11-2023 14:33	11/16/2023 2:45:54 PM	0:0:12:48			IP msg not working issue resolved	Onsite
4831	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161120230056		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 14:33	11/16/2023 2:46:14 PM	0:0:12:33			Google chrome not working issue resolved	Onsite
4832	16-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C161120230054		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-11-2023 14:33	11/16/2023 2:58:35 PM	0:0:25:31			Sound issue resolved as reqd.	Onsite
4833	16-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C161120230053		Hardware	System Software	Other Software	New Installation	LOW	Closed	16-11-2023 14:32	11/16/2023 3:28:40 PM	0:0:55:50			Issue has been resolved after changed the chrome	Onsite
4834	16-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C161120230052		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-11-2023 14:32	11/16/2023 2:58:03 PM	0:0:25:33			unlocked from web link as reqd.	Onsite
4835	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161120230051		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	16-11-2023 14:32	11/16/2023 2:36:33 PM	0:0:4:32			Printing issue resolved	Onsite
4836	16-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C161120230049		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	16-11-2023 14:31	11/16/2023 2:57:31 PM	0:0:26:18			Temp/cookies/history cleared as reqd.	Onsite
4837	16-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C161120230050		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 14:31	11/16/2023 3:28:19 PM	0:0:56:48			Issue has been resolved after reinstalled the CAS	Onsite
4838	16-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C161120230047		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	16-11-2023 14:30	11/16/2023 3:27:44 PM	0:0:57:36			Issue has been resolved after changed the keyboard	Onsite
4839	16-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C161120230048		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-11-2023 14:30	11/16/2023 2:56:47 PM	0:0:26:7			Password reset from web link as reqd.	Onsite
4840	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161120230046		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-11-2023 14:29	11/16/2023 2:36:00 PM	0:0:6:52			Google chrome not working	Onsite
4841	16-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C161120230045		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-11-2023 14:27	11/16/2023 2:35:29 PM	0:0:8:2			Ms office not working	Onsite
4842	16-11-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C161120230044		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-11-2023 14:26	11/16/2023 3:27:23 PM	0:1:0:52			Issue has been resolved after changed the SAP password	Remote
4843	16-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C161120230043		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-11-2023 14:25	11/16/2023 3:26:48 PM	0:1:1:5			Issue has been resolved after reinstalled the MS office	Remote
4844	16-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C161120230042		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	16-11-2023 14:24	11/16/2023 3:26:19 PM	0:1:2:4			Issue has been resolved after changed the LAN connector	Remote
4845	16-11-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C161120230041		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	16-11-2023 14:14	11/16/2023 3:16:26 PM	0:1:1:27			A new workspace has been created	Remote
4846	16-11-2023	VASANT KUNJ	Bijwasan	O-M	C161120230040		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	16-11-2023 14:13	11/16/2023 3:15:30 PM	0:1:1:40			RJ45 crimp and wifi has been disabled	Onsite
4847	16-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C161120230039		Hardware	PC	TFT	Power Issue	LOW	Closed	16-11-2023 14:05	11/16/2023 2:51:53 PM	0:0:46:50			Change the power cable resolved	Onsite
4848	16-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C161120230038		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	16-11-2023 14:04	11/16/2023 2:51:28 PM	0:0:47:7			Password reset problem resolved	Onsite
4849	16-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C161120230037		Hardware	Printer	Image Issue	Others	LOW	Closed	16-11-2023 14:02	11/16/2023 2:50:53 PM	0:0:48:23			Printer 2 side print problem resolved	Onsite
4850	16-11-2023	NEHRU PLACE	W Block GK 1	O-M	C161120230036		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	16-11-2023 13:58	11/16/2023 2:50:11 PM	0:0:51:37			Mail password forget. issue resolved	Onsite
4851	16-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	O-M	C161120230035		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-11-2023 13:57	11/16/2023 1:58:21 PM	0:0:0:32			Password problem in TV	Onsite
4852	16-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C161120230034		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-11-2023 13:57	11/16/2023 2:49:54 PM	0:0:52:31			Mail not opening. issue resolved	Onsite
4853	16-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C161120230033		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-11-2023 13:57	11/16/2023 1:58:32 PM	0:0:1:12			Password problem in TV	Onsite
4854	16-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C161120230032		Hardware	PC	Not working at all	HW Replaceme	LOW	Closed	16-11-2023 13:56	11/16/2023 2:49:34 PM	0:0:52:39			PC not working. issue resolved	Onsite
4855	16-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C161120230031		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	16-11-2023 13:55	11/16/2023 2:49:17 PM	0:0:53:18			Keyboard not working. issue resolved	Onsite
4856	16-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BET	C161120230030		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-11-2023 13:55	11/16/2023 2:48:59 PM	0:0:53:31			BSES site not working. issue resolved	Onsite
4857	16-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C161120230029		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-11-2023 13:54	11/16/2023 2:48:35 PM	0:0:54:0			SAP P92 password locked. issue resolved	Onsite
4858	16-11-2023	SAKET	D-Block Saket	O-M	C161120230028		Hardware	System Software	Other Software	Browser issue	LOW	Closed	16-11-2023 13:29	11/16/2023 1:31:49 PM	0:0:2:38			ESS open in Mozilla Firefox browser, issue resolved	Remote
4859	16-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C161120230027		Hardware	System Software	Other Software	software corrupt	LOW	Closed	16-11-2023 12:56	11/16/2023 1:26:25 PM	0:0:29:48			Sap server login error , repair sap and hosts entry done also add new P92 server	Onsite
4860	16-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C161120230026		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	16-11-2023 12:54	11/16/2023 1:27:00 PM	0:0:32:1			power ok ram slot replaced and bios boot device HDD select done now boot and	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4861	16-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C161120230025		Hardware	Printer	Paper Pickup	Abnormal Sound	MEDIUM	Closed	16-11-2023 12:44	11/16/2023 1:19:33 PM	0:0:35:25			Removed the old cartage and new cartage installed problem resolved.	Onsite
4862	16-11-2023	SAKET	MIG CC	O-M	C161120230023		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-11-2023 12:43	11/16/2023 1:17:24 PM	0:0:34:14			LAN connectivity issue, RJ45 crimp	Onsite
4863	16-11-2023	SAKET	Adchini	DSK	C161120230024		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	16-11-2023 12:43	11/16/2023 1:17:58 PM	0:0:34:10			Patch cable replaced	Onsite
4864	16-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C161120230022		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	16-11-2023 12:42	11/16/2023 1:17:57 PM	0:0:34:58			win 10 OS reinstalled	Onsite
4865	16-11-2023	SAKET	Adchini	BUSINESS/BET	C161120230021		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	16-11-2023 12:42	11/16/2023 1:16:36 PM	0:0:34:13			Keyboard faulty, sent to NHP for replacement	Onsite
4866	16-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BUSINESS/BET	C161120230019		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	16-11-2023 12:41	11/16/2023 12:42:06 PM	0:0:0:36			mail not coming..	Onsite
4867	16-11-2023	SAKET	D-Block Saket	O-M	C161120230020		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-11-2023 12:41	11/16/2023 1:16:04 PM	0:0:34:31			Lotus S/W re-installed & Mail ID configured	Onsite
4868	16-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C161120230018		Hardware	System Software	MS Office	Software Not	LOW	Closed	16-11-2023 12:40	11/16/2023 12:59:30 PM	0:0:19:14			MS office reinstall again now open all files working	Onsite
4869	16-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C161120230017		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	16-11-2023 12:37	11/16/2023 12:59:02 PM	0:0:21:41			printer shows error , driver ok set printer ip again and printer cartage replaced now	Onsite
4870	16-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C161120230016		Hardware	PC	Network Not Working	Connectivit y issue	LOW	Closed	16-11-2023 12:34	11/16/2023 12:58:29 PM	0:0:24:4			Network check locally pinging done but out wan error , POE reboot cable	Onsite
4871	16-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C161120230014		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	16-11-2023 12:11	11/16/2023 2:01:26 PM	0:1:49:28			ADS join resolved	Onsite
4872	16-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	CORPORATE	C161120230013		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	16-11-2023 11:49	11/16/2023 11:50:30 AM	0:0:0:37			file problem	Onsite
4873	16-11-2023	NAGLOI	66 KV Grid Gh 5 Sayed Gaon	O-M	C161120230010		Network	LAN Issue	LAN Issue	RJ45 Replace	HIGH	Closed	16-11-2023 11:27	11/28/2023 3:21:07 PM	12:3:53:55			lan cable not working	Onsite
4874	16-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C161120230009		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	16-11-2023 11:21	11/16/2023 11:32:59 AM	0:0:11:59			new local replica created and sync now issue resolved..	Onsite
4875	16-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C161120230008		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	16-11-2023 11:18	11/16/2023 11:31:29 AM	0:0:12:35			mail quota cleared now issue resolved..	Onsite
4876	16-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C161120230006		Hardware	Printer	Image Issue	Others	LOW	Closed	16-11-2023 10:53	11/16/2023 11:58:50 AM	0:1:5:45			replace the drivers	Remote
4877	16-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C161120230005		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	16-11-2023 10:52	11/16/2023 11:05:34 AM	0:0:13:30			adobe pdf reinstalled now issue resolved..	Onsite
4878	16-11-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C161120230004		Hardware	PC	TFT	Others	LOW	Closed	16-11-2023 10:51	11/16/2023 11:59:23 AM	0:1:7:39			tft damaged. apply for insurance.	Onsite
4879	16-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C161120230003		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	16-11-2023 10:50	11/16/2023 11:58:25 AM	0:1:7:30			unlock the id file	Remote
4880	16-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C161120230002		Hardware	PC	Restart Problem	Others	LOW	Closed	16-11-2023 10:40	11/16/2023 10:52:08 AM	0:0:11:50			OS Problem. Repair windows by recovery.	Onsite
4881	16-11-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C161120230001		Hardware	PC	Network Not Working	Connectivit y issue	LOW	Closed	16-11-2023 10:38	11/16/2023 10:54:28 AM	0:0:15:31			network problem	Onsite
4882	17-11-2023	SAKET	Adchini	BUSINESS/BET	C201120230013		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-11-2023 11:54	11/20/2023 12:14:22 PM	0:0:20:13			IP installed on Laptop	Onsite
4883	17-11-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C171120230124		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-11-2023 19:01	11/17/2023 7:03:11 PM	0:0:1:50			issue resolved	Onsite
4884	17-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C171120230125		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-11-2023 19:01	11/17/2023 7:03:20 PM	0:0:1:21			issue resolved	Onsite
4885	17-11-2023	NEHRU PLACE CSO	First Floor - B Block	O-M	C171120230123		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	17-11-2023 19:00	11/17/2023 7:03:02 PM	0:0:2:13			issue resolved	Onsite
4886	17-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C171120230122		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	17-11-2023 18:59	11/17/2023 7:02:52 PM	0:0:3:31			issue resolved	Onsite
4887	17-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C171120230121		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-11-2023 18:58	11/17/2023 7:02:42 PM	0:0:3:49			issue resolved	Onsite
4888	17-11-2023	OTHERS	VSNL	O-M	C171120230120		Telecome	Instrument	SIP	Others	LOW	Closed	17-11-2023 17:23	11/17/2023 5:44:21 PM	0:0:20:29			Re-configured	Onsite
4889	17-11-2023	OTHERS	VSNL	BUSINESS/BET	C171120230119		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-11-2023 17:18	11/17/2023 5:44:00 PM	0:0:25:43			Driver Re-installed	Onsite
4890	17-11-2023	OTHERS	VSNL	BUSINESS/BET	C171120230118		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	17-11-2023 17:16	11/17/2023 5:43:41 PM	0:0:26:54			Archive mails	Onsite
4891	17-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171120230117		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	17-11-2023 17:15	11/17/2023 5:43:23 PM	0:0:27:48			Archive mails	Onsite
4892	17-11-2023	OTHERS	VSNL	Billing	C171120230116		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-11-2023 17:14	11/17/2023 5:42:49 PM	0:0:27:58			Join ADS	Onsite
4893	17-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	MMG	C171120230115		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	17-11-2023 16:43	11/17/2023 6:44:43 PM	0:2:1:25			Paper jam clien	
4894	17-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C171120230114		Hardware	Scanner	Scaning issue	Image Not Cleared	HIGH	Closed	17-11-2023 16:41	11/17/2023 6:43:15 PM	0:2:1:58			Scanner scan clien	
4895	17-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C171120230113		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	17-11-2023 16:40	11/17/2023 6:41:56 PM	0:2:1:55			Paper jam clien	
4896	17-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C171120230112		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-11-2023 16:39	11/17/2023 4:42:08 PM	0:0:2:21			Issue Resolved	Onsite
4897	17-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C171120230111		Hardware	PC	Restart Problem	Others	HIGH	Closed	17-11-2023 16:38	11/17/2023 6:40:24 PM	0:2:1:31			Power point changed	
4898	17-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C171120230109		Hardware	Laptop	KEYPAD	Driver issue	HIGH	Closed	17-11-2023 16:38	11/17/2023 6:39:10 PM	0:2:1:4			Windows update an laptop restart	
4899	17-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C171120230110		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	17-11-2023 16:38	11/17/2023 4:42:00 PM	0:0:3:39			Issue Resolved	Onsite
4900	17-11-2023	NEHRU PLACE CSO	Second Floor - B Block	BPI	C171120230107		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-11-2023 16:37	11/17/2023 4:41:33 PM	0:0:4:27			Issue Resolved	Onsite
4901	17-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C171120230108		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-11-2023 16:37	11/17/2023 4:41:50 PM	0:0:3:55			Issue Resolved	Onsite
4902	17-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C171120230106		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	17-11-2023 16:35	11/17/2023 4:41:16 PM	0:0:5:39			Issue Resolved	Onsite
4903	17-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C171120230105		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-11-2023 16:34	11/17/2023 4:41:08 PM	0:0:6:35			Issue Resolved	Onsite
4904	17-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C171120230104		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	17-11-2023 16:33	11/17/2023 4:40:54 PM	0:0:7:27			Issue Resolved	Onsite
4905	17-11-2023	OTHERS	Andrews Ganj	PROTECTION	C171120230103		Hardware	PC	TFT	Others	LOW	Closed	17-11-2023 16:28	11/17/2023 4:40:41 PM	0:0:12:23			TFT Installed	Onsite
4906	17-11-2023	OTHERS	Andrews Ganj	Enforcement	C171120230101		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	17-11-2023 16:27	11/17/2023 4:41:32 PM	0:0:14:20			pc booting issue	Onsite
4907	17-11-2023	OTHERS	Andrews Ganj	Enforcement	C171120230102		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-11-2023 16:27	11/17/2023 4:41:10 PM	0:0:13:31			OS repaired	Onsite
4908	17-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C171120230099		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	17-11-2023 16:26	11/17/2023 5:03:50 PM	0:0:37:38			change the printer cartridge issue resolved	Onsite
4909	17-11-2023	OTHERS	Andrews Ganj	Enforcement	C171120230100		Hardware	Scanner	Scaning issue	Hardware Issue	LOW	Closed	17-11-2023 16:26	11/17/2023 4:41:50 PM	0:0:15:12			Bar code scanner	Onsite
4910	17-11-2023	OTHERS	HUDCO Grid	PROTECTION	C171120230098		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	17-11-2023 16:26	11/17/2023 4:42:16 PM	0:0:16:16			mail issue	Onsite
4911	17-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C171120230096		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	17-11-2023 16:25	11/17/2023 5:03:31 PM	0:0:38:27			change the rz45 issue resolved	Onsite
4912	17-11-2023	OTHERS	Andrews Ganj	Enforcement	C171120230097		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-11-2023 16:25	11/17/2023 4:42:36 PM	0:0:17:4			Printer installation	Onsite
4913	17-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C171120230095		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-11-2023 16:24	11/17/2023 4:36:37 PM	0:0:11:42			ADS Issue on user	Onsite
4914	17-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C171120230094		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-11-2023 16:24	11/17/2023 5:03:15 PM	0:0:38:55			installed winrar file issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4915	17-11-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C171120230093		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-11-2023 16:22	11/17/2023 5:02:40 PM	0:0:39:59			change the ads account password issue resolved	Onsite
4916	17-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C171120230092		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	17-11-2023 16:21	11/17/2023 5:02:03 PM	0:0:40:46			change the webmail password issue resolved	Onsite
4917	17-11-2023	SAKET	Adchini	DSS	C171120230091		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-11-2023 16:20	11/17/2023 4:27:01 PM	0:0:6:38			SAP re-installed	Onsite
4918	17-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C171120230090		Hardware	E-Mail	Email _Lotus	Mail Rights Issue	LOW	Closed	17-11-2023 16:19	11/17/2023 5:01:40 PM	0:0:41:51			change the webmail issue resolved	Onsite
4919	17-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C171120230089		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	17-11-2023 16:18	11/17/2023 5:00:44 PM	0:0:41:47			unlocked email id issue resolved	Onsite
4920	17-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	GIS	C171120230088		Hardware	PC	Not working at all	Others	LOW	Closed	17-11-2023 16:15	11/17/2023 5:00:23 PM	0:0:45:16			join the pc on ADS issue resolved	Onsite
4921	17-11-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C171120230087		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-11-2023 16:12	11/17/2023 6:06:23 PM	0:1:54:1			OS installed as reqd, working fine.	Onsite
4922	17-11-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C171120230086		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	17-11-2023 16:04	11/17/2023 4:15:20 PM	0:0:11:11			Mail sent to lotus support.	Onsite
4923	17-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C171120230085		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	17-11-2023 15:59	11/17/2023 4:56:04 PM	0:0:56:13			Archive created call closed	Remote
4924	17-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C171120230084		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-11-2023 15:58	11/17/2023 4:13:45 PM	0:0:15:7			Password reset done	Onsite
4925	17-11-2023	SARITA VIHAR	Jullena	BUSINESS/BET	C171120230083		Hardware	PC	Network Not Working	Other Issue	MEDIUM	Closed	17-11-2023 15:55	11/17/2023 4:56:40 PM	0:1:0:50			Bharat nagar compliant center site visit With Lan team	Onsite
4926	17-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C171120230082		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	17-11-2023 15:53	11/17/2023 4:57:43 PM	0:1:4:14			After fix scanner cable to different USB port issue resolved	Onsite
4927	17-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C171120230081		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	17-11-2023 15:51	11/17/2023 4:58:40 PM	0:1:6:59			After kill multiple ibm process running in background then issue resolved	Remote
4928	17-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C171120230080		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	17-11-2023 15:51	11/17/2023 4:59:55 PM	0:1:8:52			After reconfigure printer issue resolved	Remote
4929	17-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C171120230079		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	17-11-2023 15:47	11/17/2023 5:00:31 PM	0:1:13:4			After clean temp file and change windows setting issue resolved	Remote
4930	17-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C171120230078		NON-SAP	Others	Others	Others	LOW	Closed	17-11-2023 15:43	11/17/2023 3:44:07 PM	0:0:0:41			install the oracle and vb	Remote
4931	17-11-2023	SAKET	Adchini	CIVIL	C171120230077		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	17-11-2023 15:37	11/17/2023 4:18:44 PM	0:0:41:18			Mail replica replaced	Onsite
4932	17-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171120230076		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	17-11-2023 15:33	11/17/2023 4:14:46 PM	0:0:41:5			Keyboard replaced.	Onsite
4933	17-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171120230075		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-11-2023 15:33	11/17/2023 4:13:57 PM	0:0:40:40			Complaint logged to vendor.	Onsite
4934	17-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171120230074		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-11-2023 15:29	11/17/2023 4:13:12 PM	0:0:43:43			PC joined with ADS.	Onsite
4935	17-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171120230073		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-11-2023 15:28	11/17/2023 4:12:50 PM	0:0:43:52			PC joined with ADS.	Onsite
4936	17-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C171120230072		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-11-2023 15:28	11/17/2023 4:11:55 PM	0:0:43:40			Account unlocked.	Onsite
4937	17-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C171120230071		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	17-11-2023 15:27	11/17/2023 4:11:30 PM	0:0:43:58			Complaint logged to vendor.	Onsite
4938	17-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C171120230070		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	17-11-2023 15:11	11/17/2023 5:01:22 PM	0:1:49:45			Archive mails now working fine	Onsite
4939	17-11-2023	VASANT KUNJ	B 1	O-M	C171120230069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-11-2023 15:10	11/17/2023 3:31:38 PM	0:0:21:34			Sharing printer has been connected	Remote
4940	17-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C171120230068		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	17-11-2023 15:07	11/17/2023 5:01:04 PM	0:1:53:40			Clean roller now working fine	Onsite
4941	17-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C171120230067		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	17-11-2023 15:05	11/17/2023 5:00:41 PM	0:1:54:57			Done network troubleshooting steps now working fine	Onsite
4942	17-11-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C171120230066		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	17-11-2023 15:04	11/17/2023 5:00:03 PM	0:1:55:6			Delete temp files and run diagnostic now working fine	Onsite
4943	17-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C171120230065		Hardware	PC	System Password issue	Password Reset	LOW	Closed	17-11-2023 15:01	11/17/2023 3:17:34 PM	0:0:15:47			Password issue resolved as reqd.	Onsite
4944	17-11-2023	SAKET	Adchini	DSK	C171120230064		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	17-11-2023 14:57	11/17/2023 3:44:33 PM	0:0:47:13			N/W switch hang, restarted	Onsite
4945	17-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C171120230063		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-11-2023 14:55	11/17/2023 3:15:26 PM	0:0:20:5			Jam paper removed from printer	Onsite
4946	17-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C171120230061		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-11-2023 14:54	11/17/2023 3:21:59 PM	0:0:27:29			Issue has been resolved after reset the SAP id password	Onsite
4947	17-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C171120230062		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	17-11-2023 14:54	11/17/2023 3:22:54 PM	0:0:28:3			Issue has been resolved after reset the mail id password	Onsite
4948	17-11-2023	SAKET	Malviya Nagar	BUSINESS/BET	C171120230060		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	17-11-2023 14:46	11/17/2023 3:43:22 PM	0:0:56:59			Lotus Traveler installed on mobile & sent mail for Device Authentication approval	Onsite
4949	17-11-2023	VASANT KUNJ	C 8	O-M	C171120230059		Hardware	Laptop	Screen Issue	Sent to Nehru	LOW	Closed	17-11-2023 14:40	11/17/2023 3:30:16 PM	0:0:49:55			Laptop has been sent to nehru place	Onsite
4950	17-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C171120230058		Hardware	PC	Not working at all	No power	LOW	Closed	17-11-2023 14:38	11/17/2023 3:17:15 PM	0:0:38:40			Power issue resolved as reqd	Onsite
4951	17-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C171120230057		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-11-2023 14:37	11/17/2023 3:43:51 PM	0:1:6:29			User location settings changed	Onsite
4952	17-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C171120230056		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	17-11-2023 14:35	11/17/2023 4:00:41 PM	0:1:24:57			printer driver repair and issue resolved	Remote
4953	17-11-2023	NEHRU PLACE	20 No Building	C-M	C171120230055		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	17-11-2023 14:33	11/17/2023 3:48:48 PM	0:1:15:42			Lotus Traveler install and configuration done	Onsite
4954	17-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C171120230054		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-11-2023 14:32	11/17/2023 3:14:27 PM	0:0:42:12			CAS shortcut has been created on desktop	Onsite
4955	17-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C171120230052		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	17-11-2023 14:29	11/17/2023 2:59:47 PM	0:0:30:45			AFTER LAN CABLE CHANGE ISSUE RESOLVED	Onsite
4956	17-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C171120230053		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	17-11-2023 14:29	11/17/2023 3:00:45 PM	0:0:30:55			AFTER MAIL UNLOCK ISSUE RESOLVED	Onsite
4957	17-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C171120230051		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	17-11-2023 14:27	11/17/2023 2:59:23 PM	0:0:31:49			AFTER MAIL PASSWORD RESET ISSUE RESOLVED	Onsite
4958	17-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C171120230050		Hardware	OTHERS	QMS ISSUE	Display Issue	LOW	Closed	17-11-2023 14:27	11/17/2023 3:13:25 PM	0:0:45:52			VGA cable reconnect with QMS machine and rotation locked	Onsite
4959	17-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C171120230048		Hardware	System Software	MS Office	Software Not	LOW	Closed	17-11-2023 14:26	11/17/2023 2:29:52 PM	0:0:3:45			MS office reinstall.	Onsite
4960	17-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C171120230049		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-11-2023 14:26	11/17/2023 2:58:54 PM	0:0:32:43			AFTER PRINTER DRIVER REINSTALL ISSUE RESOLVED	Onsite
4961	17-11-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C171120230045		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-11-2023 14:25	11/17/2023 2:29:12 PM	0:0:4:10			Printer driver reinstallation.	Onsite
4962	17-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C171120230047		Hardware	PC	Restart Problem	Others	LOW	Closed	17-11-2023 14:25	11/17/2023 2:58:26 PM	0:0:32:53			AFTER PC RESET ISSUE RESOLVED	Onsite
4963	17-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C171120230046		Hardware	UPS	Backup	Over Loading	MEDIUM	Closed	17-11-2023 14:25	11/17/2023 3:58:56 PM	0:1:33:42			printer connected to UPS POINT.printer connected power point and issue	Onsite
4964	17-11-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of Ahilya Bai School)	OM-DIV	C171120230043		Hardware	PC	Network Not Working	Network Switch	MEDIUM	Closed	17-11-2023 14:24	11/17/2023 3:55:44 PM	0:1:31:33			Cisco switch port hang lan cable removed and inset to other port.	Onsite
4965	17-11-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C171120230044		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-11-2023 14:24	11/17/2023 2:28:48 PM	0:0:4:28			USB cable replaced.	Onsite
4966	17-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C171120230041		Hardware	PC	Not working at all	Others	MEDIUM	Closed	17-11-2023 14:23	11/17/2023 3:53:17 PM	0:1:30:2			pc power on/off button clean issue resolved	Onsite
4967	17-11-2023	JAFFERPUR	Ujwa Complain Center	O-M	C171120230042		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Re-Assign	17-11-2023 14:23					LAN cable not working.	Onsite
4968	17-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C171120230040		Hardware	E-Mail	Email _Lotus	Mail Installation	MEDIUM	Closed	17-11-2023 14:22	11/17/2023 3:51:43 PM	0:1:29:25			Mail reinstalled dss pc	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
4969	17-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C171120230039		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	17-11-2023 14:21	11/17/2023 3:21:26 PM	0:0:59:48			Issue has been resolved after replaced the keyboard	Onsite
4970	17-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	O-M	C171120230038		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	17-11-2023 13:29	11/17/2023 2:38:02 PM	0:1:8:22			Check the pc and log the call	
4971	17-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C171120230037		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-11-2023 13:28	11/17/2023 1:31:20 PM	0:0:3:5			reset the battery.and then start the laptop	Onsite
4972	17-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C171120230036		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-11-2023 13:27	11/17/2023 1:30:30 PM	0:0:3:7			create another archive	Remote
4973	17-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C171120230035		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	17-11-2023 13:26	11/17/2023 1:30:50 PM	0:0:4:22			install the new os	Onsite
4974	17-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/GCC	C171120230034		Hardware	System Software	Other Software	New Installation	LOW	Closed	17-11-2023 12:53	11/17/2023 1:48:36 PM	0:0:54:39			ADS join done	Onsite
4975	17-11-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C171120230032		Network	LAN Issue	LAN Issue	RJ45 Replace	HIGH	Closed	17-11-2023 12:41	11/20/2023 4:24:12 PM	3:3:43:6			Lan Not working please send lan team for rectification	Onsite
4976	17-11-2023	JANAK PURI	D Block Janakpuri Complaint Center and EHV Office	OM-EHV	C171120230033		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	17-11-2023 12:41	11/20/2023 4:24:33 PM	3:3:42:52			Lan Not working please send lan team for rectification	Onsite
4977	17-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C171120230031		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-11-2023 12:27	11/17/2023 12:40:36 PM	0:0:13:27			Print spooler restarted	Onsite
4978	17-11-2023	SAKET	Adchini	SAFETY	C171120230029		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	17-11-2023 12:21	11/17/2023 12:24:55 PM	0:0:3:52			LAN not work	Onsite
4979	17-11-2023	SAKET	Adchini	DSS	C171120230030		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-11-2023 12:21	11/17/2023 12:25:15 PM	0:0:3:35			printer not work	Onsite
4980	17-11-2023	SAKET	Adchini	SAFETY	C171120230028		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	17-11-2023 12:20	11/17/2023 12:24:24 PM	0:0:3:59			printer not work	Onsite
4981	17-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C171120230027		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	17-11-2023 12:15	11/17/2023 1:35:16 PM	0:1:19:53			issue resolved after delete the temp files	
4982	17-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	DSK	C171120230026		Hardware	PC	Not working at all	No power	LOW	Closed	17-11-2023 12:14	11/17/2023 1:33:26 PM	0:1:18:27			issue resolved after change the ram and clean tha cpu	
4983	17-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C171120230025		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-11-2023 12:12	11/17/2023 12:28:25 PM	0:0:16:17			Print spooler restarted	Onsite
4984	17-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C171120230024		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-11-2023 11:50	11/17/2023 11:53:23 AM	0:0:3:21			account locked. send to HO	Onsite
4985	17-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C171120230022		Hardware	PC	Not working at all	Others	LOW	Closed	17-11-2023 11:48	11/17/2023 11:55:35 AM	0:0:7:22			ADS Account locked problem	Onsite
4986	17-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C171120230023		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-11-2023 11:48	11/17/2023 11:53:37 AM	0:0:4:38			done	Onsite
4987	17-11-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C171120230021		Hardware	System Software	Other Software	Browser issue	LOW	Closed	17-11-2023 11:39	11/17/2023 12:07:08 PM	0:0:27:21			cleanup the temp file now issue resolved..	Onsite
4988	17-11-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C171120230020		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	17-11-2023 11:38	11/17/2023 12:05:59 PM	0:0:27:24			paper remove now issue resolved..	Onsite
4989	17-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C171120230019		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	17-11-2023 11:18	11/17/2023 1:29:52 PM	0:2:11:16			Printer Driver installations resolved	Onsite
4990	17-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C171120230017		Hardware	PC	TFT	Others	LOW	Closed	17-11-2023 10:27	11/17/2023 10:28:20 AM	0:0:0:56			SCREW OF TFT BASE LOOSE. SCREWD DONE	Onsite
4991	17-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C171120230016		Hardware	PC	TFT	Others	LOW	Closed	17-11-2023 10:27	11/17/2023 10:28:27 AM	0:0:1:15			SCREW OF TFT BASE LOOSE. SCREWD DONE	Onsite
4992	17-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171120230015		Hardware	PC	Internet activation	Internet activation	LOW	Re-Assign	17-11-2023 10:26					PL ACTIVATE	Onsite
4993	17-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C171120230014		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	17-11-2023 10:25	11/17/2023 10:29:17 AM	0:0:4:0			NEED TO SEND NHP, PORT ISSUE	Onsite
4994	17-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C171120230013		Hardware	PC	TFT	Power Issue	LOW	Closed	17-11-2023 10:24	11/17/2023 10:29:38 AM	0:0:4:47			TFT HAS POWER ISSUE.. DONE	Onsite
4995	17-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C171120230012		Hardware	PC	Not working at all	Others	LOW	Closed	17-11-2023 10:24	11/17/2023 10:30:00 AM	0:0:5:44			RECOVERY DONE FOR OS	Onsite
4996	17-11-2023	OTHERS	VSNL	O-M	C171120230010		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	17-11-2023 10:02	11/17/2023 10:32:43 AM	0:0:30:14			Keyboard send to NHP	Onsite
4997	17-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171120230009		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	17-11-2023 10:01	11/17/2023 10:32:14 AM	0:0:30:33			Complaint Logged	Onsite
4998	17-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C171120230008		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	17-11-2023 10:01	11/17/2023 10:32:01 AM	0:0:31:0			Complaint Logged	Onsite
4999	17-11-2023	SAKET	Malviya Nagar Grid	OM-EHV	C171120230007		Hardware	Laptop	Hanging/Slow processing	High CPU Utilization	LOW	Closed	17-11-2023 09:54	11/17/2023 10:02:18 AM	0:0:7:44			Stop other services archive re map	Onsite
5000	17-11-2023	SAKET	Adchini	BUSINESS/BET	C171120230006		Hardware	System Software	Other Software	software corrupt	LOW	Closed	17-11-2023 09:53	11/17/2023 10:00:45 AM	0:0:7:9			HDD not work call lig to vendor	Onsite
5001	17-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C171120230004		Hardware	PC	Not working at all	No power	LOW	Closed	17-11-2023 09:52	11/17/2023 9:59:35 AM	0:0:7:15			PC not work	Onsite
5002	17-11-2023	SAKET	Adchini	SAFETY	C171120230005		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	17-11-2023 09:52	11/17/2023 10:00:10 AM	0:0:7:16			mail not archive	Onsite
5003	17-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C171120230002		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	17-11-2023 09:38	11/17/2023 9:59:59 AM	0:0:21:53			cleated mail exceed quota issue resolved..	Onsite
5004	17-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C171120230001		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	17-11-2023 09:36	11/17/2023 9:58:32 AM	0:0:21:44			issue resolved after ram slot changed and cleaned	Onsite
5005	18-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C181120230001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	18-11-2023 12:51	11/18/2023 2:58:32 PM	0:2:7:9			Resolved	
5006	20-11-2023	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim Vihar	BUSINESS/BET	C211120230010		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	21-11-2023 12:24	11/21/2023 12:52:20 PM	0:0:28:13			Check power cables cross with TFT ok , check cpu on\off switch button pins direct	Onsite
5007	20-11-2023	OTHERS	VSNL	QUALITY	C201120230118		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	20-11-2023 17:46	11/20/2023 6:02:02 PM	0:0:15:42			working now	Onsite
5008	20-11-2023	OTHERS	VSNL	O-M	C201120230117		Hardware	Laptop	Restart Problem	Physical cleaning	LOW	Closed	20-11-2023 17:43	11/20/2023 6:01:41 PM	0:0:18:1			working now	Onsite
5009	20-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C201120230116		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	20-11-2023 17:41	11/20/2023 6:01:17 PM	0:0:19:57			installed	Onsite
5010	20-11-2023	OTHERS	VSNL	Billing	C201120230115		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	20-11-2023 17:40	11/20/2023 6:00:38 PM	0:0:20:1			Complaint logged	Onsite
5011	20-11-2023	OTHERS	VSNL	BUSINESS/BET	C201120230113		Hardware	System Software	Other Software	proxy setting	LOW	Closed	20-11-2023 17:39	11/20/2023 5:59:55 PM	0:0:20:46			working now	Onsite
5012	20-11-2023	OTHERS	VSNL	Billing	C201120230114		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	20-11-2023 17:39	11/20/2023 6:00:23 PM	0:0:20:32			Complaint logged	Onsite
5013	20-11-2023	OTHERS	VSNL	HR	C201120230112		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-11-2023 17:35	11/20/2023 5:59:20 PM	0:0:23:52			RAM Replaced issue resolve	Onsite
5014	20-11-2023	PUNJABI BAGH	BSES Road no 41 Complaint Center West Punjabi Bagh	O-M	C201120230111		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 17:24	11/20/2023 5:25:06 PM	0:0:0:56			Printer settings check install drivers again and set as default in ads account now sap	Onsite
5015	20-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C201120230110		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-11-2023 17:10	11/20/2023 5:13:49 PM	0:0:3:25			issue resolved	Onsite
5016	20-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C201120230109		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	20-11-2023 17:04	11/20/2023 5:13:27 PM	0:0:9:18			issue resolved	Onsite
5017	20-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C201120230108		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 17:03	11/20/2023 5:13:56 PM	0:0:10:27			Printer error shows not able to print , drivers reinstall done and set Network	Onsite
5018	20-11-2023	SAKET	Adchini	DSS	C201120230106		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	20-11-2023 17:02	11/20/2023 5:06:23 PM	0:0:4:15			Printer cartridge changed	Onsite
5019	20-11-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C201120230107		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-11-2023 17:02	11/20/2023 5:13:06 PM	0:0:10:38			issue resolved	Onsite
5020	20-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C201120230104		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	20-11-2023 17:01	11/20/2023 5:15:20 PM	0:0:14:0			Check power cable cross with TFT power ok , check on \off switch direct sort	Onsite
5021	20-11-2023	SAKET	Adchini	BUSINESS/BET	C201120230103		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	20-11-2023 17:01	11/20/2023 5:05:45 PM	0:0:4:27			RJ45 Crimp	Onsite
5022	20-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C201120230105		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	20-11-2023 17:01	11/20/2023 5:12:55 PM	0:0:11:29			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5023	20-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C201120230102		Hardware	PC	TFT	Power Issue	LOW	Closed	20-11-2023 16:58	11/20/2023 5:06:34 PM	0:0:7:38			TFT having no power , check power cable cross with pc no power socket faulty	Onsite
5024	20-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C201120230101		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	20-11-2023 16:54	11/20/2023 5:05:54 PM	0:0:11:0			Laptop proxy settings issue with some portal done and login password changed	Onsite
5025	20-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C201120230100		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	20-11-2023 16:52	11/20/2023 5:05:30 PM	0:0:12:53			PC hanging issue working slow replacement required from NHP , OLD	Onsite
5026	20-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C201120230098		Hardware	PC	Not working at all	No power	LOW	Closed	20-11-2023 16:50	11/20/2023 5:05:05 PM	0:0:14:12			pc not powered on , check on \ Off switch connector removed and direct sort pins	Onsite
5027	20-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C201120230099		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	20-11-2023 16:50	11/20/2023 5:35:10 PM	0:0:44:15			After crimp rj45 connector to both side issue resolved	
5028	20-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C201120230097		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	20-11-2023 16:49	11/20/2023 5:34:21 PM	0:0:44:56			After remove stuck paper and change printer cartridge issue resolved	
5029	20-11-2023	SAKET	Jonapur CC	O-M	C201120230096		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	20-11-2023 16:47	11/20/2023 5:05:25 PM	0:0:17:50			Mail Replica replaced	Onsite
5030	20-11-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C201120230094		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	20-11-2023 16:45	11/20/2023 5:33:21 PM	0:0:47:59			After OS installation issue resolved	
5031	20-11-2023	SARITA VIHAR	Badarpur	OM-DIV	C201120230092		Hardware	PC	Restart Problem	OS/System File/	MEDIUM	Closed	20-11-2023 16:44	11/20/2023 5:31:41 PM	0:0:47:32			After repair window issue resolved	
5032	20-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C201120230091		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-11-2023 16:44	11/20/2023 5:23:40 PM	0:0:39:37			change the file open format issue resolved	Onsite
5033	20-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C201120230093		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	20-11-2023 16:44	11/20/2023 5:23:58 PM	0:0:39:22			repair acrobat issue resolved	Onsite
5034	20-11-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	Enforcement	C201120230090		Hardware	Laptop	Hanging/Slow processing	OS/System File/	LOW	Closed	20-11-2023 16:43	11/20/2023 5:23:22 PM	0:0:39:53			reinstalled the os issue resolved	Onsite
5035	20-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C201120230089		Hardware	Attendane Machine	Display Issue	Restart required	LOW	Closed	20-11-2023 16:42	11/20/2023 5:23:05 PM	0:0:40:24			change the power switch issue resolved	Onsite
5036	20-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C201120230088		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	20-11-2023 16:42	11/20/2023 5:22:38 PM	0:0:40:24			change the host file issue resolved	Onsite
5037	20-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C201120230086		Hardware	PC	Not working at all	Others	MEDIUM	Closed	20-11-2023 16:41	11/20/2023 5:30:28 PM	0:0:49:12			seating change system connected call closed	
5038	20-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C201120230085		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	20-11-2023 16:41	11/20/2023 5:21:35 PM	0:0:40:30			cleared the paper and clean the lens issue resolved	Onsite
5039	20-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C201120230087		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	20-11-2023 16:41	11/20/2023 5:22:02 PM	0:0:40:24			change the RAm issue resolved	Onsite
5040	20-11-2023	SAKET	Fatehpur Beri CC	O-M	C201120230084		Hardware	PC	Not working at all	Others	LOW	Closed	20-11-2023 16:37	11/20/2023 5:04:45 PM	0:0:27:43			PC installed(Due to user transfer from Chhatterpur CC)	Onsite
5041	20-11-2023	SAKET	Malviya Nagar	HR	C201120230083		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-11-2023 16:33	11/20/2023 5:03:54 PM	0:0:30:25			Windows installed	Onsite
5042	20-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C201120230081		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-11-2023 16:32	11/20/2023 4:33:50 PM	0:0:1:22			Issue Resolved	Onsite
5043	20-11-2023	SAKET	Adchini	SAFETY	C201120230082		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-11-2023 16:32	11/20/2023 5:03:38 PM	0:0:30:50			Cartridge re-insert	Onsite
5044	20-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C201120230080		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	20-11-2023 16:31	11/20/2023 4:33:43 PM	0:0:1:57			Issue Resolved	Onsite
5045	20-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C201120230079		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-11-2023 16:30	11/20/2023 4:33:33 PM	0:0:2:47			Issue Resolved	Onsite
5046	20-11-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C201120230078		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-11-2023 16:29	11/20/2023 4:33:27 PM	0:0:3:29			Issue Resolved	Onsite
5047	20-11-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C201120230077		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-11-2023 16:28	11/20/2023 4:33:20 PM	0:0:4:23			Issue Resolved	Onsite
5048	20-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C201120230076		Hardware	OTHERS	VPN ISSUE	System Wifi	LOW	Closed	20-11-2023 16:27	11/20/2023 4:33:13 PM	0:0:5:48			Issue Resolved	Onsite
5049	20-11-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C201120230075		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	20-11-2023 16:26	11/20/2023 4:33:00 PM	0:0:6:54			Issue Resolved	Onsite
5050	20-11-2023	OTHERS	Andrews Ganj	Enforcement	C201120230074		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	20-11-2023 15:45	11/20/2023 3:49:55 PM	0:0:4:7			Pc booting issue	Onsite
5051	20-11-2023	OTHERS	HUDCO Grid	PROTECTION	C201120230073		Hardware	System Software	Other Software	New Installation	LOW	Closed	20-11-2023 15:40	11/20/2023 3:50:47 PM	0:0:10:39			ESS issue	Onsite
5052	20-11-2023	OTHERS	Andrews Ganj	Enforcement	C201120230072		Hardware	UPS	Backup	Others	LOW	Closed	20-11-2023 15:37	11/20/2023 3:51:45 PM	0:0:13:55			UPS issue, infromed and get it resolved by vendor	Onsite
5053	20-11-2023	OTHERS	Andrews Ganj	Enforcement	C201120230071		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	20-11-2023 15:36	11/20/2023 3:52:05 PM	0:0:15:12			Printer sent to NHP	Onsite
5054	20-11-2023	OTHERS	Andrews Ganj	Enforcement	C201120230070		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-11-2023 15:36	11/20/2023 3:52:27 PM	0:0:16:16			PC formatted	Onsite
5055	20-11-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and Planning Office	PLANNING &	C201120230069		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-11-2023 15:34	11/20/2023 3:36:58 PM	0:0:2:8			install the os	Onsite
5056	20-11-2023	OTHERS	Andrews Ganj	Enforcement	C201120230068		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	20-11-2023 15:32	11/21/2023 3:53:16 PM	1:0:20:47			Lan cable is faulty	Onsite
5057	20-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	Billing	C201120230067		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 15:23	11/20/2023 4:00:36 PM	0:0:37:14			issue resolved after reinstall the printer	
5058	20-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	Billing	C201120230066		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-11-2023 15:22	11/20/2023 3:58:28 PM	0:0:35:34			issue resolved after clear the paper jam	
5059	20-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	HR	C201120230065		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	20-11-2023 15:21	11/20/2023 3:57:42 PM	0:0:36:21			issue resolved after change the password of mail	
5060	20-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	HR	C201120230064		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	20-11-2023 15:20	11/20/2023 3:56:59 PM	0:0:36:2			issue resolved after delete the temp files	
5061	20-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C201120230063		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	20-11-2023 15:20	11/20/2023 4:08:32 PM	0:0:47:55			keyborad change issue resolved	Onsite
5062	20-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	Billing	C201120230062		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	20-11-2023 15:20	11/20/2023 3:56:14 PM	0:0:36:5			mail issue resolved after archive all mails	
5063	20-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	Billing	C201120230061		Hardware	PC	TFT	Black V Line	LOW	Closed	20-11-2023 15:18	11/20/2023 3:55:26 PM	0:0:36:55			TFT not working stand by given at the time	
5064	20-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C201120230060		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	20-11-2023 15:07	11/20/2023 3:43:38 PM	0:0:36:33			Issue has been resolved after replacing the keyboard	
5065	20-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C201120230059		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-11-2023 15:01	11/20/2023 3:43:32 PM	0:0:42:27			SAP password reset mail sent to sap spport.	Onsite
5066	20-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C201120230058		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	20-11-2023 15:00	11/20/2023 3:42:54 PM	0:0:42:19			OS installed.	Onsite
5067	20-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C201120230057		Hardware	PC	TFT	Color Issue	LOW	Closed	20-11-2023 14:59	11/20/2023 3:44:42 PM	0:0:44:50			Issue has been resolved after replacing the VGA cable	
5068	20-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C201120230056		Hardware	Printer	No display on Panel	Power Issue	MEDIUM	Closed	20-11-2023 14:53	11/20/2023 4:03:54 PM	0:1:9:55			Printer power cable out of order.	Onsite
5069	20-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C201120230055		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	20-11-2023 14:51	11/20/2023 4:02:17 PM	0:1:11:11			Mail software reinstalled	Onsite
5070	20-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancery	C201120230054		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	20-11-2023 14:38	11/20/2023 3:59:23 PM	0:1:20:35			Done network troubleshooting steps now working fine	Onsite
5071	20-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201120230053		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	20-11-2023 14:36	11/20/2023 3:59:54 PM	0:1:23:2			Mail hang restart PC Now working fine	Remote
5072	20-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C201120230052		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	20-11-2023 14:19	11/20/2023 4:00:51 PM	0:1:41:10			Printer paper removed and issue resolved.	Onsite
5073	20-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C201120230051		Hardware	System Software	Other Software	software reinstallatio	MEDIUM	Closed	20-11-2023 14:18	11/20/2023 4:00:14 PM	0:1:41:19			DTM software reinstalled.	Remote
5074	20-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C201120230050		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-11-2023 14:18	11/20/2023 3:52:12 PM	0:1:33:47			Os installed amd configured as reqd.	Onsite
5075	20-11-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C201120230049		Hardware	Laptop	Screen Issue	Others	LOW	Closed	20-11-2023 14:17	11/20/2023 3:51:49 PM	0:1:34:21			Ram cleaned & re-seated as reqd, working now.	Onsite
5076	20-11-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C201120230048		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	20-11-2023 14:16	11/20/2023 3:50:32 PM	0:1:33:47			Pc installed as reqd. working fine.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5077	20-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C201120230047		Hardware	Printer	No display on Panel	Printer Power	MEDIUM	Closed	20-11-2023 14:15	11/20/2023 3:59:12 PM	0:1:43:40			Printer cable change issue resolved.	Onsite
5078	20-11-2023	SAKET	Adchini	BUSINESS/BET	C201120230046		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 14:10	11/20/2023 2:13:47 PM	0:0:3:0			printer not connecet	Remote
5079	20-11-2023	SAKET	Adchini	SAFETY	C201120230045		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-11-2023 14:09	11/20/2023 2:13:18 PM	0:0:4:6			SAP password forget	Remote
5080	20-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201120230044		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	20-11-2023 14:00	11/20/2023 3:17:34 PM	0:1:16:36			Reinstalled cas now working fine	Remote
5081	20-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201120230043		Hardware	System Software	Other Software	proxy setting	LOW	Closed	20-11-2023 13:56	11/20/2023 3:17:08 PM	0:1:20:11			Change proxy setting now working fine	Remote
5082	20-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201120230042		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	20-11-2023 13:49	11/20/2023 3:16:45 PM	0:1:26:49			Reboot system and clean temp files now working fine	Onsite
5083	20-11-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C201120230041		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	20-11-2023 13:15	11/20/2023 2:54:11 PM	0:1:38:44			after Lan cable change issue resolved	Onsite
5084	20-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C201120230040		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	20-11-2023 13:14	11/20/2023 2:52:16 PM	0:1:37:46			after mail password reset issue resolved	Onsite
5085	20-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C201120230039		Hardware	PC	System Password issue	Password Reset	LOW	Closed	20-11-2023 13:12	11/20/2023 2:51:56 PM	0:1:39:54			after system password reset issue resolved	Onsite
5086	20-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C201120230038		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	20-11-2023 13:10	11/20/2023 2:51:32 PM	0:1:40:52			after paper jam clear issue resolved	Onsite
5087	20-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C201120230036		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	20-11-2023 13:08	11/20/2023 2:50:25 PM	0:1:42:24			after mail unlock and reset issue resolved	Onsite
5088	20-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/BET	C201120230037		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 13:08	11/20/2023 2:51:09 PM	0:1:42:27			after printer reinstall issue resolved	Onsite
5089	20-11-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C201120230035		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	20-11-2023 13:05	11/20/2023 2:49:53 PM	0:1:44:17			after port change issue resolved	Onsite
5090	20-11-2023	JANAK PURI	Subhash Nagar Complaint Center	OM-DIV	C201120230034		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-11-2023 13:01	11/20/2023 2:31:59 PM	0:1:30:42			install the laptop	Onsite
5091	20-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C201120230033		Hardware	PC	Network Not Working	Voltage Issue	LOW	Closed	20-11-2023 12:59	11/20/2023 2:32:31 PM	0:1:32:54			resolve with the help of electrician	Onsite
5092	20-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C201120230032		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	20-11-2023 12:55	11/20/2023 2:07:05 PM	0:1:11:40			Installation	
5093	20-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C201120230031		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	20-11-2023 12:43	11/20/2023 12:43:59 PM	0:0:0:22			Resolved	Onsite
5094	20-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C201120230030		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	20-11-2023 12:43	11/20/2023 12:44:32 PM	0:0:1:28			Resolved	Onsite
5095	20-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C201120230029		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 12:42	11/20/2023 12:44:45 PM	0:0:2:24			done	Onsite
5096	20-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C201120230028		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	20-11-2023 12:41	11/20/2023 12:45:02 PM	0:0:3:25			logged tiocket to vendor	Onsite
5097	20-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C201120230027		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	20-11-2023 12:40	11/20/2023 12:45:17 PM	0:0:4:23			logged ticket to vendor	Onsite
5098	20-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C201120230026		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	20-11-2023 12:40	11/20/2023 12:45:33 PM	0:0:5:17			need to send to nhp diaply problem	Onsite
5099	20-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C201120230025		Network	Link Connectivit	Link Connectivity Issue	Device Reboot	LOW	Closed	20-11-2023 12:17	11/20/2023 1:41:45 PM	0:1:24:29			Network devices has been restarted issue resolved	Onsite
5100	20-11-2023	VASANT KUNJ	D 4	O-M	C201120230024		Hardware	UPS	Backup	Ticket logged with	LOW	Closed	20-11-2023 12:14	11/20/2023 1:38:25 PM	0:1:23:39			Complent logged to vendor for battery installation	Onsite
5101	20-11-2023	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/BET	C201120230023		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	20-11-2023 12:11	11/20/2023 12:26:58 PM	0:0:15:57			Recreate archive path and restart mail	Onsite
5102	20-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C201120230022		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	20-11-2023 12:10	11/20/2023 12:26:06 PM	0:0:15:49			RAM replace	Onsite
5103	20-11-2023	JAFFERPUR	Ujwa Complain Center	O-M	C201120230021		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	20-11-2023 12:07	11/20/2023 12:08:31 PM	0:0:0:56			TO keyboard replace and faulty keyboard collected.	Onsite
5104	20-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C201120230019		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	20-11-2023 12:05	11/20/2023 12:16:43 PM	0:0:11:12			LAN not work	Onsite
5105	20-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C201120230020		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	20-11-2023 12:05	11/20/2023 1:37:13 PM	0:1:31:40			Keyboard and mouse has been sent to nehru place for replace	Onsite
5106	20-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C201120230018		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-11-2023 12:04	11/20/2023 1:35:08 PM	0:1:30:25			Site backand issue	Remote
5107	20-11-2023	SAKET	Adchini	DTC	C201120230017		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	20-11-2023 11:57	11/20/2023 12:16:14 PM	0:0:18:31			Mail sent to lotus support	Remote
5108	20-11-2023	SAKET	Adchini	DSS	C201120230016		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 11:56	11/20/2023 12:15:56 PM	0:0:19:49			printer reconnected	Remote
5109	20-11-2023	SAKET	Adchini	BUSINESS/BET	C201120230015		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	20-11-2023 11:55	11/20/2023 12:15:35 PM	0:0:20:12			PC reconnected from sharing printer	Remote
5110	20-11-2023	SAKET	Adchini	CHD	C201120230014		Hardware	System Software	Other Software	Browser issue	LOW	Closed	20-11-2023 11:54	11/20/2023 12:15:07 PM	0:0:20:16			QMS login user name wrong	Onsite
5111	20-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C201120230012		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	20-11-2023 11:33	11/24/2023 5:13:19 PM	4:5:39:36			Call Close By Sanjay & Subhash	Onsite
5112	20-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C201120230011		Hardware	PC	TFT	Flickering display	LOW	Closed	20-11-2023 11:26	11/20/2023 11:49:38 AM	0:0:23:10			display driver updated now issue resolved..	Onsite
5113	20-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C201120230010		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-11-2023 11:25	11/20/2023 11:48:58 AM	0:0:23:10			issue resolved..	Onsite
5114	20-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C201120230009		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-11-2023 11:24	11/20/2023 11:48:36 AM	0:0:24:4			signature add issue resolved..	Onsite
5115	20-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C201120230008		Hardware	PC	TFT	Flickering display	LOW	Closed	20-11-2023 11:00	11/20/2023 11:50:40 AM	0:0:50:30			TFT Cable change	Onsite
5116	20-11-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C201120230007		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	20-11-2023 10:59	11/20/2023 11:51:08 AM	0:0:51:51			change cartilage.. resolved	Onsite
5117	20-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C201120230006		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	20-11-2023 10:53	11/20/2023 11:23:35 AM	0:0:29:58			adobe pdf reinstalled issue resolved..	Onsite
5118	20-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C201120230005		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-11-2023 10:53	11/20/2023 11:23:14 AM	0:0:30:9			create another replica	Remote
5119	20-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C201120230003		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	20-11-2023 10:51	11/20/2023 11:23:50 AM	0:0:32:18			clean with blower	Onsite
5120	20-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C201120230004		Hardware	PC	Not working at all	HW Replaceme	LOW	Closed	20-11-2023 10:51	11/20/2023 11:23:10 AM	0:0:31:12			replaced harddisk and os installed issue resolved..	Onsite
5121	20-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C201120230002		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	20-11-2023 10:50	11/20/2023 11:24:32 AM	0:0:33:58			install the mail id	Onsite
5122	20-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C201120230001		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	20-11-2023 10:24	11/20/2023 4:24:49 PM	0:6:0:18			Lan Not working pls send lan team for rectification	Onsite
5123	21-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C231120230016		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-11-2023 13:14	11/23/2023 1:31:08 PM	0:0:16:18			Printer drivers reinstall and set IP again now print comes working fine now	Onsite
5124	21-11-2023	SAKET	Adchini	CIVIL	C221120230071		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	22-11-2023 16:06	11/22/2023 4:16:39 PM	0:0:10:20			Mail sent to lotus support	Remote
5125	21-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C211120230114		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	21-11-2023 17:36	11/21/2023 6:59:31 PM	0:1:22:42			Printer peper jam clien	
5126	21-11-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C211120230113		Hardware	PC	Hanging/Slow processing	Virus issue	HIGH	Closed	21-11-2023 17:36	11/21/2023 7:02:31 PM	0:1:26:25			Windows updated and pc restart	
5127	21-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C211120230112		Hardware	PC	Restart Problem	Others	HIGH	Closed	21-11-2023 17:34	11/21/2023 7:01:10 PM	0:1:26:54			Lan cable repair	
5128	21-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/BET	C211120230111		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	21-11-2023 17:24	11/21/2023 5:28:58 PM	0:0:4:55			pc issue resolved after ram clean	Onsite
5129	21-11-2023	OTHERS	VSNL	RCM	C211120230110		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	21-11-2023 17:22	11/21/2023 5:56:50 PM	0:0:34:20			Password change issue resolve	Onsite
5130	21-11-2023	OTHERS	VSNL	QUALITY	C211120230109		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	21-11-2023 17:21	11/21/2023 5:56:40 PM	0:0:34:48			Password change issue resolve	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5131	21-11-2023	OTHERS	VSNL	QUALITY	C211120230108		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	21-11-2023 17:21	11/21/2023 5:54:17 PM	0:0:33:1			Mouse replaced	Onsite
5132	21-11-2023	OTHERS	VSNL	O-M	C211120230106		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 17:20	11/21/2023 5:53:51 PM	0:0:33:50			Cartridge replaced issue resolve	Onsite
5133	21-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C211120230107		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	21-11-2023 17:20	11/21/2023 5:24:30 PM	0:0:4:7			issue resolved	Onsite
5134	21-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C211120230105		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	21-11-2023 17:19	11/21/2023 5:24:19 PM	0:0:4:28			issue resolved	Onsite
5135	21-11-2023	OTHERS	VSNL	Billing	C211120230104		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 17:19	11/21/2023 5:52:37 PM	0:0:33:32			Printer driver installed	Onsite
5136	21-11-2023	OTHERS	VSNL	HR	C211120230102		Hardware	System Software	MS Office	Others	LOW	Closed	21-11-2023 17:18	11/21/2023 5:52:17 PM	0:0:34:9			MS Office Activate	Onsite
5137	21-11-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C211120230103		Hardware	Laptop	Restart Problem	Others	LOW	Closed	21-11-2023 17:18	11/21/2023 5:24:09 PM	0:0:5:25			issue resolved	Onsite
5138	21-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C211120230101		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	21-11-2023 17:17	11/21/2023 5:23:28 PM	0:0:5:44			issue resolved	Onsite
5139	21-11-2023	NEHRU PLACE CSO	Second Floor -D Block Conf.Godavari	CIVIL	C211120230100		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 17:16	11/21/2023 5:23:16 PM	0:0:6:23			issue resolved	Onsite
5140	21-11-2023	OTHERS	VSNL	O-M	C211120230099		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 17:16	11/21/2023 5:51:57 PM	0:0:35:4			Laptop Join ADS	Onsite
5141	21-11-2023	NEHRU PLACE CSO	Ground Floor	C-M	C211120230097		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	21-11-2023 17:15	11/21/2023 5:16:03 PM	0:0:1:1			Issue Resolved	Onsite
5142	21-11-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	REGULATORY	C211120230098		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	21-11-2023 17:15	11/21/2023 5:23:02 PM	0:0:7:45			issue resolved	Onsite
5143	21-11-2023	NEHRU PLACE CSO	Ground Floor	DSK	C211120230096		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	21-11-2023 17:14	11/21/2023 5:15:54 PM	0:0:1:40			Issue Resolved	Onsite
5144	21-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C211120230095		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 17:13	11/21/2023 5:22:47 PM	0:0:8:52			issue resolved	Onsite
5145	21-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C211120230094		Hardware	Printer	No display on Panel	Power Cable Issue	LOW	Closed	21-11-2023 17:13	11/21/2023 5:15:44 PM	0:0:2:35			Issue Resolved	Onsite
5146	21-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C211120230093		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	21-11-2023 17:12	11/21/2023 5:22:37 PM	0:0:9:58			issue resolved	Onsite
5147	21-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C211120230092		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-11-2023 17:12	11/21/2023 5:15:33 PM	0:0:3:12			Issue Resolved	Onsite
5148	21-11-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C211120230091		Hardware	System Software	Other Software	Browser issue	LOW	Closed	21-11-2023 17:11	11/21/2023 5:19:00 PM	0:0:7:25			Browser setting changed	Remote
5149	21-11-2023	VASANT KUNJ	C 8	O-M	C211120230090		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	21-11-2023 17:07	11/21/2023 5:23:37 PM	0:0:16:25			RJ45 crimped and reinsert on printer LAN port	Onsite
5150	21-11-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C211120230089		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-11-2023 17:05	11/21/2023 5:18:28 PM	0:0:13:1			Mail compact and reactivate mail send functions	Remote
5151	21-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C211120230088		Hardware	MOUSE	Not working	Hardware Faulty	MEDIUM	Closed	21-11-2023 16:50	11/21/2023 5:44:27 PM	0:0:53:54			Mouse replaced issue resolved	
5152	21-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C211120230087		Hardware	PC	Hardware Issue	Sent to Nehru	MEDIUM	Closed	21-11-2023 16:49	11/21/2023 5:43:32 PM	0:0:53:49			As discussed system send to nehru place for replacement	
5153	21-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C211120230086		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	21-11-2023 16:47	11/21/2023 5:41:30 PM	0:0:53:38			After Reconfigured printer issue resolved	
5154	21-11-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BET	C211120230085		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	21-11-2023 16:46	11/21/2023 5:40:47 PM	0:0:53:50			After reinstall Adobe software issue resolved	
5155	21-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C211120230084		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	21-11-2023 16:44	11/21/2023 5:39:35 PM	0:0:55:23			After remove stuck paper issue resolved	
5156	21-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C211120230083		Hardware	PC	Network Not Working	PC Hardware	MEDIUM	Closed	21-11-2023 16:42	11/21/2023 5:38:31 PM	0:0:55:33			Hard disk detection issue found hard disk replaced from head office.Os and required	
5157	21-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C211120230082		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	21-11-2023 16:22	11/21/2023 4:25:17 PM	0:0:2:51			Mail installation on another user.	Onsite
5158	21-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C211120230080		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 16:21	11/21/2023 4:24:03 PM	0:0:2:54			Printer driver installation.	Onsite
5159	21-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C211120230081		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 16:21	11/21/2023 4:24:48 PM	0:0:3:2			Printer driver installation.	Onsite
5160	21-11-2023	JAFFERPUR	Dhasa Complaint Center	O-M	C211120230079		Hardware	PC	TFT	Color Issue	LOW	Closed	21-11-2023 16:20	11/21/2023 4:23:24 PM	0:0:3:23			VGA cable replaced.	Onsite
5161	21-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C211120230078		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	21-11-2023 16:19	11/21/2023 4:24:46 PM	0:0:5:42			HW issue resolved	Onsite
5162	21-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C211120230077		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	21-11-2023 16:18	11/21/2023 4:25:11 PM	0:0:6:58			reinstallation	Onsite
5163	21-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C211120230076		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 16:16	11/21/2023 5:06:17 PM	0:0:49:28			Printer driver installed.	Onsite
5164	21-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C211120230075		Hardware	PC	TFT	Others	LOW	Closed	21-11-2023 16:16	11/21/2023 4:25:33 PM	0:0:8:48			cable issue cable faulty. replaced	Onsite
5165	21-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C211120230074		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 16:16	11/21/2023 5:05:59 PM	0:0:49:40			Paper clear.	Onsite
5166	21-11-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C211120230072		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	21-11-2023 16:15	11/21/2023 4:25:51 PM	0:0:10:37			Kb faulty, replaced.	Onsite
5167	21-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C211120230073		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 16:15	11/21/2023 4:44:05 PM	0:0:28:23			BSP configured.	Onsite
5168	21-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C211120230071		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 16:15	11/21/2023 4:43:49 PM	0:0:28:41			Printer lan loose.	Onsite
5169	21-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C211120230070		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 16:14	11/21/2023 4:43:31 PM	0:0:29:1			CAS software installed.	Onsite
5170	21-11-2023	SAKET	Adchini	BUSINESS/BET	C211120230069		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 16:11	11/21/2023 4:17:42 PM	0:0:6:1			printer not work	Onsite
5171	21-11-2023	SAKET	Adchini	BUSINESS/BET	C211120230068		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	21-11-2023 16:10	11/21/2023 4:16:54 PM	0:0:6:17			mail not work	Onsite
5172	21-11-2023	DWARKA	Dwarka Sector 4 Complaint Center	Billing	C211120230067		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-11-2023 16:10	11/21/2023 5:18:35 PM	0:1:8:27			printer issue resolved after remove the paper from printer	Onsite
5173	21-11-2023	SAKET	Adchini	SAFETY	C211120230066		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 16:10	11/21/2023 4:16:25 PM	0:0:6:21			printer not work	Onsite
5174	21-11-2023	SAKET	Adchini	CHD	C211120230063		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	21-11-2023 16:09	11/21/2023 4:15:53 PM	0:0:6:42			pc restart	Onsite
5175	21-11-2023	DWARKA	Dwarka Sector 4 Complaint Center	Billing	C211120230065		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-11-2023 16:09	11/21/2023 5:19:00 PM	0:1:9:1			mail issue resolved after create a new replica	Onsite
5176	21-11-2023	DWARKA	Dwarka Sector 4 Complaint Center	Billing	C211120230064		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-11-2023 16:09	11/21/2023 5:19:13 PM	0:1:9:50			printer issue resolved after remove the paper from printer	Onsite
5177	21-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/BET	C211120230062		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	21-11-2023 16:08	11/21/2023 5:15:48 PM	0:1:7:36			issue resolved after remove the paper	Onsite
5178	21-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/BET	C211120230061		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	21-11-2023 16:07	11/21/2023 5:16:36 PM	0:1:8:49			issue resolved after network working fine	Onsite
5179	21-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C211120230059		Hardware	System Software	Other Software	Browser issue	LOW	Closed	21-11-2023 16:02	11/21/2023 4:38:28 PM	0:0:36:21			QMS link has been saved in favorite on chrome browser	Remote
5180	21-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C211120230060		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 16:02	11/21/2023 4:36:51 PM	0:0:34:10			after paper jam clear issue resolved	Onsite
5181	21-11-2023	KHANPUR	Durga Vihar, A 68	DSK	C211120230058		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	21-11-2023 16:01	11/21/2023 4:36:22 PM	0:0:34:58			after lan cable change issue resolved	Onsite
5182	21-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C211120230057		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	21-11-2023 16:01	11/21/2023 4:36:04 PM	0:0:34:47			PDF file downloding path has been changed	Remote
5183	21-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C211120230056		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-11-2023 16:00	11/21/2023 4:35:54 PM	0:0:35:53			after printer cartridge change issue resolved	Onsite
5184	21-11-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C211120230055		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	21-11-2023 15:59	11/21/2023 4:34:58 PM	0:0:35:2			Temp file cleared	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5185	21-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C211120230054		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	21-11-2023 15:58	11/21/2023 4:35:19 PM	0:0:36:28			after patch cable change issue resolved	Onsite
5186	21-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C211120230053		Telecome	Instrument	IP	Others	LOW	Closed	21-11-2023 15:58	11/21/2023 4:34:54 PM	0:0:36:43			after phone shift issue resolved	Onsite
5187	21-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C211120230052		Hardware	PC	Restart Problem	Hardware Issue	LOW	Closed	21-11-2023 15:57	11/21/2023 4:57:18 PM	0:0:59:57			CPU ram slot replaced and Lotus mails archives all done compacting done and	Onsite
5188	21-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSK	C211120230050		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	21-11-2023 15:53	11/21/2023 4:33:59 PM	0:0:40:55			after scanner driver reinstall issue resolved	Onsite
5189	21-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	REGULATORY	C211120230051		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	21-11-2023 15:53	11/21/2023 4:34:26 PM	0:0:40:49			after keyboard change issue resolved	Onsite
5190	21-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C211120230049		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	21-11-2023 15:52	11/21/2023 4:33:27 PM	0:0:41:11			after keyboard change issue resolved	Onsite
5191	21-11-2023	SAKET	Adchini	BUSINESS/ BET	C211120230048		Hardware	System Software	Other Software	software corrupt	LOW	Closed	21-11-2023 15:45	11/21/2023 4:02:03 PM	0:0:16:10			P92 re-configured	Onsite
5192	21-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C211120230046		Network	LAN Issue	LAN Issue	Others	LOW	Closed	21-11-2023 15:44	11/21/2023 5:17:27 PM	0:1:33:0			network issue resolved after troubleshooting done in network	Onsite
5193	21-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C211120230047		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	21-11-2023 15:44	11/21/2023 5:17:14 PM	0:1:32:18			network issue resolved after troubleshooting done in network	Onsite
5194	21-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C211120230045		Telecome	CCTV	Camera	Wiring Faulty	LOW	Closed	21-11-2023 15:42	11/21/2023 4:34:26 PM	0:0:52:16			change the cable issue resolved	Onsite
5195	21-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C211120230044		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	21-11-2023 15:41	11/21/2023 4:33:59 PM	0:0:52:22			change the mouse issue resolved	Onsite
5196	21-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C211120230043		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	21-11-2023 15:40	11/21/2023 4:33:39 PM	0:0:53:37			reset mail password issue resolved	Onsite
5197	21-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	BUSINESS/ BET	C211120230042		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	21-11-2023 15:38	11/21/2023 4:33:19 PM	0:0:54:23			archived the mail issue resolved	Onsite
5198	21-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C211120230041		Hardware	PC	Not working at all	Others	LOW	Closed	21-11-2023 15:38	11/21/2023 4:32:31 PM	0:0:54:4			join the pc issue resolved	Onsite
5199	21-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C211120230040		Hardware	PC	Not working at all	Others	LOW	Closed	21-11-2023 15:38	11/21/2023 4:32:18 PM	0:0:54:17			join the pc issue resolved	Onsite
5200	21-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/ BET	C211120230038		Hardware	System Software	Other Software	software corrupt	LOW	Closed	21-11-2023 15:37	11/21/2023 4:31:35 PM	0:0:54:33			reset sap p92 password issue resolved	Onsite
5201	21-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C211120230039		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 15:37	11/21/2023 4:31:59 PM	0:0:54:24			reset account issue resolved	Onsite
5202	21-11-2023	SAKET	Chhatarpur CC	O-M	C211120230037		Hardware	PC	Network Not Working	No Power	LOW	Closed	21-11-2023 15:34	11/21/2023 4:01:33 PM	0:0:27:19			Reassign	Onsite
5203	21-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C211120230036		Hardware	Scanner	Scaning issue	Abnormal Sound	LOW	Closed	21-11-2023 15:32	11/21/2023 4:31:10 PM	0:0:58:26			reinstalled the scanner driver issue resolved	Onsite
5204	21-11-2023	SAKET	Chhatarpur CC	O-M	C211120230035		Hardware	System Software	Other Software	Browser issue	LOW	Closed	21-11-2023 15:31	11/21/2023 3:59:50 PM	0:0:28:22			Reassign	Onsite
5205	21-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C211120230034		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	21-11-2023 15:30	11/21/2023 3:56:34 PM	0:0:25:52			Changed the proxy	Onsite
5206	21-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C211120230032		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 15:29	11/21/2023 3:54:03 PM	0:0:24:57			New printer installed	Onsite
5207	21-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C211120230033		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	21-11-2023 15:29	11/21/2023 3:54:36 PM	0:0:24:41			Mouse faulty, sent to NHP	Onsite
5208	21-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C211120230031		Hardware	PC	Not working at all	RAM Issue	HIGH	Closed	21-11-2023 15:24	11/21/2023 3:50:41 PM	0:0:26:29			Ram Slot replaced now pc boot working fine	Onsite
5209	21-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C211120230030		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-11-2023 15:23	11/21/2023 3:57:54 PM	0:0:34:49			Clean roller now working fine	Onsite
5210	21-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C211120230029		Telecome	Instrument	Analog	Others	HIGH	Closed	21-11-2023 15:20	11/22/2023 9:46:17 AM	0:18:26:3			FYI	Onsite
5211	21-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C211120230028		Hardware	System Software	Other Software	New Installation	LOW	Closed	21-11-2023 15:19	11/21/2023 3:57:30 PM	0:0:38:29			Reconfigure of P92 Now working fine	Remote
5212	21-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C211120230027		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 15:16	11/21/2023 3:46:24 PM	0:0:29:25			Crome update problem resolved	Onsite
5213	21-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C211120230026		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 15:07	11/21/2023 3:18:14 PM	0:0:10:47			Reinstall Sap 730 and config BSP server again now working fine	Onsite
5214	21-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C211120230025		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	21-11-2023 14:42	11/21/2023 3:41:22 PM	0:0:58:59			Done network troubleshooting steps now working fine	Onsite
5215	21-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C211120230024		Hardware	System Software	Other Software	proxy setting	LOW	Closed	21-11-2023 14:40	11/21/2023 3:40:55 PM	0:1:0:54			Change USB Setting now working fine	Onsite
5216	21-11-2023	NEHRU PLACE	20 No Building	BUSINESS/ BET	C211120230023		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	21-11-2023 14:27	11/21/2023 2:46:18 PM	0:0:18:25			Scanner installation done	Onsite
5217	21-11-2023	NEHRU PLACE	20 No Building	MMG	C211120230022		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	21-11-2023 14:25	11/21/2023 2:45:54 PM	0:0:20:36			Printer install done	Onsite
5218	21-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C211120230021		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 14:21	11/21/2023 3:04:33 PM	0:0:43:10			ADS join resolved	Onsite
5219	21-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	Consumer Connect	C211120230020		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	21-11-2023 14:20	11/22/2023 9:46:27 AM	0:19:26:26			Plz Help And Replace The Instrument	Onsite
5220	21-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C211120230019		NON-SAP	Others	Others	Others	LOW	Closed	21-11-2023 13:53	11/21/2023 3:30:14 PM	0:1:36:16			repair the msoffice	Remote
5221	21-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C211120230018		NON-SAP	Others	Others	Others	LOW	Closed	21-11-2023 13:52	11/21/2023 3:30:40 PM	0:1:37:40			unlock the password	Remote
5222	21-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C211120230017		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	21-11-2023 13:27	11/21/2023 1:33:10 PM	0:0:5:42			Printer paper jam inside CHD printer clear paper and roller problem call logged to	Onsite
5223	21-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C211120230016		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	21-11-2023 13:11	11/21/2023 2:11:50 PM	0:1:0:38			Ads join resolved	Onsite
5224	21-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ BET	C211120230015		Hardware	System Software	Other Software	software corrupt	LOW	Closed	21-11-2023 12:37	11/21/2023 1:09:44 PM	0:0:32:30			sap software corrupt reinstall sap and add P92 server again now login success &	Onsite
5225	21-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C211120230014		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	21-11-2023 12:35	11/21/2023 1:09:12 PM	0:0:33:43			Printer error not working , check driver ok paper jam inside clear paper and reinstall	Onsite
5226	21-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C211120230013		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	21-11-2023 12:33	11/21/2023 1:08:59 PM	0:0:35:22			Printer error not working , check driver ok paper jam inside clear paper and reinstall	Onsite
5227	21-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C211120230012		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	21-11-2023 12:30	11/21/2023 12:53:57 PM	0:0:23:18			Adobe professional software reinstall done now files open in sap	Onsite
5228	21-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C211120230011		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	21-11-2023 12:28	11/21/2023 12:53:29 PM	0:0:25:6			Check network Lan drivers installed , replaced patch cable RJ45 connector then	Onsite
5229	21-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C211120230009		Telecome	Instrument	Line Cord	Line Cord Faulty	LOW	Closed	21-11-2023 11:43	11/21/2023 11:43:55 AM	0:0:0:29			Telephone not working	Onsite
5230	21-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C211120230008		Software	BIW	BIW	Others	LOW	Closed	21-11-2023 11:08	11/21/2023 12:24:58 PM	0:1:16:35			sap configuration	Onsite
5231	21-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C211120230007		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 11:07	11/21/2023 12:25:27 PM	0:1:17:53			check the printer , install another printerr	Onsite
5232	21-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C211120230006		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	21-11-2023 11:06	11/21/2023 12:25:53 PM	0:1:19:9			instaal the pc and related software	Onsite
5233	21-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	IT	C211120230005		Hardware	PC	New OS Insatallation	New OS Insatallatio	MEDIUM	Closed	21-11-2023 10:39	11/21/2023 11:06:50 AM	0:0:27:21			ads joined in all cash counter in mdk,dsk paschim vihar issue resolved..	Onsite
5234	21-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C211120230004		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 10:30	11/21/2023 10:43:55 AM	0:0:13:48			printer reconnected issue resolved..	Remote
5235	21-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C211120230003		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	21-11-2023 10:29	11/21/2023 11:21:47 AM	0:0:52:13			os repaired issue resolved..	Onsite
5236	21-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C211120230002		Hardware	Printer	Image Issue	Others	LOW	Closed	21-11-2023 10:10	11/21/2023 11:33:49 AM	0:1:23:45			Change the cartridge problem resolved	Onsite
5237	21-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C211120230001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-11-2023 09:41	11/21/2023 9:52:51 AM	0:0:11:37			printer reconnected issue resolved..	Onsite
5238	22-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C231120230010		Hardware	Printer	Hardware Issue	Ticket logged with	LOW	Closed	23-11-2023 11:46	11/23/2023 1:28:48 PM	0:1:42:40			Issue has been resolved after replaced the JAM paper	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5239	22-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C231120230011		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	23-11-2023 11:46	11/23/2023 1:29:20 PM	0:1:42:48			Issue has been resolved after send the printer to nhp	Onsite
5240	22-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C221120230140		Hardware	MOUSE	Not working	Working after	LOW	Closed	22-11-2023 18:43	11/22/2023 7:04:15 PM	0:0:21:7			after mouse change issue resolved	Onsite
5241	22-11-2023	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C221120230139		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	22-11-2023 18:42	11/22/2023 7:03:20 PM	0:0:21:2			after lan port chanage issue resolved	Onsite
5242	22-11-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C221120230138		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-11-2023 18:38	11/22/2023 7:02:39 PM	0:0:23:45			after lan cable and port change issue resolved	Onsite
5243	22-11-2023	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	RCM	C221120230136		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-11-2023 18:36	11/22/2023 6:37:16 PM	0:0:1:13			Issue Resolved	Onsite
5244	22-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C221120230137		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 18:36	11/22/2023 7:00:49 PM	0:0:24:39			after paper jam clear issue resolved	Onsite
5245	22-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C221120230134		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	22-11-2023 18:35	11/22/2023 7:00:34 PM	0:0:25:21			after paper jam clear issue resolved	Onsite
5246	22-11-2023	NEHRU PLACE CSO	Ground Floor	DSK	C221120230135		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	22-11-2023 18:35	11/22/2023 6:37:09 PM	0:0:1:53			Issue Resolved	Onsite
5247	22-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C221120230133		Hardware	System Software	Other Software	New Installation	LOW	Closed	22-11-2023 18:34	11/22/2023 6:36:59 PM	0:0:2:9			Issue Resolved	Onsite
5248	22-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C221120230131		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-11-2023 18:33	11/22/2023 6:36:50 PM	0:0:3:29			Issue Resolved	Onsite
5249	22-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C221120230132		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	22-11-2023 18:33	11/22/2023 6:59:56 PM	0:0:26:27			after ms office reinstall issue resolved	Onsite
5250	22-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C221120230130		Hardware	System Software	MS Office	Others	LOW	Closed	22-11-2023 18:31	11/22/2023 6:36:44 PM	0:0:4:49			Issue Resolved	Onsite
5251	22-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C221120230128		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 18:30	11/22/2023 6:59:15 PM	0:0:28:42			after printer reinstall issue resolved	Onsite
5252	22-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C221120230129		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-11-2023 18:30	11/22/2023 6:36:33 PM	0:0:5:36			Issue Resolved	Onsite
5253	22-11-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C221120230127		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	22-11-2023 18:28	11/22/2023 6:36:26 PM	0:0:7:44			Issue Resolved	Onsite
5254	22-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C221120230126		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	22-11-2023 17:11	11/22/2023 5:40:59 PM	0:0:29:13			clean the temp file issue resolved	Onsite
5255	22-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C221120230125		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	22-11-2023 17:11	11/22/2023 5:40:38 PM	0:0:29:20			collect mouse from nehru place issue resolved	Onsite
5256	22-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C221120230122		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	22-11-2023 17:10	11/22/2023 5:40:00 PM	0:0:29:44			unlocked the email id issue resolved	Onsite
5257	22-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C221120230121		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 17:10	11/22/2023 5:50:57 PM	0:0:40:50			License renew issue resolve	Onsite
5258	22-11-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C221120230124		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	22-11-2023 17:10	11/22/2023 5:40:22 PM	0:0:29:39			collect keyboard from nehru place issue resolved	Onsite
5259	22-11-2023	OTHERS	VSNL	RCM	C221120230123		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-11-2023 17:10	11/22/2023 5:51:28 PM	0:0:40:49			LAN Cable replaced	Onsite
5260	22-11-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/ BET	C221120230120		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	22-11-2023 17:09	11/22/2023 5:55:13 PM	0:0:45:17			issue resolved after clean the scanner lens	Onsite
5261	22-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C221120230118		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	22-11-2023 17:09	11/22/2023 5:39:17 PM	0:0:29:55			collect the new printer against faulty and configured issue resolved	Onsite
5262	22-11-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C221120230119		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	22-11-2023 17:09	11/22/2023 5:39:41 PM	0:0:29:51			change the id file path issue reoslved	Onsite
5263	22-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C221120230117		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	22-11-2023 17:08	11/22/2023 5:38:55 PM	0:0:30:11			collect new pc from nehru place and configured the pc issue resovled	Onsite
5264	22-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C221120230116		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 17:08	11/22/2023 5:50:15 PM	0:0:41:43			shortcut replaced issue resolve	Onsite
5265	22-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C221120230115		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 17:07	11/22/2023 5:49:42 PM	0:0:41:43			SAP re-cogitated	Onsite
5266	22-11-2023	OTHERS	VSNL	Vigilance	C221120230114		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-11-2023 17:03	11/22/2023 5:49:22 PM	0:0:45:28			IP Change NHP To Vigilance	Onsite
5267	22-11-2023	OTHERS	VSNL	Vigilance	C221120230113		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	22-11-2023 17:02	11/22/2023 5:48:42 PM	0:0:46:38			OS Activate	Onsite
5268	22-11-2023	OTHERS	VSNL	Vigilance	C221120230112		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 17:01	11/22/2023 5:48:24 PM	0:0:46:58			install chrome issue resolve	Onsite
5269	22-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C221120230111		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	22-11-2023 16:47	11/22/2023 4:57:33 PM	0:0:9:49			issue resolved	Onsite
5270	22-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C221120230110		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	22-11-2023 16:46	11/22/2023 4:57:20 PM	0:0:10:27			issue resolved	Remote
5271	22-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C221120230109		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	22-11-2023 16:46	11/22/2023 4:57:09 PM	0:0:10:53			issue resolved	Remote
5272	22-11-2023	SAKET	Malviya Nagar Grid	OM-EHV	C221120230108		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-11-2023 16:44	11/22/2023 4:57:41 PM	0:0:13:6			Reassign	Onsite
5273	22-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C221120230106		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	22-11-2023 16:43	11/22/2023 4:56:57 PM	0:0:13:43			issue resolved	Remote
5274	22-11-2023	SAKET	Adchini	Enforcement	C221120230107		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	22-11-2023 16:43	11/22/2023 4:57:13 PM	0:0:13:40			RJ45 Replaced	Onsite
5275	22-11-2023	SAKET	Adchini	BUSINESS/ BET	C221120230105		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	22-11-2023 16:42	11/22/2023 4:56:53 PM	0:0:14:0			Paper removed from printer	Onsite
5276	22-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C221120230104		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	22-11-2023 16:42	11/22/2023 4:56:42 PM	0:0:14:7			issue resolved	Remote
5277	22-11-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C221120230103		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 16:41	11/22/2023 4:56:27 PM	0:0:14:36			tv connect	Remote
5278	22-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C221120230102		Hardware	PC	System Password issue	Others	LOW	Closed	22-11-2023 16:41	11/22/2023 4:56:28 PM	0:0:15:4			New User profile created	Onsite
5279	22-11-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C221120230100		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	22-11-2023 16:40	11/22/2023 4:56:05 PM	0:0:15:49			issue resolved	Remote
5280	22-11-2023	SAKET	Adchini	BUSINESS/ BET	C221120230101		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	22-11-2023 16:40	11/22/2023 4:55:51 PM	0:0:15:10			Expand the C Drive space from Disk Management	Onsite
5281	22-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C221120230098		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	22-11-2023 16:39	11/22/2023 4:54:46 PM	0:0:15:19			Windows installed	Onsite
5282	22-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C221120230099		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	22-11-2023 16:39	11/22/2023 4:55:51 PM	0:0:16:17			issue resolved	Remote
5283	22-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C221120230096		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	22-11-2023 16:38	11/22/2023 4:40:37 PM	0:0:2:35			Replace keyboard now working fine	Onsite
5284	22-11-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C221120230097		Hardware	System Software	Other Software	proxy setting	LOW	Closed	22-11-2023 16:38	11/22/2023 4:55:33 PM	0:0:17:0			issue resolved	Remote
5285	22-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C221120230091		Hardware	Printer	Image Issue	Dark Printing	MEDIUM	Closed	22-11-2023 16:37	11/22/2023 5:11:24 PM	0:0:34:18			printer setting reset and issue resolved.	Onsite
5286	22-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C221120230092		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 16:37	11/22/2023 4:55:10 PM	0:0:18:1			issue resolved	Remote
5287	22-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C221120230093		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	22-11-2023 16:37	11/22/2023 4:40:21 PM	0:0:3:7			Clean ram now working fine	Onsite
5288	22-11-2023	NEHRU PLACE CSO	Second Floor - C Block	CES	C221120230095		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	22-11-2023 16:37	11/22/2023 4:55:21 PM	0:0:17:26			issue resolved	Remote
5289	22-11-2023	OTHERS	Andrews Ganj	Enforcement	C221120230094		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-11-2023 16:37	11/22/2023 4:39:01 PM	0:0:1:18			Printer installed	Onsite
5290	22-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C221120230090		Hardware	Laptop	Network Not Working	Other Issue	MEDIUM	Closed	22-11-2023 16:36	11/22/2023 5:10:17 PM	0:0:34:14			RJ45 connector change network working.	Onsite
5291	22-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C221120230088		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 16:35	11/22/2023 4:54:59 PM	0:0:19:37			issue resolved	Remote
5292	22-11-2023	OTHERS	HUDCO Grid	PROTECTION	C221120230089		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	22-11-2023 16:35	11/22/2023 4:40:25 PM	0:0:4:33			Mail issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5293	22-11-2023	OTHERS	Andrews Ganj	Enforcement	C221120230087		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-11-2023 16:35	11/22/2023 4:41:35 PM	0:0:6:35			Laptop issue	Onsite
5294	22-11-2023	OTHERS	HUDCO Grid	PROTECTION	C221120230086		Hardware	System Software	Other Software	New Installation	LOW	Closed	22-11-2023 16:34	11/22/2023 4:41:53 PM	0:0:7:37			SAP Issue	Onsite
5295	22-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C221120230085		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 16:33	11/22/2023 4:54:49 PM	0:0:20:50			issue resolved	Remote
5296	22-11-2023	OTHERS	Andrews Ganj	Enforcement	C221120230084		Hardware	System Software	Other Software	proxy setting	LOW	Closed	22-11-2023 16:33	11/22/2023 4:42:14 PM	0:0:9:3			Internet issue	Onsite
5297	22-11-2023	OTHERS	HUDCO Grid	PROTECTION	C221120230083		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	22-11-2023 16:32	11/22/2023 4:43:14 PM	0:0:10:31			To map the longitude and latitude of the location and send to network team	Onsite
5298	22-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C221120230082		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	22-11-2023 16:16	11/22/2023 5:04:43 PM	0:0:48:14			Mail has been sent to lotus team for unlocked	Remote
5299	22-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C221120230081		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	22-11-2023 16:15	11/22/2023 5:03:59 PM	0:0:48:55			RJ45 crimped	Onsite
5300	22-11-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C221120230080		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	22-11-2023 16:13	11/22/2023 5:02:40 PM	0:0:49:3			Windows repaired	Onsite
5301	22-11-2023	VASANT KUNJ	D 4	O-M	C221120230079		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-11-2023 16:11	11/22/2023 4:47:58 PM	0:0:36:5			RAM issue has been fixed	Onsite
5302	22-11-2023	SAKET	Adchini	BUSINESS/BET	C221120230078		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 16:11	11/22/2023 4:20:22 PM	0:0:9:12			printer driver reinstalled	Remote
5303	22-11-2023	SAKET	Adchini	BUSINESS/BET	C221120230076		Hardware	System Software	Other Software	software corrupt	LOW	Closed	22-11-2023 16:10	11/22/2023 4:19:34 PM	0:0:9:34			app setting changed	Remote
5304	22-11-2023	SAKET	Adchini	CIVIL	C221120230077		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 16:10	11/22/2023 4:20:04 PM	0:0:9:20			printer reconnect	Remote
5305	22-11-2023	SAKET	Fatehpur Beri CC	O-M	C221120230075		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	22-11-2023 16:09	11/22/2023 4:18:53 PM	0:0:9:43			LAN setting reset	Onsite
5306	22-11-2023	SAKET	Adchini	Survillance	C221120230074		Hardware	System Software	Other Software	software corrupt	LOW	Closed	22-11-2023 16:08	11/22/2023 4:18:16 PM	0:0:10:14			windows reinstalled	Onsite
5307	22-11-2023	SAKET	Adchini	BUSINESS/BET	C221120230073		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 16:07	11/22/2023 4:17:58 PM	0:0:10:25			printer driver reinstalled	Onsite
5308	22-11-2023	SAKET	Adchini	BUSINESS/BET	C221120230072		Hardware	System Software	Other Software	Browser issue	LOW	Closed	22-11-2023 16:07	11/22/2023 4:17:37 PM	0:0:10:32			chrome seret seting	Remote
5309	22-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C221120230070		Hardware	UPS	Backup	No Power	LOW	Closed	22-11-2023 15:47	11/22/2023 4:51:56 PM	0:1:4:30				
5310	22-11-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C221120230069		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-11-2023 15:34	11/22/2023 3:35:48 PM	0:0:0:51			ram loose issue	Onsite
5311	22-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C221120230068		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-11-2023 15:33	11/22/2023 3:36:12 PM	0:0:2:28			ram loose	Onsite
5312	22-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	CUSTOMER CARE	C221120230067		Hardware	System Software	MS Office	Others	LOW	Closed	22-11-2023 15:32	11/22/2023 3:36:23 PM	0:0:3:38			resolved	Onsite
5313	22-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	O-M	C221120230066		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	22-11-2023 15:31	11/22/2023 3:36:42 PM	0:0:4:52			resolved	Onsite
5314	22-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	DSK	C221120230065		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	22-11-2023 15:30	11/22/2023 3:37:36 PM	0:0:6:47			cleaning	Onsite
5315	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C221120230063		Hardware	PC	Hanging/Slow processing	OS/System File/	HIGH	Closed	22-11-2023 15:18	11/22/2023 4:05:43 PM	0:0:46:57			windows repair	Onsite
5316	22-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C221120230064		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	22-11-2023 15:18	11/22/2023 3:22:49 PM	0:0:3:59			create new replica.	Onsite
5317	22-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	O-M	C221120230062		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	22-11-2023 15:16	11/22/2023 3:22:20 PM	0:0:6:16			Mail forward to reldelhi notes support.	Onsite
5318	22-11-2023	JAFFERPUR	CRPF Complaint Center CRPF Jharoda Camp	BUSINESS/BET	C221120230061		Hardware	Attendane Machine	Others	Others	LOW	Closed	22-11-2023 15:14	11/22/2023 3:21:47 PM	0:0:7:18			Going to site for collecting biometric machine	Onsite
5319	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C221120230060		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	22-11-2023 15:14	11/22/2023 4:04:53 PM	0:0:50:45			ram changrd	Onsite
5320	22-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C221120230059		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	22-11-2023 15:11	11/22/2023 3:21:11 PM	0:0:9:32			adobe reader reinstall.	Onsite
5321	22-11-2023	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C221120230058		Hardware	PC	Restart Problem	OS/System File/	MEDIUM	Closed	22-11-2023 15:09	11/22/2023 4:06:41 PM	0:0:57:26			After repair os issue resolved	
5322	22-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C221120230057		Hardware	E-Mail	Email _Lotus	Reset/Unlock	MEDIUM	Closed	22-11-2023 15:05	11/22/2023 4:05:49 PM	0:1:0:16			Mail send to Lotus support for unlock account	
5323	22-11-2023	NEHRU PLACE	20 No Building	HR	C221120230056		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 15:03	11/22/2023 3:24:21 PM	0:0:20:43			laptop connect to projector issue resolved	Onsite
5324	22-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C221120230055		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	22-11-2023 15:01	11/22/2023 4:02:15 PM	0:1:0:18			After reconfigured printer issue resolved call closed	
5325	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	MMG	C221120230054		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	22-11-2023 15:01	11/22/2023 4:04:30 PM	0:1:2:47			Printer paper jam clien	Onsite
5326	22-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C221120230053		Hardware	E-Mail	Email _Lotus	Mail Installation	MEDIUM	Closed	22-11-2023 15:00	11/22/2023 4:01:04 PM	0:1:1:0			Mail configured and mapped all archive call closed	
5327	22-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C221120230052		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 14:59	11/22/2023 3:23:31 PM	0:0:23:32			Chrome reinstall	Onsite
5328	22-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C221120230051		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	22-11-2023 14:59	11/22/2023 3:23:12 PM	0:0:23:55			Lan cable reinsert	Onsite
5329	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C221120230050		Hardware	System Software	Other Software	Adobe Issue	HIGH	Closed	22-11-2023 14:58	11/22/2023 4:04:07 PM	0:1:5:30			pdf file exe chnaged	Onsite
5330	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C221120230048		Hardware	System Software	MS Office	File Not Opening	HIGH	Closed	22-11-2023 14:57	11/22/2023 4:03:42 PM	0:1:6:20			ms office reinstall	Onsite
5331	22-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C221120230049		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	22-11-2023 14:57	11/22/2023 3:34:00 PM	0:0:36:6			Mail unlock with help of lotus notes support	Onsite
5332	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Recovery	C221120230047		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	22-11-2023 14:56	11/22/2023 4:03:17 PM	0:1:7:14			chorme reinstall	Onsite
5333	22-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C221120230045		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	22-11-2023 14:54	11/22/2023 4:02:54 PM	0:1:8:16			Printer ip changed	Onsite
5334	22-11-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C221120230046		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	22-11-2023 14:54	11/22/2023 4:00:16 PM	0:1:5:36			After rename workspace then check issue resolved	
5335	22-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C221120230044		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	22-11-2023 14:52	11/22/2023 4:02:25 PM	0:1:10:0			usb port chnaged	Onsite
5336	22-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C221120230043		Hardware	PC	Restart Problem	Others	HIGH	Closed	22-11-2023 14:50	11/22/2023 4:01:47 PM	0:1:11:25			ram reconnect	Onsite
5337	22-11-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C221120230042		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Closed	22-11-2023 14:39	11/22/2023 3:16:09 PM	0:0:36:17			Keyboard replaced.	Onsite
5338	22-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C221120230041		Hardware	Scanner	Hardware Issue	Ticket logged with	LOW	Closed	22-11-2023 14:37	11/22/2023 3:15:51 PM	0:0:38:16			Scanner needs to service.	Onsite
5339	22-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C221120230040		Hardware	System Software	Other Software	New Installation	LOW	Closed	22-11-2023 14:34	11/22/2023 3:09:17 PM	0:0:34:48			P92 Install Again Now Working Issue Resolved	Onsite
5340	22-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C221120230039		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	22-11-2023 14:33	11/22/2023 3:08:44 PM	0:0:35:22			Adobe PDF Install Again Now Working Issue Resolved	Onsite
5341	22-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C221120230038		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	22-11-2023 14:31	11/22/2023 3:07:58 PM	0:0:36:32			Change File Name Now Working Issue Resolved	Onsite
5342	22-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C221120230037		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	22-11-2023 14:31	11/22/2023 3:43:49 PM	0:1:12:34			keyboard clean the blower and issue resolved.	Onsite
5343	22-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C221120230035		Hardware	Laptop	Other Issue	Others	MEDIUM	Closed	22-11-2023 14:30	11/22/2023 3:42:52 PM	0:1:12:27			laptop adapter power cable change.	Onsite
5344	22-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C221120230036		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	22-11-2023 14:30	11/22/2023 3:07:10 PM	0:0:36:36			Removed jam paper Now Working Issue Resolved	Onsite
5345	22-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C221120230034		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-11-2023 14:29	11/22/2023 3:06:42 PM	0:0:37:0			LAN Cable faulty Replaced Now Working	Onsite
5346	22-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C221120230033		Hardware	MOUSE	Not working	Working after	MEDIUM	Closed	22-11-2023 14:28	11/22/2023 3:41:11 PM	0:1:13:3			Clean mouse scroll and working.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5347	22-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C221120230032		Hardware	Scanner	Scaning issue	Image Not Cleared	MEDIUM	Closed	22-11-2023 14:24	11/22/2023 3:39:17 PM	0:1:14:40			Scanner lance clean and issue resolved	Onsite
5348	22-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C221120230031		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	22-11-2023 14:22	11/22/2023 4:07:09 PM	0:1:44:19			resolved after clean the ram	Onsite
5349	22-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	O-M	C221120230030		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	22-11-2023 14:22	11/22/2023 3:38:30 PM	0:1:15:56			New Archive file create request.	Remote
5350	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230028		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	22-11-2023 14:21	11/22/2023 2:47:42 PM	0:0:26:38			Mouse not working issue resolved	Onsite
5351	22-11-2023	NAJAF GARH	Anaj Mandi Complaint Center,Near Najafgarh Metro Station,Najafgarh	O-M	C221120230029		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	22-11-2023 14:21	11/22/2023 3:37:19 PM	0:1:15:33			Reinstalled Lotus Mail software issue resolved.	Remote
5352	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230026		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	22-11-2023 14:20	11/22/2023 2:46:58 PM	0:0:26:56			Ms office not working issue resolved	Onsite
5353	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230027		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 14:20	11/22/2023 2:47:17 PM	0:0:26:47			Ms office not working issue resolved	Onsite
5354	22-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C221120230025		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	22-11-2023 14:19	11/22/2023 3:36:28 PM	0:1:16:37			Removed printer paper and issue resolved.	Onsite
5355	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230024		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	22-11-2023 14:19	11/22/2023 2:46:43 PM	0:0:27:9			Ms office not working issue resolved	Onsite
5356	22-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C221120230023		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	22-11-2023 14:18	11/22/2023 3:35:11 PM	0:1:16:51			RAM CLEAN AND CHANGE THE SLOT.PC WORKING.	Onsite
5357	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230022		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	22-11-2023 14:18	11/22/2023 2:46:27 PM	0:0:28:13			Ms office not working issue resolved	Onsite
5358	22-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C221120230021		NON-SAP	Others	Others	Others	LOW	Closed	22-11-2023 13:43	11/22/2023 2:25:55 PM	0:0:42:23			login issue rejoin the pc	Onsite
5359	22-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C221120230020		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	22-11-2023 13:42	11/22/2023 2:26:18 PM	0:0:43:26			sent to nhp	Onsite
5360	22-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C221120230019		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	22-11-2023 13:41	11/22/2023 1:44:21 PM	0:0:3:4			check the printer.LAN port was disabled. enable the port	Onsite
5361	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230018		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	22-11-2023 13:40	11/22/2023 2:17:05 PM	0:0:36:59			Ms office not working issue resolved	Onsite
5362	22-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C221120230016		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	22-11-2023 13:39	11/22/2023 2:29:57 PM	0:0:50:45			LAN cable loose.	Onsite
5363	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230017		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	22-11-2023 13:39	11/22/2023 2:16:40 PM	0:0:37:17			Ms excel not working issue resolved	Onsite
5364	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230015		Hardware	System Software	Other Software	Browser issue	LOW	Closed	22-11-2023 13:38	11/22/2023 2:16:20 PM	0:0:37:22			Google chrome not working issue resolved	Onsite
5365	22-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221120230014		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	22-11-2023 13:38	11/22/2023 2:16:01 PM	0:0:37:30			Adobe not working issue resolved	Onsite
5366	22-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C221120230013		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	22-11-2023 13:34	11/22/2023 2:28:47 PM	0:0:53:58			Power cable replaced.	Onsite
5367	22-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C221120230012		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 13:22	11/22/2023 2:21:57 PM	0:0:59:33			Issue resolved after update the Bios	Onsite
5368	22-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C221120230011		Hardware	System Software	Other Software	Browser issue	LOW	Closed	22-11-2023 13:21	11/22/2023 2:23:00 PM	0:1:1:4			Portal issue resolved after update the browser	Onsite
5369	22-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C221120230010		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	22-11-2023 13:21	11/22/2023 2:22:21 PM	0:1:1:0			printer issue resolved after reinstall the printer	Onsite
5370	22-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C221120230009		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-11-2023 12:33	11/22/2023 1:03:10 PM	0:0:29:51			Email open problem resolved	Onsite
5371	22-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C221120230008		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 11:46	11/22/2023 12:20:28 PM	0:0:34:12			issue resolved by used administrator login	Remote
5372	22-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C221120230007		Hardware	System Software	Other Software	Browser issue	LOW	Closed	22-11-2023 11:45	11/22/2023 12:19:50 PM	0:0:33:58			use in firefox now issue resolved..	Remote
5373	22-11-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C221120230006		Hardware	PC	TFT	Flickering display	LOW	Closed	22-11-2023 10:31	11/22/2023 11:25:20 AM	0:0:53:31			vga cable replaced now issue resolved..	Onsite
5374	22-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C221120230005		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	22-11-2023 10:30	11/22/2023 10:50:35 AM	0:0:19:44			restart the pc now issue resolved..	Onsite
5375	22-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C221120230004		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	22-11-2023 10:29	11/22/2023 10:50:14 AM	0:0:21:6			reconfigured sap p92 issue resolved..	Onsite
5376	22-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	O-M	C221120230003		Hardware	PC	Not working at all	No power	LOW	Closed	22-11-2023 10:26	11/22/2023 11:07:50 AM	0:0:41:29			check the found the power cable issue.	Onsite
5377	22-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C221120230002		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	22-11-2023 10:25	11/22/2023 11:08:08 AM	0:0:42:37			configure the ip address	Onsite
5378	23-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C241120230028		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	24-11-2023 13:57	11/24/2023 2:04:25 PM	0:0:7:19			CPU power cable check cross with TFT ok , switch not working , direct 2 pins switch	Onsite
5379	23-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C231120230135		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-11-2023 18:26	11/23/2023 6:30:28 PM	0:0:4:13			issue resolved	Onsite
5380	23-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C231120230134		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 18:22	11/23/2023 6:30:13 PM	0:0:7:56			issue resolved	Onsite
5381	23-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C231120230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 18:21	11/23/2023 6:30:03 PM	0:0:8:22			issue resolved	Onsite
5382	23-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C231120230132		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 18:20	11/23/2023 6:29:54 PM	0:0:9:26			issue resolved	Onsite
5383	23-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C231120230131		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 18:19	11/23/2023 6:29:39 PM	0:0:10:30			issue resolved	Onsite
5384	23-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C231120230130		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-11-2023 18:18	11/23/2023 6:28:35 PM	0:0:10:15			issue resolved	Onsite
5385	23-11-2023	NEHRU PLACE CSO	Second Floor - B Block	O-M	C231120230129		Hardware	System Software	Other Software	proxy setting	LOW	Closed	23-11-2023 18:17	11/23/2023 6:28:23 PM	0:0:11:22			issue resolved	Onsite
5386	23-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C231120230128		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-11-2023 18:14	11/23/2023 6:27:58 PM	0:0:13:15			issue resolved	Onsite
5387	23-11-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C231120230127		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-11-2023 18:13	11/23/2023 6:27:44 PM	0:0:14:9			issue resolved	Onsite
5388	23-11-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C231120230126		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	23-11-2023 18:11	11/23/2023 6:27:36 PM	0:0:15:37			issue resolved	Onsite
5389	23-11-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C231120230125		Hardware	OTHERS	VPN ISSUE	software corrupt	LOW	Closed	23-11-2023 17:29	11/23/2023 6:31:14 PM	0:1:1:51			issue resolved help with network team	Onsite
5390	23-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C231120230124		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	23-11-2023 17:28	11/23/2023 6:29:27 PM	0:1:1:3			after pc reset issue resolved	Onsite
5391	23-11-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C231120230123		Network	Link Connectivit	Link Connectivity Issue	Others	HIGH	Closed	23-11-2023 17:27	11/23/2023 6:29:02 PM	0:1:1:59			after flt done issue resolved	Onsite
5392	23-11-2023	OTHERS	VSNL	O-M	C231120230122		Hardware	PC	System Password issue	Others	LOW	Closed	23-11-2023 17:26	11/23/2023 5:50:56 PM	0:0:24:8			Account unlock	Onsite
5393	23-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C231120230121		Hardware	System Software	MS Office	Others	LOW	Closed	23-11-2023 17:25	11/23/2023 5:51:17 PM	0:0:25:37			MS office 16 installed	Onsite
5394	23-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C231120230120		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-11-2023 17:25	11/23/2023 6:28:25 PM	0:1:2:54			after adobe reader reinstall issue resolved	Onsite
5395	23-11-2023	OTHERS	VSNL	RCM	C231120230119		Hardware	PC	System Password issue	Password Reset	LOW	Closed	23-11-2023 17:24	11/23/2023 5:50:40 PM	0:0:25:56			Account unlock	Onsite
5396	23-11-2023	OTHERS	VSNL	BUSINESS/ BET	C231120230118		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-11-2023 17:23	11/23/2023 5:49:25 PM	0:0:25:56			Account unlock	Onsite
5397	23-11-2023	OTHERS	VSNL	O-M	C231120230117		Hardware	PC	Hanging/Slow processing	Harddisk Issue	LOW	Closed	23-11-2023 17:22	11/23/2023 5:48:47 PM	0:0:26:35			Data Backup	Onsite
5398	23-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C231120230116		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	23-11-2023 17:21	11/23/2023 6:27:56 PM	0:1:6:37			after mail archive issue resolved	Onsite
5399	23-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C231120230115		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	23-11-2023 17:20	11/23/2023 6:27:17 PM	0:1:6:24			after hdd change issue resolved	Onsite
5400	23-11-2023	OTHERS	VSNL	RCM	C231120230114		Hardware	Scanner	Scaning issue	Others	LOW	Closed	23-11-2023 17:19	11/23/2023 5:48:17 PM	0:0:28:22			Scanner installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5401	23-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C231120230113		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-11-2023 17:14	11/23/2023 6:26:01 PM	0:1:11:6			after mail archived issue resolved	Onsite
5402	23-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data Center	C231120230112		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-11-2023 17:12	11/23/2023 6:25:25 PM	0:1:13:4			after mail archive issue resolved	Onsite
5403	23-11-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C231120230111		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-11-2023 17:03	11/23/2023 5:04:31 PM	0:0:0:59			Issue Resolved	Onsite
5404	23-11-2023	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BPI	C231120230110		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-11-2023 17:01	11/23/2023 5:04:21 PM	0:0:2:51			Issue Resolved	Onsite
5405	23-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C231120230109		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	23-11-2023 16:51	11/23/2023 5:10:56 PM	0:0:19:38			Cartridge clean and reinserted	Onsite
5406	23-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C231120230108		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-11-2023 16:48	11/23/2023 5:04:14 PM	0:0:15:50			Issue Resolved	Onsite
5407	23-11-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C231120230107		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-11-2023 16:46	11/23/2023 5:04:03 PM	0:0:17:4			Issue Resolved	Onsite
5408	23-11-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/ BET	C231120230106		Hardware	System Software	MS Office	Others	LOW	Closed	23-11-2023 16:45	11/23/2023 5:03:52 PM	0:0:18:35			Issue Resolved	Onsite
5409	23-11-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/ BET	C231120230105		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	23-11-2023 16:40	11/23/2023 5:04:05 PM	0:0:23:20			issue resolved after remove the paper from printer	Onsite
5410	23-11-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C231120230103		Hardware	System Software	MS Office	File Not Opening	HIGH	Closed	23-11-2023 16:39	11/23/2023 5:28:32 PM	0:0:49:7			Ms office reinstalled	
5411	23-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C231120230104		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-11-2023 16:39	11/23/2023 5:23:55 PM	0:0:44:3			SAP logon configured as reqd.	Remote
5412	23-11-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C231120230102		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	23-11-2023 16:38	11/23/2023 5:27:49 PM	0:0:49:31			Pc usb port changed	
5413	23-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C231120230101		Hardware	System Software	MS Office	Software Not	LOW	Closed	23-11-2023 16:38	11/23/2023 5:17:26 PM	0:0:39:18			Software repaired and then re-installed as reqd.	Remote
5414	23-11-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C231120230100		Hardware	KEYBOARD	Not working	Hardware Faulty	HIGH	Closed	23-11-2023 16:37	11/23/2023 5:26:49 PM	0:0:49:43			Keyboard clien	
5415	23-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C231120230099		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	23-11-2023 16:36	11/24/2023 5:15:33 PM	1:0:39:14			Dear Team please align engineer on site on priority	Onsite
5416	23-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C231120230098		Hardware	PC	Hanging/Slow processing	Hanging/Slow	HIGH	Closed	23-11-2023 16:36	11/23/2023 5:26:00 PM	0:0:49:59			Pc clien process and pc restart	
5417	23-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C231120230097		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	23-11-2023 16:35	11/23/2023 5:24:50 PM	0:0:49:38			Printer ip changed	
5418	23-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C231120230096		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	23-11-2023 16:34	11/23/2023 5:24:01 PM	0:0:49:31			Paper jam clien	
5419	23-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C231120230095		Hardware	System Software	MS Office	Software Not	LOW	Closed	23-11-2023 16:31	11/23/2023 4:55:11 PM	0:0:23:30			Issue has been resolved after reinstalled the MS office	Remote
5420	23-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C231120230094		Hardware	System Software	Other Software	proxy setting	LOW	Closed	23-11-2023 16:30	11/23/2023 4:51:37 PM	0:0:20:44			Issue has been resolved after set the proxy setting	Onsite
5421	23-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C231120230092		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	23-11-2023 16:24	11/23/2023 4:49:06 PM	0:0:24:54			Issue has been resolved same is send the nhp	Onsite
5422	23-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C231120230093		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-11-2023 16:24	11/23/2023 4:50:46 PM	0:0:26:3			Issue has been resolved after reset the SAP password	Onsite
5423	23-11-2023	OTHERS	Andrews Ganj	Enforcement	C231120230090		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	23-11-2023 16:23	11/23/2023 4:29:09 PM	0:0:6:1			Scanner issue	Onsite
5424	23-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C231120230091		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	23-11-2023 16:23	11/23/2023 4:48:12 PM	0:0:24:39			Issue has been resolved after create the new replica	Onsite
5425	23-11-2023	OTHERS	Andrews Ganj	Enforcement	C231120230089		Hardware	System Software	MS Office	Software Not	LOW	Closed	23-11-2023 16:22	11/23/2023 4:29:35 PM	0:0:7:18			MS office issue	Onsite
5426	23-11-2023	OTHERS	Andrews Ganj	Enforcement	C231120230088		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-11-2023 16:21	11/23/2023 4:29:51 PM	0:0:8:34			Sap issue	Onsite
5427	23-11-2023	OTHERS	Andrews Ganj	Enforcement	C231120230087		Hardware	System Software	Other Software	software corrupt	LOW	Closed	23-11-2023 16:20	11/23/2023 4:30:14 PM	0:0:9:43			Ads screen issue	Onsite
5428	23-11-2023	OTHERS	Andrews Ganj	Enforcement	C231120230085		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-11-2023 16:19	11/23/2023 4:30:54 PM	0:0:11:28			Printer issue	Onsite
5429	23-11-2023	OTHERS	Andrews Ganj	Enforcement	C231120230086		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-11-2023 16:19	11/23/2023 4:30:28 PM	0:0:10:30			Printer issue	Onsite
5430	23-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C231120230084		Hardware	System Software	MS Office	Others	LOW	Closed	23-11-2023 16:18	11/23/2023 4:28:49 PM	0:0:10:3			MS Office 16 installed	Onsite
5431	23-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C231120230083		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	23-11-2023 16:15	11/23/2023 4:47:24 PM	0:0:31:34			Issue has been resolved after reset the mail password	Onsite
5432	23-11-2023	SAKET	Adchini	DSK	C231120230082		Hardware	PC	Not working at all	Driver installation	LOW	Closed	23-11-2023 16:11	11/23/2023 4:24:55 PM	0:0:13:26			Signature issue, Display driver re-installed	Onsite
5433	23-11-2023	SAKET	MIG CC	O-M	C231120230080		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-11-2023 16:09	11/23/2023 4:23:35 PM	0:0:14:26			Cartridge changed	Onsite
5434	23-11-2023	SAKET	D-Block Saket	O-M	C231120230081		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	23-11-2023 16:09	11/23/2023 4:24:06 PM	0:0:14:18			IP Address configured in Laptop	Onsite
5435	23-11-2023	SAKET	Jonapur CC	O-M	C231120230079		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-11-2023 16:08	11/23/2023 4:22:52 PM	0:0:14:18			Cartridge faulty, Paper removed from printer & cartridge changed	Onsite
5436	23-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C231120230078		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	23-11-2023 16:07	11/23/2023 4:54:23 PM	0:0:46:38			Ram Dust clean.	Onsite
5437	23-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C231120230077		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	23-11-2023 15:53	11/23/2023 4:54:53 PM	0:1:1:27			Mail password has been changed	Remote
5438	23-11-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/ BET	C231120230076		Telecome	Instrument	IP	Others	LOW	Closed	23-11-2023 15:52	11/23/2023 4:54:07 PM	0:1:1:50			IP phone configured	Onsite
5439	23-11-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/ BET	C231120230075		Telecome	CCTV	DVR/NVR	Others	LOW	Closed	23-11-2023 15:49	11/23/2023 4:52:44 PM	0:1:3:14			KVMS Pro software has been installed	Onsite
5440	23-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C231120230074		Hardware	PC	System Password issue	Password Reset	LOW	Closed	23-11-2023 15:42	11/23/2023 5:15:56 PM	0:1:33:29			Login issue resolved as reqd.	Remote
5441	23-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C231120230073		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	23-11-2023 15:41	11/23/2023 5:15:32 PM	0:1:34:8			Issue resolved after re-installing.	Onsite
5442	23-11-2023	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C231120230072		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-11-2023 15:31	11/23/2023 3:31:54 PM	0:0:0:38			booting issue. repair the os	Onsite
5443	23-11-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C231120230071		Hardware	Attendane Machine	Not working at all	Network Issue	LOW	Closed	23-11-2023 15:30	11/23/2023 3:32:30 PM	0:0:2:6			change the port	Onsite
5444	23-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C231120230070		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-11-2023 15:24	11/23/2023 4:28:11 PM	0:1:3:19			printer front panel jam	Onsite
5445	23-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C231120230069		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	23-11-2023 15:24	11/23/2023 4:00:07 PM	0:0:36:4			resolved	Onsite
5446	23-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C231120230068		Hardware	Printer	No display on Panel	Printer Power	MEDIUM	Closed	23-11-2023 15:23	11/23/2023 4:02:08 PM	0:0:38:11			Power supply issue found compliant logged to vendor	Onsite
5447	23-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C231120230067		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	23-11-2023 15:23	11/23/2023 4:28:46 PM	0:1:4:51			Mail forward to reldelhi note support	Onsite
5448	23-11-2023	SARITA VIHAR	Pocket H Block	BUSINESS/ BET	C231120230066		Hardware	PC	Network Not Working	Other Issue	MEDIUM	Closed	23-11-2023 15:22	11/23/2023 4:04:18 PM	0:0:41:25			Found Rack power supply socket not working network up help of power	Onsite
5449	23-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C231120230065		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	23-11-2023 15:21	11/23/2023 4:08:18 PM	0:0:46:23			after Crimp RJ45 connector issue resolved	Onsite
5450	23-11-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao Tula Hospital	BUSINESS/ BET	C231120230064		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	23-11-2023 15:21	11/23/2023 4:29:01 PM	0:1:7:24			mail install on another pc	Onsite
5451	23-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Data Center	C231120230063		Hardware	PC	TFT	Power Issue	MEDIUM	Closed	23-11-2023 15:19	11/23/2023 4:25:34 PM	0:1:5:44			POWER EXCITATION BOARD NOT WORKING CHANGE THE EXTINCTION	Onsite
5452	23-11-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C231120230062		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	23-11-2023 15:17	11/23/2023 4:09:02 PM	0:0:51:18			After change date time format and recreate payment module shortcut issue	Remote
5453	23-11-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C231120230061		Hardware	PC	Network Not Working	Network Switch	MEDIUM	Closed	23-11-2023 15:14	11/23/2023 4:24:59 PM	0:1:10:23			D link switch port cable removed and reconnect the cable issue resolved.	Onsite
5454	23-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C231120230060		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	23-11-2023 15:09	11/23/2023 3:51:09 PM	0:0:41:40			RJ 45 Crimp.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5455	23-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C231120230059		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	23-11-2023 15:06	11/23/2023 4:02:51 PM	0:0:56:9			Ticket logged for motherboard to vendor	Onsite
5456	23-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C231120230058		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	23-11-2023 15:06	11/28/2023 3:21:47 PM	5:0:15:47			Call Close By Sanjay	Onsite
5457	23-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/ BET	C231120230057		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-11-2023 15:05	11/23/2023 4:02:27 PM	0:0:57:10			Create new icon now working fine	Onsite
5458	23-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C231120230056		Hardware	System Software	Other Software	New Installation	LOW	Closed	23-11-2023 15:04	11/23/2023 4:02:08 PM	0:0:57:41			VPN Configure now working fine	Onsite
5459	23-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancery	C231120230055		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	23-11-2023 15:03	11/23/2023 4:01:49 PM	0:0:58:12			Clean ram now working fine	Onsite
5460	23-11-2023	SARITA VIHAR	New Friends Colony	OM-DIV	C231120230054		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	MEDIUM	Closed	23-11-2023 14:57	11/23/2023 3:18:19 PM	0:0:20:43			After replace host file issue resolved	Remote
5461	23-11-2023	NEHRU PLACE	20 No Building	Finance	C231120230053		Hardware	PC	TFT	Power Issue	LOW	Closed	23-11-2023 14:56	11/23/2023 3:47:43 PM	0:0:51:16			Monitor Call log	Onsite
5462	23-11-2023	NEHRU PLACE	20 No Building	O-M	C231120230052		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	23-11-2023 14:54	11/23/2023 3:47:18 PM	0:0:52:22			Keyboard sent to H.O	Onsite
5463	23-11-2023	NEHRU PLACE	20 No Building	C-M	C231120230051		Hardware	Laptop	New OS Insatallation	New OS Insatallatio	LOW	Closed	23-11-2023 14:53	11/23/2023 3:47:00 PM	0:0:53:49			New OS installation done	Onsite
5464	23-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C231120230050		Hardware	System Software	Other Software	Browser issue	LOW	Closed	23-11-2023 14:41	11/23/2023 3:53:27 PM	0:1:11:49			Sap password reset.	Onsite
5465	23-11-2023	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C231120230049		Hardware	PC	Not working at all	No power	LOW	Closed	23-11-2023 14:37	11/23/2023 3:40:10 PM	0:1:2:38			Power issue resolved as reqd, working now.	Onsite
5466	23-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C231120230048		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	23-11-2023 14:32	11/23/2023 3:58:28 PM	0:1:25:30			Keyboard replaced.	Onsite
5467	23-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C231120230047		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	23-11-2023 14:25	11/23/2023 4:02:20 PM	0:1:36:51			Keyboard replaced.	Onsite
5468	23-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C231120230046		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-11-2023 14:24	11/23/2023 4:03:02 PM	0:1:39:0			Cartridge Change.	Onsite
5469	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C231120230045		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 14:19	11/23/2023 2:56:23 PM	0:0:37:17			Ads join resolved	Onsite
5470	23-11-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C231120230044		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	23-11-2023 14:18	11/23/2023 2:32:03 PM	0:0:13:59			change the keyboard from nehru place issue resolved	Onsite
5471	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C231120230043		Network	LAN Issue	LAN Issue	Others	LOW	Closed	23-11-2023 14:17	11/23/2023 2:21:36 PM	0:0:3:42			Lan cable faulty	Onsite
5472	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C231120230042		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 14:16	11/23/2023 2:56:08 PM	0:0:39:41			Ads join resolved	Onsite
5473	23-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C231120230041		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 14:15	11/23/2023 2:31:42 PM	0:0:15:51			change the sap bspnew password issue resolved	Onsite
5474	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C231120230040		Hardware	System Software	MS Office	Others	LOW	Closed	23-11-2023 14:15	11/23/2023 2:20:17 PM	0:0:4:48			ms office reinstall resolved	Onsite
5475	23-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C231120230039		Hardware	PC	System Password issue	Password Reset	LOW	Closed	23-11-2023 14:15	11/23/2023 2:31:26 PM	0:0:16:5			reset system password issue resolved	Onsite
5476	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C231120230038		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 14:13	11/23/2023 2:55:51 PM	0:0:41:52			ADS join resolved	Onsite
5477	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C231120230037		Hardware	System Software	Other Software	Browser issue	LOW	Closed	23-11-2023 14:10	11/23/2023 2:55:34 PM	0:0:44:45			crome portel resolved	Onsite
5478	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C231120230036		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	23-11-2023 14:09	11/23/2023 2:55:08 PM	0:0:45:14			password reset resolved	Onsite
5479	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230035		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-11-2023 13:51	11/23/2023 3:17:59 PM	0:1:26:29			Google chrome not working issue resolved	Onsite
5480	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230034		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-11-2023 13:50	11/23/2023 3:17:43 PM	0:1:26:52			Ms office no working issue resolved	Onsite
5481	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230033		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	23-11-2023 13:50	11/23/2023 3:17:26 PM	0:1:27:1			Team viewer not working issue resolved	Onsite
5482	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230032		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-11-2023 13:49	11/23/2023 3:17:04 PM	0:1:27:51			USB not working issue resolved	Onsite
5483	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230031		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	23-11-2023 13:48	11/23/2023 3:16:47 PM	0:1:28:10			Google chrome not working issue resolved	Onsite
5484	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230030		Hardware	System Software	Other Software	Browser issue	LOW	Closed	23-11-2023 13:47	11/23/2023 3:16:25 PM	0:1:28:30			google chrome not working issue resolved	Onsite
5485	23-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C231120230029		Hardware	System Software	MS Office	Software Not	LOW	Closed	23-11-2023 13:45	11/23/2023 3:13:31 PM	0:1:27:56			Ms excel not working issue resolved	Onsite
5486	23-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C231120230028		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	23-11-2023 13:40	11/23/2023 1:40:54 PM	0:0:0:54			paper folding issue	Onsite
5487	23-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C231120230027		Hardware	PC	Hanging/Slow processing	High CPU Utilization	LOW	Closed	23-11-2023 13:39	11/23/2023 1:41:15 PM	0:0:1:53			cas slow problem	Onsite
5488	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C231120230025		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	23-11-2023 13:38	11/24/2023 5:16:45 PM	1:3:38:24			LAN cable faulty in room no -102	Onsite
5489	23-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C231120230026		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-11-2023 13:38	11/23/2023 1:41:28 PM	0:0:3:3			archive problem	Onsite
5490	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Consumer Connect	C231120230024		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	23-11-2023 13:36	11/24/2023 5:17:01 PM	1:3:40:44			Call Close By Sanjay & Subhash	Onsite
5491	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C231120230023		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	23-11-2023 13:34	11/24/2023 5:15:55 PM	1:3:40:57			Call Close By Sanjay & Subhash	Onsite
5492	23-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	HR	C231120230022		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	23-11-2023 13:33	11/24/2023 5:14:11 PM	1:3:40:17			Call Close By Sanjay & Subhash	Onsite
5493	23-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ BET	C231120230021		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	23-11-2023 13:28	11/23/2023 1:35:05 PM	0:0:6:18			Archives all lotus mails empty trash and create new replica again compacting done	Onsite
5494	23-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C231120230020		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	23-11-2023 13:26	11/23/2023 1:34:47 PM	0:0:7:52			Archives all lotus mails empty trash and create new replica again compacting done	Onsite
5495	23-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C231120230019		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	23-11-2023 13:24	11/23/2023 1:53:54 PM	0:0:29:17			PC network driver check ok check patch cable with another pc working then trace	Onsite
5496	23-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C231120230018		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-11-2023 13:21	11/23/2023 1:56:04 PM	0:0:34:32			Printer driver is ok check printer paper jam inside remove paper clean lenses and	Onsite
5497	23-11-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh Metro Station	O-M	C231120230017		Hardware	PC	Not working at all	No power	LOW	Closed	23-11-2023 13:18	11/23/2023 1:32:08 PM	0:0:14:3			PC not powering on , on \off switch faulty replaced with old pc done now working	Onsite
5498	23-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/ BET	C231120230015		Hardware	PC	TFT	Power Issue	LOW	Closed	23-11-2023 13:03	11/23/2023 1:50:49 PM	0:0:47:47			resolved after change the power cable	Onsite
5499	23-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C231120230014		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	23-11-2023 12:50	11/23/2023 1:51:55 PM	0:1:1:10			Adobe Acrobat 8 Professional software reinstalled.	Onsite
5500	23-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C231120230013		Hardware	Printer	Image Issue	Light Printing	MEDIUM	Closed	23-11-2023 12:36	11/23/2023 1:50:36 PM	0:1:13:46			PRINTER CARTAGE EMPTY AND CHANGE CARTAGE ISSUE RESOLVED.	Onsite
5501	23-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C231120230012		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	23-11-2023 12:07	11/23/2023 1:51:21 PM	0:1:44:4			Paper Jam Removed.	Onsite
5502	23-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C231120230009		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	23-11-2023 11:38	11/23/2023 12:07:18 PM	0:0:29:9			check the pc and log the call	Onsite
5503	23-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C231120230008		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-11-2023 11:31	11/23/2023 12:08:14 PM	0:0:36:46			remove the paper and reset the printer	Onsite
5504	23-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C231120230007		Hardware	Scanner	Scaning issue	Others	LOW	Closed	23-11-2023 11:30	11/23/2023 12:07:51 PM	0:0:37:11			reinstall the software	Onsite
5505	23-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C231120230006		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	23-11-2023 11:28	11/23/2023 11:52:10 AM	0:0:23:22			Mail reinstall & configure	Onsite
5506	23-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C231120230005		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-11-2023 10:55	11/23/2023 11:31:54 AM	0:0:36:39			display dark mode issue resolved..	Onsite
5507	23-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C231120230004		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-11-2023 10:54	11/23/2023 10:55:06 AM	0:0:0:29			printer working now..	Onsite
5508	23-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C231120230003		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	23-11-2023 10:42	11/23/2023 11:21:50 AM	0:0:39:3			usb driver updated now keyboard is working issue resolved..	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5509	23-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C231120230001		Hardware	PC	System Password issue	Password Reset	LOW	Closed	23-11-2023 09:50	11/23/2023 9:54:38 AM	0:0:4:26			password reset issue resolved..	Onsite
5510	23-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C231120230002		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	23-11-2023 09:50	11/23/2023 10:03:54 AM	0:0:13:7			mouse replaced issue resolved..	Onsite
5511	24-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C281120230051		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	28-11-2023 14:16	11/28/2023 2:50:29 PM	0:0:33:35			PC Clean dust inside with blower then some bios settings done with 1st boot	Onsite
5512	24-11-2023	SAKET	Adchini	BUSINESS/ BET	C281120230022		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	28-11-2023 12:21	11/28/2023 12:44:52 PM	0:0:22:54			LAN not work	Onsite
5513	24-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C281120230013		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	28-11-2023 11:23	11/28/2023 12:07:51 PM	0:0:44:3			Issue has been resolved after reset the mail id password	Onsite
5514	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230132		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	24-11-2023 19:30	11/24/2023 7:34:58 PM	0:0:4:57			issue resolved	Onsite
5515	24-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C241120230131		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	24-11-2023 19:27	11/24/2023 7:34:26 PM	0:0:6:34			issue resolved	Onsite
5516	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230130		Hardware	Laptop	Hanging/Slow processing	OS/System File/	LOW	Closed	24-11-2023 19:23	11/24/2023 7:34:11 PM	0:0:10:13			issue resolved	Onsite
5517	24-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C241120230129		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	24-11-2023 19:22	11/24/2023 7:33:53 PM	0:0:11:11			issue resolved	Onsite
5518	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230128		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	24-11-2023 19:21	11/24/2023 7:33:30 PM	0:0:11:56			issue resolved	Onsite
5519	24-11-2023	OTHERS	VSNL	QUALITY	C241120230127		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	24-11-2023 18:03	11/24/2023 6:06:44 PM	0:0:3:3			LAN working now after Crimp	Onsite
5520	24-11-2023	OTHERS	VSNL	QUALITY	C241120230126		Hardware	MOUSE	Not working	Other Issue	LOW	Closed	24-11-2023 18:03	11/24/2023 6:06:17 PM	0:0:3:17			mouse Replaced	Onsite
5521	24-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C241120230125		Hardware	Printer	No display on Panel	Others	LOW	Closed	24-11-2023 18:02	11/24/2023 6:06:03 PM	0:0:3:36			Cartridge replaced issue resolve	Onsite
5522	24-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C241120230124		Hardware	Printer	Paper Pickup	Others	LOW	Closed	24-11-2023 18:01	11/24/2023 6:05:54 PM	0:0:4:0			Cartridge replaced issue resolve	Onsite
5523	24-11-2023	OTHERS	VSNL	O-M	C241120230123		Hardware	UPS	Hardware Issue	Ticket logged with	LOW	Closed	24-11-2023 18:01	11/24/2023 6:05:22 PM	0:0:4:6			UPS Engineer come and resolve this issue	Onsite
5524	24-11-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C241120230122		Hardware	Printer	Image Issue	Dark Printing	LOW	Closed	24-11-2023 17:16	11/24/2023 5:20:47 PM	0:0:4:31			printer paper setting changed and cartridge replaced and issue resolved	Onsite
5525	24-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C241120230121		Hardware	PC	TFT	Color Issue	LOW	Closed	24-11-2023 17:02	11/24/2023 5:44:26 PM	0:0:42:0			VGA Cable change.	Onsite
5526	24-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C241120230120		Hardware	PC	Not working at all	Others	LOW	Closed	24-11-2023 17:01	11/24/2023 5:45:25 PM	0:0:44:4			Ram Dust clean.	Onsite
5527	24-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/ BET	C241120230119		Hardware	PC	System Password issue	Password Reset	LOW	Closed	24-11-2023 16:34	11/24/2023 5:04:22 PM	0:0:30:17			change the password issue resolved	Onsite
5528	24-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Dispancery	C241120230118		Network	LAN Issue	ANTI VIRUS	Anti Virus update	LOW	Closed	24-11-2023 16:33	11/24/2023 5:03:46 PM	0:0:30:40			updated anti virus issue resolved	Onsite
5529	24-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C241120230116		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	24-11-2023 16:31	11/24/2023 5:03:08 PM	0:0:31:54			cleared the paper issue resolved	Onsite
5530	24-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C241120230117		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	24-11-2023 16:31	11/24/2023 5:03:29 PM	0:0:31:30			change the rz45 issue resolved	Onsite
5531	24-11-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C241120230115		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	24-11-2023 16:30	11/24/2023 5:02:39 PM	0:0:32:9			unlocked email id issue resolved	Onsite
5532	24-11-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C241120230114		Hardware	PC	Restart Problem	OS/System File/	MEDIUM	Closed	24-11-2023 16:29	11/28/2023 10:53:28 AM	3:18:23:33			after repair issue resolved	Onsite
5533	24-11-2023	SARITA VIHAR	Kalindi Colony	OM-DIV	C241120230113		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	24-11-2023 16:27	11/28/2023 10:54:05 AM	3:18:27:2			After crimp rj45 connector issue resolved	Onsite
5534	24-11-2023	SARITA VIHAR	Shaheen Bagh	OM-DIV	C241120230112		Hardware	PC	Hanging/Slow processing	Hanging/Slow	MEDIUM	Closed	24-11-2023 16:25	11/28/2023 10:56:13 AM	3:18:30:46			After clean temp file and change window setting issue resolved	Onsite
5535	24-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C241120230111		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	24-11-2023 16:24	11/28/2023 10:56:43 AM	3:18:32:28			After reconnect printer issue resolved	Remote
5536	24-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C241120230110		Hardware	E-Mail	Email _Lotus	Mail Installation	MEDIUM	Closed	24-11-2023 16:22	11/28/2023 10:57:12 AM	3:18:34:17			after clean stuck mail and compact issue resolved	Remote
5537	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	MMG	C241120230109		Hardware	Laptop	Network Not Working	Other Issue	MEDIUM	Closed	24-11-2023 16:22	11/24/2023 5:06:44 PM	0:0:43:56			RJ45 connector change issue resolved.	Onsite
5538	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Recovery	C241120230108		Hardware	System Software	MS Office	File Print Issues	MEDIUM	Closed	24-11-2023 16:21	11/24/2023 5:05:44 PM	0:0:44:6			pc restart and file print issue resolved.	Onsite
5539	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C241120230107		Hardware	Printer	Connectivity Issue	Hardware Issue	MEDIUM	Closed	24-11-2023 16:20	11/24/2023 5:04:56 PM	0:0:44:6			Printer usb cable change issue resolved.	Onsite
5540	24-11-2023	SAKET	Adchini	Energy Audit	C241120230106		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	24-11-2023 16:19	11/24/2023 4:21:53 PM	0:0:2:2			LAN not work	Onsite
5541	24-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C241120230105		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	24-11-2023 16:18	11/24/2023 4:21:04 PM	0:0:2:19			LAN not work	Onsite
5542	24-11-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak park,Near Dwarka More Metro Station,Uttam	OM-DIV	C241120230104		Hardware	System Software	Other Software	Media Player	LOW	Closed	24-11-2023 16:02	11/24/2023 4:35:56 PM	0:0:33:28			Software issue resolved as reqd.	Onsite
5543	24-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C241120230103		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 16:01	11/24/2023 4:35:23 PM	0:0:33:42			Issue resolved as reqd.	Onsite
5544	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230102		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	24-11-2023 15:38	11/24/2023 3:39:31 PM	0:0:1:19			Issue Resolved	Onsite
5545	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230100		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	24-11-2023 15:37	11/24/2023 3:39:25 PM	0:0:1:54			Issue Resolved	Onsite
5546	24-11-2023	VASANT KUNJ	B 1	O-M	C241120230101		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	24-11-2023 15:37	11/24/2023 4:08:03 PM	0:0:30:22			Mail archive created	Remote
5547	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230097		Hardware	Laptop	Other Issue	Others	LOW	Closed	24-11-2023 15:36	11/24/2023 3:39:09 PM	0:0:3:8			Issue Resolved	Onsite
5548	24-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C241120230099		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 15:36	11/24/2023 3:39:18 PM	0:0:2:31			Issue Resolved	Onsite
5549	24-11-2023	VASANT KUNJ	Kapashera	O-M	C241120230098		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	24-11-2023 15:36	11/24/2023 4:31:13 PM	0:0:55:8			LAN driver issue resolved	Onsite
5550	24-11-2023	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C241120230093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-11-2023 15:34	11/24/2023 4:42:08 PM	0:1:7:57			after paper jam clear and reinstall printer driver issue resolved	Onsite
5551	24-11-2023	VASANT KUNJ	C 8	O-M	C241120230094		Hardware	E-Mail	Internet Issue	Internet Issue	LOW	Closed	24-11-2023 15:34	11/24/2023 4:07:33 PM	0:0:33:12			Proxy enabled	Remote
5552	24-11-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C241120230096		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 15:34	11/24/2023 3:39:03 PM	0:0:4:26			Issue Resolved	Onsite
5553	24-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C241120230095		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	24-11-2023 15:34	11/24/2023 4:40:37 PM	0:1:6:9			Printer paper jam clien	Onsite
5554	24-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C241120230091		Hardware	PC	System Password issue	Others	HIGH	Closed	24-11-2023 15:33	11/24/2023 4:41:35 PM	0:1:8:22			pc password reset	Onsite
5555	24-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C241120230092		Hardware	Laptop	Other Issue	Others	LOW	Closed	24-11-2023 15:33	11/24/2023 3:38:52 PM	0:0:5:26			Issue Resolved	Onsite
5556	24-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C241120230089		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	24-11-2023 15:31	11/24/2023 4:41:28 PM	0:1:9:50			after new mail archive created issue resolved	Onsite
5557	24-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C241120230087		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	24-11-2023 15:31	11/24/2023 4:40:11 PM	0:1:9:7			printer paper jam clien	Onsite
5558	24-11-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C241120230088		Hardware	Laptop	System Password issue	Others	LOW	Closed	24-11-2023 15:31	11/24/2023 3:38:46 PM	0:0:7:36			Issue Resolved	Onsite
5559	24-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C241120230090		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	24-11-2023 15:31	11/24/2023 4:42:08 PM	0:1:10:14			Printer ip changed	Onsite
5560	24-11-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C241120230085		Hardware	PC	System Password issue	Others	LOW	Closed	24-11-2023 15:30	11/24/2023 3:38:38 PM	0:0:8:25			Issue Resolved	Onsite
5561	24-11-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C241120230086		Hardware	Printer	Connectivity Issue	Hardware Issue	HIGH	Closed	24-11-2023 15:30	11/24/2023 4:39:25 PM	0:1:9:10			printer drivers install	Onsite
5562	24-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C241120230084		Hardware	System Software	Other Software	Browser issue	LOW	Closed	24-11-2023 15:30	11/24/2023 4:40:49 PM	0:1:10:45			after host file change issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5563	24-11-2023	VASANT KUNJ	C 8	O-M	C241120230083		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	24-11-2023 15:30	11/24/2023 4:06:28 PM	0:0:36:25			Mail password changed	Remote
5564	24-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C241120230082		Hardware	Laptop	Hanging/Slow processing	Others	HIGH	Closed	24-11-2023 15:28	11/24/2023 4:38:34 PM	0:1:9:39			laptop clien and laptop restat	Onsite
5565	24-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C241120230081		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	24-11-2023 15:28	11/24/2023 4:40:21 PM	0:1:12:6			after paper jam clear issue resolved	Onsite
5566	24-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C241120230080		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	24-11-2023 15:23	11/24/2023 4:34:30 PM	0:1:10:46			Issue resolved as reqd.	Onsite
5567	24-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C241120230079		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	24-11-2023 15:21	11/24/2023 4:39:46 PM	0:1:18:1			after lan cable reinsert issue resolved	Onsite
5568	24-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C241120230078		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	24-11-2023 15:15	11/24/2023 4:34:01 PM	0:1:18:6			Files issue resolved	Onsite
5569	24-11-2023	OTHERS	Andrews Ganj	Enforcement	C241120230077		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	24-11-2023 15:11	11/24/2023 3:42:28 PM	0:0:31:12			Printer issue	Onsite
5570	24-11-2023	OTHERS	Andrews Ganj	PROTECTION	C241120230076		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 15:10	11/24/2023 3:42:47 PM	0:0:31:58			SAP BSP installation	Onsite
5571	24-11-2023	OTHERS	Andrews Ganj	Enforcement	C241120230075		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	24-11-2023 15:09	11/24/2023 3:43:23 PM	0:0:33:49			Printer taken from NHP	Onsite
5572	24-11-2023	OTHERS	Andrews Ganj	Enforcement	C241120230073		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 15:08	11/24/2023 3:44:17 PM	0:0:36:13			PC formatted	Onsite
5573	24-11-2023	OTHERS	HUDCO Grid	PROTECTION	C241120230074		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 15:08	11/24/2023 3:43:47 PM	0:0:34:52			On line line issue	Onsite
5574	24-11-2023	OTHERS	Andrews Ganj	Enforcement	C241120230072		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 15:07	11/24/2023 3:44:35 PM	0:0:37:10			Software installation	Onsite
5575	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C241120230071		Hardware	System Software	Other Software	Adobe Issue	MEDIUM	Closed	24-11-2023 15:01	11/24/2023 4:06:56 PM	0:1:5:13			SOFTWARE FILE REPAIR AND PROBLEM RESOLVED.	Remote
5576	24-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C241120230069		Hardware	System Software	Other Software	Browser issue	LOW	Closed	24-11-2023 14:58	11/24/2023 3:05:37 PM	0:0:7:34			Do Sap Account unlock.	Remote
5577	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C241120230070		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	24-11-2023 14:58	11/24/2023 4:06:11 PM	0:1:8:2			New Archive file create request.	Remote
5578	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230068		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	24-11-2023 14:55	11/24/2023 4:00:44 PM	0:1:5:18			Instrument not working issue resolved	Onsite
5579	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C241120230067		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	24-11-2023 14:53	11/24/2023 4:05:25 PM	0:1:12:10			Keyboard change resolved the issue	Onsite
5580	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230066		Hardware	PC	Restart Problem	OS/System File/	LOW	Closed	24-11-2023 14:52	11/24/2023 4:00:13 PM	0:1:7:19			PC not working issue resolved	Onsite
5581	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C241120230065		Hardware	System Software	Other Software	software corrupt	MEDIUM	Closed	24-11-2023 14:52	11/24/2023 4:04:48 PM	0:1:12:21			Google Chrome software reinstalled	Remote
5582	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C241120230064		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	24-11-2023 14:51	11/24/2023 3:31:40 PM	0:0:40:4			change lan switch resolved	Onsite
5583	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C241120230063		Hardware	Printer	Connectivity Issue	Lan Port Issue	MEDIUM	Closed	24-11-2023 14:51	11/24/2023 4:03:45 PM	0:1:12:14			PRINTER LAN CABLE RECONNECT AND ISSUE RESOLVED.	Onsite
5584	24-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C241120230062		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	24-11-2023 14:50	11/24/2023 4:02:49 PM	0:1:12:0			pc network IP CONFLICT.CHANGE THE IP ISSUE RESOLVED	Onsite
5585	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230060		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	24-11-2023 14:46	11/24/2023 4:00:29 PM	0:1:14:18			Ms excel not working issue resolved	Onsite
5586	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/ BET	C241120230061		Hardware	PC	Network Not Working	Network Switch	LOW	Closed	24-11-2023 14:46	11/24/2023 3:30:58 PM	0:0:44:29			change switch problem resolved	Onsite
5587	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230057		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	24-11-2023 14:45	11/24/2023 3:59:41 PM	0:1:14:21			IP msg not working issue resolved	Onsite
5588	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C241120230058		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	24-11-2023 14:45	11/24/2023 3:30:22 PM	0:0:44:53			Lan working problem resolved	Onsite
5589	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230059		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	24-11-2023 14:45	11/24/2023 3:59:55 PM	0:1:14:8			Ms office not working issue resolved	Onsite
5590	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230055		Hardware	System Software	Other Software	New Installation	LOW	Closed	24-11-2023 14:44	11/24/2023 3:59:12 PM	0:1:14:58			google chorme not working issue resolved	Onsite
5591	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230056		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	24-11-2023 14:44	11/24/2023 3:59:26 PM	0:1:14:30			ADS join issue resolved	Onsite
5592	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230054		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	24-11-2023 14:43	11/24/2023 3:52:08 PM	0:1:8:35			Ms excel not working issue resolved	Onsite
5593	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230053		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	24-11-2023 14:42	11/24/2023 3:51:49 PM	0:1:9:27			Ms excel not working issue resolved	Onsite
5594	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230052		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	24-11-2023 14:41	11/24/2023 3:51:30 PM	0:1:9:34			Google chrome not working issue resolved	Onsite
5595	24-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C241120230051		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	24-11-2023 14:41	11/24/2023 2:49:01 PM	0:0:7:13			Do Mail account unlock.	Onsite
5596	24-11-2023	SAKET	Adchini	CIVIL	C241120230050		Hardware	System Software	Other Software	software corrupt	LOW	Closed	24-11-2023 14:34	11/24/2023 2:41:24 PM	0:0:7:19			Server issue	Onsite
5597	24-11-2023	SAKET	Adchini	DSK	C241120230049		Hardware	System Software	Other Software	software corrupt	LOW	Closed	24-11-2023 14:33	11/24/2023 2:41:15 PM	0:0:7:56			Server issue	Onsite
5598	24-11-2023	SAKET	Adchini	BUSINESS/ BET	C241120230047		Hardware	System Software	Other Software	software corrupt	LOW	Closed	24-11-2023 14:32	11/24/2023 2:40:21 PM	0:0:8:4			SAP login recreate	Onsite
5599	24-11-2023	SAKET	Adchini	BUSINESS/ BET	C241120230048		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	24-11-2023 14:32	11/24/2023 2:40:56 PM	0:0:8:8			printer services restarted	Onsite
5600	24-11-2023	SAKET	Adchini	SAFETY	C241120230046		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	24-11-2023 14:31	11/24/2023 2:39:59 PM	0:0:8:27			printer reconnected from laptop	Onsite
5601	24-11-2023	SAKET	Adchini	BUSINESS/ BET	C241120230044		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	24-11-2023 14:30	11/24/2023 2:39:16 PM	0:0:9:7			Lotus reinstalled	Onsite
5602	24-11-2023	SAKET	Adchini	SAFETY	C241120230045		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	24-11-2023 14:30	11/24/2023 2:39:39 PM	0:0:8:56			USB Block from Server side	Onsite
5603	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230043		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	24-11-2023 14:24	11/24/2023 3:51:08 PM	0:1:26:22			Ms office not working issue resolved	Onsite
5604	24-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C241120230042		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	24-11-2023 14:13	11/24/2023 2:49:27 PM	0:0:35:56			Jam paper removed.	Onsite
5605	24-11-2023	NEHRU PLACE	20 No Building	C-M	C241120230041		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	24-11-2023 14:09	11/24/2023 2:51:20 PM	0:0:41:51			Lan cable reinsert issue resolved	Onsite
5606	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230040		Network	Rack Issue	Rack Issue	Others	LOW	Closed	24-11-2023 14:09	11/28/2023 3:22:23 PM	4:1:12:54			Network rack fan not working & too much sound is coming in fan at GIS Okhla	Onsite
5607	24-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C241120230038		Network	Rack Issue	Rack Issue	Others	LOW	Closed	24-11-2023 14:08	11/24/2023 2:08:43 PM	0:0:0:32			Network rack fan not working & too much sound is coming in fan at GIS Okhla	Onsite
5608	24-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C241120230039		Hardware	Attendane Machine	Not working at all	Power Issue	LOW	Closed	24-11-2023 14:08	11/24/2023 2:50:32 PM	0:0:42:19			attendance machine installation done	Onsite
5609	24-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C241120230037		Hardware	Laptop	Hardware Issue	Ticket logged with	LOW	Closed	24-11-2023 14:07	11/24/2023 2:49:40 PM	0:0:42:37			Call log to lenovo	Onsite
5610	24-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C241120230036		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	24-11-2023 14:06	11/24/2023 2:49:19 PM	0:0:43:17			Printer installation done	Onsite
5611	24-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C241120230035		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	24-11-2023 14:04	11/24/2023 3:46:17 PM	0:1:42:6			Done network troubleshooting steps now working fine	Onsite
5612	24-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C241120230034		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	24-11-2023 14:03	11/24/2023 2:06:19 PM	0:0:2:44			Printer connection done drivers reinstall done with set IP and Lotus mails create	Onsite
5613	24-11-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim vihar East Metro Station	PROTECTION	C241120230033		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	24-11-2023 14:02	11/24/2023 2:05:31 PM	0:0:3:0			virus found , clean all virus , system full scan done and update antivirus done	Onsite
5614	24-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C241120230032		Hardware	Scanner	Scaning issue	Connectivity Issue	LOW	Closed	24-11-2023 14:01	11/24/2023 2:59:41 PM	0:0:58:1			Reboot scanner now working fine	Onsite
5615	24-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C241120230030		Hardware	System Software	Other Software	proxy setting	LOW	Closed	24-11-2023 14:00	11/24/2023 2:59:17 PM	0:0:58:34			Change proxy setting now working fine	Onsite
5616	24-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C241120230031		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	24-11-2023 14:00	11/24/2023 2:04:44 PM	0:0:3:49			pc not boot , Bios settings done HDD not found Sata cable port changed now	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5617	24-11-2023	JANAK PURI	I A 3 Janakpuri	O-M	C241120230029		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	24-11-2023 13:59	11/24/2023 2:58:54 PM	0:0:59:6			Clean ram jam now working fine	Onsite
5618	24-11-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C241120230026		Hardware	Printer	Paper Pickup	Others	LOW	Closed	24-11-2023 12:39	11/24/2023 2:07:23 PM	0:1:28:15			remove the paper and change the tonner	Onsite
5619	24-11-2023	DWARKA	G 8 Dwarka Sector 11 Store And Transformer Workshop	BUSINESS/BET	C241120230027		Hardware	UPS	Hardware Issue	Ticket logged with	LOW	Closed	24-11-2023 12:39	11/24/2023 1:52:39 PM	0:1:13:17			Issue resolved after troubleshot the UPS and reboot the same	Onsite
5620	24-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C241120230025		Hardware	PC	Restart Problem	Harddisk Issue	LOW	Closed	24-11-2023 12:38	11/24/2023 2:07:57 PM	0:1:29:51			change the sata port	Onsite
5621	24-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	OM-EHV	C241120230024		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	24-11-2023 12:37	11/24/2023 2:08:20 PM	0:1:30:41			install the os	Onsite
5622	24-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C241120230023		Hardware	PC	Not working at all	Harddisk Issue	LOW	Closed	24-11-2023 12:35	11/24/2023 2:08:54 PM	0:1:33:3			change the hdd and install new os	Onsite
5623	24-11-2023	PALAM	Raj Nagar Gali No 6, Near Palam Railway Crossing	BUSINESS/BET	C241120230022		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	24-11-2023 11:58	11/24/2023 1:08:57 PM	0:1:10:50			FLT Done.	Onsite
5624	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C241120230021		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	24-11-2023 11:43	11/24/2023 5:13:50 PM	0:5:30:48			Lan Faulty	Onsite
5625	24-11-2023	SAKET	Adchini	DSK	C241120230020		Hardware	Scanner	Scaning issue	Image Not Cleared	LOW	Closed	24-11-2023 11:41	11/24/2023 11:59:59 AM	0:0:18:20			Scanner dpi settings changed	Onsite
5626	24-11-2023	SAKET	Fatehpur Beri CC	O-M	C241120230019		Hardware	MOUSE	Not working	Working after	LOW	Closed	24-11-2023 11:39	11/24/2023 12:00:31 PM	0:0:20:44			Reassign	Onsite
5627	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C241120230018		Hardware	PC	TFT	Power Issue	LOW	Closed	24-11-2023 11:37	11/24/2023 11:48:51 AM	0:0:11:23			Change power cable resolved	Onsite
5628	24-11-2023	SAKET	Pushp Vihar Sector 3	O-M	C241120230017		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	24-11-2023 11:36	11/24/2023 11:59:27 AM	0:0:23:11			Update printer Driver	Onsite
5629	24-11-2023	SAKET	Chhatarpur CC	O-M	C241120230015		Hardware	Laptop	Not working at all	Driver installation	LOW	Closed	24-11-2023 11:35	11/24/2023 11:59:00 AM	0:0:23:45			Reassign	Onsite
5630	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C241120230016		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	24-11-2023 11:35	11/24/2023 11:48:17 AM	0:0:12:52			Password reset problem resolved	Onsite
5631	24-11-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C241120230013		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	24-11-2023 11:34	11/24/2023 11:58:33 AM	0:0:24:11			Patch cable replaced	Onsite
5632	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C241120230014		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	24-11-2023 11:34	11/24/2023 11:47:35 AM	0:0:13:3			Adobe corrupt problem resolved	Onsite
5633	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C241120230012		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	24-11-2023 11:32	11/24/2023 11:45:42 AM	0:0:13:7			Mail server problem resolved	Onsite
5634	24-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C241120230011		Hardware	Scanner	Scaning issue	Abnormal Sound	MEDIUM	Closed	24-11-2023 11:03	11/24/2023 2:40:14 PM	0:3:36:29			scanner clean and removed the pepper issue resolved	Onsite
5635	24-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C241120230010		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	24-11-2023 10:58	11/24/2023 11:18:13 AM	0:0:19:15			mail quota cleared issue resolved..	Remote
5636	24-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C241120230009		Hardware	System Software	Other Software	proxy setting	LOW	Closed	24-11-2023 10:58	11/24/2023 11:17:51 AM	0:0:19:30			issue resolved after add in proxy setting	Remote
5637	24-11-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C241120230008		Hardware	Laptop	KEYPAD	Driver issue	LOW	Closed	24-11-2023 10:33	11/24/2023 10:40:16 AM	0:0:6:53			driver issue with touch pad	Onsite
5638	24-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C241120230007		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	24-11-2023 10:28	11/24/2023 10:29:27 AM	0:0:0:32			paper tray jam	Onsite
5639	24-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C241120230006		Hardware	PC	Network Not Working	No Power	LOW	Closed	24-11-2023 10:27	11/24/2023 10:29:41 AM	0:0:2:2			power issue	Onsite
5640	24-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C241120230005		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	24-11-2023 10:26	11/24/2023 10:29:59 AM	0:0:3:3			kb few keys are not working	Onsite
5641	24-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C241120230004		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-11-2023 09:51	11/24/2023 10:19:00 AM	0:0:27:41			printer reconnected issue resolved..	Onsite
5642	24-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C241120230003		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	24-11-2023 09:50	11/24/2023 10:18:35 AM	0:0:27:48			mail issue resolved after used dienotes exe	Onsite
5643	24-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C241120230002		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	24-11-2023 09:39	11/24/2023 5:14:38 PM	0:7:35:32			Call Close By Sanjay & Subhash	Onsite
5644	24-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C241120230001		Telecome	CCTV	DVR/NVR	Power Supply	LOW	Closed	24-11-2023 09:33	11/24/2023 10:18:06 AM	0:0:44:23			nvr power cable replaced now issue resolved..	Onsite
5645	28-11-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C301120230065		Hardware	PC	Not working at all	Others	LOW	Closed	30-11-2023 13:43	11/30/2023 1:53:28 PM	0:0:10:6			Check power cable cross with TFT working on/off switch faulty , clean dust	Onsite
5646	28-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Data Center	C291120230081		Hardware	System Software	Other Software	Browser issue	LOW	Closed	29-11-2023 14:48	11/29/2023 4:05:17 PM	0:1:16:28			Orclae software installation.	Remote
5647	28-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C291120230067		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	29-11-2023 14:38	11/29/2023 4:05:44 PM	0:1:27:34			Mouse Replaced.	Remote
5648	28-11-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu Vihar	O-M	C291120230062		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	29-11-2023 14:34	11/29/2023 4:06:20 PM	0:1:31:41			Work space rename.	Remote
5649	28-11-2023	SAKET	Adchini	CIVIL	C291120230052		Hardware	System Software	Other Software	software corrupt	LOW	Closed	29-11-2023 14:25	11/29/2023 3:39:11 PM	0:1:13:51			Teamviewer not work	Onsite
5650	28-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C291120230050		Hardware	Scanner	Scaning issue	Others	LOW	Closed	29-11-2023 14:11	11/29/2023 4:08:37 PM	0:1:56:46			Usb Cable changed.	Onsite
5651	28-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C281120230156		Hardware	System Software	Other Software	proxy setting	LOW	Closed	28-11-2023 17:42	11/28/2023 5:48:47 PM	0:0:6:41			issue resolved	Onsite
5652	28-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C281120230155		Hardware	PC	Hanging/Slow processing	High CPU Utilization	LOW	Closed	28-11-2023 17:41	11/28/2023 5:47:26 PM	0:0:5:34			resolved	Onsite
5653	28-11-2023	NEHRU PLACE CSO	Second Floor - B Block	CORPORATE	C281120230153		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:39	11/28/2023 5:48:34 PM	0:0:9:18			issue resolved	Onsite
5654	28-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C281120230154		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	28-11-2023 17:39	11/28/2023 5:47:00 PM	0:0:7:7			resolved	Onsite
5655	28-11-2023	NIZAMUDDIN	Jangpura	CMG	C281120230152		Hardware	System Software	MS Office	File Print Issues	LOW	Closed	28-11-2023 17:38	11/28/2023 5:46:40 PM	0:0:7:56			resolved	Onsite
5656	28-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C281120230151		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-11-2023 17:37	11/28/2023 5:46:01 PM	0:0:8:59			resolved	Onsite
5657	28-11-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C281120230150		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:36	11/28/2023 5:48:25 PM	0:0:12:4			issue resolved	Onsite
5658	28-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C281120230149		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:35	11/28/2023 5:48:07 PM	0:0:12:17			issue resolved	Onsite
5659	28-11-2023	NIZAMUDDIN	Lajpat Nagar	CMG	C281120230148		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	28-11-2023 17:35	11/28/2023 5:45:27 PM	0:0:9:46			resolved	Onsite
5660	28-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C281120230147		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	28-11-2023 17:34	11/28/2023 5:45:10 PM	0:0:10:40			resolved	Onsite
5661	28-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C281120230146		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	28-11-2023 17:33	11/28/2023 5:44:52 PM	0:0:11:35			resolved	Onsite
5662	28-11-2023	NEHRU PLACE CSO	Third Floor - A Block	KCC/MLCC/GCC	C281120230145		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	28-11-2023 17:31	11/28/2023 5:47:57 PM	0:0:16:21			issue resolved	Onsite
5663	28-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C281120230144		Hardware	System Software	Other Software	proxy setting	LOW	Closed	28-11-2023 17:29	11/28/2023 5:47:41 PM	0:0:18:9			issue resolved	Onsite
5664	28-11-2023	NEHRU PLACE CSO	Ground Floor	C-M	C281120230143		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:25	11/28/2023 5:47:29 PM	0:0:22:12			issue resolved	Onsite
5665	28-11-2023	OTHERS	VSNL	O-M	C281120230142		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-11-2023 17:16	11/28/2023 6:07:40 PM	0:0:51:16			Account Un-lock	Onsite
5666	28-11-2023	OTHERS	VSNL	QUALITY	C281120230141		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	28-11-2023 17:15	11/28/2023 6:07:08 PM	0:0:51:15			Password change	Onsite
5667	28-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C281120230140		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	28-11-2023 17:15	11/28/2023 6:06:52 PM	0:0:51:27			LAN working now after replaced RJ45	Onsite
5668	28-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C281120230139		Hardware	System Software	Other Software	Browser issue	LOW	Closed	28-11-2023 17:14	11/28/2023 6:06:23 PM	0:0:51:30			Webex working now	Onsite
5669	28-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C281120230138		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	28-11-2023 17:13	11/28/2023 6:05:56 PM	0:0:52:43			LAN Cable change issue resolve	Onsite
5670	28-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C281120230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:12	11/28/2023 6:05:30 PM	0:0:52:56			SAP installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5671	28-11-2023	OTHERS	VSNL	MMG	C281120230136		Hardware	Scanner	Scaning issue	No Power Issue	LOW	Closed	28-11-2023 17:11	11/28/2023 6:05:12 PM	0:0:53:29			Power cable replaced issue resolve	Onsite
5672	28-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C281120230135		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:10	11/28/2023 5:18:36 PM	0:0:8:34			sacnner issue resolved after re-install the software	Onsite
5673	28-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C281120230134		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 17:09	11/28/2023 5:18:27 PM	0:0:8:34			sacnner issue resolved after re-install the software	Onsite
5674	28-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C281120230133		Hardware	Scanner	Scaning issue	Others	LOW	Closed	28-11-2023 17:07	11/28/2023 5:18:07 PM	0:0:10:11			sacnner issue resolved after re-install the software	Onsite
5675	28-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C281120230132		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-11-2023 17:05	11/28/2023 5:17:39 PM	0:0:12:27			mail issue resolved after repair the software	Onsite
5676	28-11-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri Metro Station	BUSINESS/ BET	C281120230131		Hardware	Printer	Connectivity Issue	Hardware Issue	LOW	Closed	28-11-2023 17:04	11/28/2023 5:17:12 PM	0:0:12:19			printer issue resolved after reinstall the driver	Onsite
5677	28-11-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C281120230130		Hardware	PC	Hanging/Slow processing	Driver installation	LOW	Closed	28-11-2023 16:52	11/28/2023 5:03:26 PM	0:0:10:36			after windows reset issue resolved	Onsite
5678	28-11-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C281120230129		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	28-11-2023 16:25	11/28/2023 4:44:45 PM	0:0:18:51			Printer driver reinstall then issue resolved	Remote
5679	28-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C281120230128		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	28-11-2023 16:25	11/28/2023 5:02:29 PM	0:0:36:56			after file extension change issue resolved	Onsite
5680	28-11-2023	OTHERS	Andrews Ganj	Enforcement	C281120230127		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	28-11-2023 16:25	11/28/2023 4:29:31 PM	0:0:4:20			Pc slow issue	Onsite
5681	28-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C281120230125		Telecome	Instrument	IP	Others	LOW	Closed	28-11-2023 16:24	11/28/2023 5:01:10 PM	0:0:36:25			after phone change and configured issue resolved	Onsite
5682	28-11-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C281120230126		Hardware	PC	Hardware Issue	Ticket logged with	MEDIUM	Closed	28-11-2023 16:24	11/28/2023 4:46:52 PM	0:0:22:3			Hardware issue hard disk collect from NHP and install OS and all software	Onsite
5683	28-11-2023	OTHERS	Andrews Ganj	Enforcement	C281120230124		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	28-11-2023 16:23	11/28/2023 4:29:50 PM	0:0:6:11			Printer issue	Onsite
5684	28-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C281120230122		Hardware	System Software	Other Software	proxy setting	LOW	Closed	28-11-2023 16:22	11/28/2023 4:30:22 PM	0:0:7:56			Internet issue	Onsite
5685	28-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C281120230123		Hardware	MOUSE	Not working	Sent to Nehru	MEDIUM	Closed	28-11-2023 16:22	11/28/2023 4:47:28 PM	0:0:24:42			Mouse collect from NHP and provide to user call closed	Onsite
5686	28-11-2023	OTHERS	Andrews Ganj	Enforcement	C281120230122		Hardware	System Software	Other Software	proxy setting	LOW	Closed	28-11-2023 16:22	11/28/2023 4:30:22 PM	0:0:7:56			Internet issue	Onsite
5687	28-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/ BET	C281120230119		Hardware	MOUSE	Not working	Other Issue	MEDIUM	Closed	28-11-2023 16:21	11/28/2023 4:47:55 PM	0:0:26:31			After change Mouse USB slot issue resolved call closed	Onsite
5688	28-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C281120230118		Hardware	PC	Network Not Working	Connectivity issue	LOW	Closed	28-11-2023 16:21	11/28/2023 4:59:44 PM	0:0:38:36			After reinsert lan cable issue resolved	Onsite
5689	28-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C281120230120		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-11-2023 16:21	11/28/2023 5:00:07 PM	0:0:38:31			After paper jam clear issue resolved	Onsite
5690	28-11-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C281120230121		Hardware	System Software	Other Software	New Installation	LOW	Closed	28-11-2023 16:21	11/28/2023 4:30:42 PM	0:0:8:57			Online link issue	Onsite
5691	28-11-2023	OTHERS	Andrews Ganj	Enforcement	C281120230117		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	28-11-2023 16:20	11/28/2023 4:30:54 PM	0:0:10:4			Printer issue	Onsite
5692	28-11-2023	OTHERS	Andrews Ganj	Enforcement	C281120230116		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	28-11-2023 16:20	11/28/2023 4:31:12 PM	0:0:11:0			Printer issue	Onsite
5693	28-11-2023	OTHERS	PLA Court	Enforcement	C281120230115		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	28-11-2023 16:19	11/28/2023 4:29:18 PM	0:0:9:54			Pc sent to NHP	Onsite
5694	28-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C281120230114		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	28-11-2023 16:15	11/28/2023 4:36:34 PM	0:0:21:7			CMOS battery replaced.	Onsite
5695	28-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C281120230113		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	28-11-2023 16:14	11/28/2023 4:40:35 PM	0:0:25:36			issue has been resolved after changed the mouse	Onsite
5696	28-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C281120230112		Hardware	System Software	MS Office	Software Not	LOW	Closed	28-11-2023 16:13	11/28/2023 4:39:59 PM	0:0:26:42			issue has been resolved after reinstalled the MS office	Onsite
5697	28-11-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji Subhash Apartment	MMG	C281120230111		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	28-11-2023 16:11	11/28/2023 4:38:52 PM	0:0:27:13			issue has been resolved after clear the temp files	Onsite
5698	28-11-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C281120230110		Hardware	PC	System Password issue	Password Reset	LOW	Closed	28-11-2023 16:10	11/28/2023 4:38:09 PM	0:0:27:59			issue has been resolved after reset the system password	Remote
5699	28-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C281120230109		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	28-11-2023 16:06	11/29/2023 4:19:50 PM	1:0:13:22			Lan Cable not working.	Onsite
5700	28-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	Recovery	C281120230108		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	28-11-2023 16:01	11/28/2023 4:37:33 PM	0:0:35:35			issue has been resolved after clear the jam paper	Onsite
5701	28-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C281120230107		Hardware	Printer	Paper Pickup	Paper Size Issue	LOW	Closed	28-11-2023 16:00	11/28/2023 4:36:40 PM	0:0:35:41			issue has been resolved after set the tray side	Remote
5702	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Data Center	C281120230106		Hardware	System Software	Other Software	software corrupt	MEDIUM	Closed	28-11-2023 15:48	11/28/2023 4:37:39 PM	0:0:49:26			cas software reinstalled.	Remote
5703	28-11-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C281120230105		Hardware	PC	Restart Problem	Heating issue	LOW	Closed	28-11-2023 15:47	11/28/2023 4:28:52 PM	0:0:41:14			System is overheated pasting coolant now working fine	Onsite
5704	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C281120230104		Hardware	E-Mail	Email _Lotus	Mail Return Due To	MEDIUM	Closed	28-11-2023 15:47	11/28/2023 4:37:01 PM	0:0:49:51			All inbox and sent mail Archive and issue resolved.	Remote
5705	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C281120230103		Hardware	PC	Not working at all	Others	MEDIUM	Closed	28-11-2023 15:46	11/28/2023 4:36:09 PM	0:0:49:44			pc power on/off button clean issue resolved.	Onsite
5706	28-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C281120230102		Hardware	Printer	Paper Pickup	Paper Tray Setting	MEDIUM	Closed	28-11-2023 15:41	11/28/2023 4:34:41 PM	0:0:53:33			printer A4 paper setting issue	Onsite
5707	28-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C281120230101		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	28-11-2023 15:33	11/28/2023 3:58:27 PM	0:0:25:17			mail configured	Remote
5708	28-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C281120230100		Hardware	Laptop	Not working at all	Harddisk Issue	LOW	Closed	28-11-2023 15:32	11/28/2023 3:58:16 PM	0:0:25:29			HDD Replaced	Remote
5709	28-11-2023	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ BET	C281120230099		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-11-2023 15:31	11/28/2023 3:58:02 PM	0:0:26:45			ADS Joinned	Remote
5710	28-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C281120230098		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	28-11-2023 15:30	11/28/2023 3:57:47 PM	0:0:26:56			Proxy issue	Remote
5711	28-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C281120230097		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-11-2023 15:29	11/28/2023 3:57:23 PM	0:0:27:29			cONNECTED	Remote
5712	28-11-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C281120230096		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	28-11-2023 15:28	11/28/2023 3:50:01 PM	0:0:21:18			change rz45 issue resolved	Onsite
5713	28-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C281120230095		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 15:25	11/28/2023 3:57:37 PM	0:0:32:30			Server slow.	Onsite
5714	28-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C281120230094		Network	LAN Issue	LAN Issue	Phone Problem	LOW	Closed	28-11-2023 15:24	11/29/2023 4:20:28 PM	1:0:55:28			Call Close By Sanjay	Onsite
5715	28-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C281120230092		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	28-11-2023 15:24	11/28/2023 3:57:14 PM	0:0:33:5			Excel file corrupted.	Onsite
5716	28-11-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C281120230093		Hardware	Laptop	Network Not Working	Other Issue	LOW	Closed	28-11-2023 15:24	11/28/2023 3:49:32 PM	0:0:25:9			lotus software was corrupted reinstalled the lotus software issue resolved	Onsite
5717	28-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C281120230091		Hardware	OTHERS	QMS ISSUE	Connectivity issue	LOW	Closed	28-11-2023 15:23	11/28/2023 3:48:58 PM	0:0:25:16			change the usb cable issue resolved	Onsite
5718	28-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C281120230087		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 15:22	11/28/2023 3:48:37 PM	0:0:26:37			filup the requisition and send to sap team for id creation	Onsite
5719	28-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C281120230089		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	28-11-2023 15:22	11/28/2023 3:38:07 PM	0:0:15:34			Resolved..	Remote
5720	28-11-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C281120230088		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	28-11-2023 15:22	11/28/2023 3:56:33 PM	0:0:34:31			OS repaired.	Onsite
5721	28-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/ BET	C281120230090		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	28-11-2023 15:22	11/28/2023 3:56:49 PM	0:0:33:59			Mouse replaced.	Onsite
5722	28-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C281120230086		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	28-11-2023 15:21	11/28/2023 3:46:47 PM	0:0:25:44			cleared the paper from printer issue resolved	Onsite
5723	28-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C281120230085		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-11-2023 15:20	11/28/2023 3:46:26 PM	0:0:26:3			change the ram and reinstalled the window issue resolved	Onsite
5724	28-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C281120230084		Network	Internet	Internet Issue	Internet Issue	LOW	Closed	28-11-2023 15:19	11/28/2023 3:45:50 PM	0:0:26:20			change the proxy setting issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5725	28-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C281120230083		Hardware	PC	Network Not Working	Lan Cable Issue	HIGH	Closed	28-11-2023 15:03	11/28/2023 4:52:10 PM	0:1:48:49			connecter chnaged	Onsite
5726	28-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C281120230082		Hardware	System Software	Other Software	Browser issue	HIGH	Closed	28-11-2023 15:02	11/28/2023 4:52:35 PM	0:1:50:19			Browser reinstall	Onsite
5727	28-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	DSS	C281120230081		Hardware	PC	Network Not Working	Other Issue	HIGH	Closed	28-11-2023 15:00	11/28/2023 4:53:19 PM	0:1:52:33			Lan cable reconnect and pc restart	Onsite
5728	28-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C281120230080		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	28-11-2023 14:59	11/28/2023 4:53:47 PM	0:1:54:4			Printer paper clien	Onsite
5729	28-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	BUSINESS/BET	C281120230079		Hardware	PC	Hanging/Slow processing	Hanging/Slow	HIGH	Closed	28-11-2023 14:58	11/28/2023 4:51:38 PM	0:1:53:22			pc clien	Onsite
5730	28-11-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C281120230078		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	28-11-2023 14:55	11/28/2023 4:11:38 PM	0:1:16:12			RJ45 crimped and reconneted on printer LAN port	Onsite
5731	28-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	Store	C281120230077		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	28-11-2023 14:53	11/28/2023 4:10:05 PM	0:1:16:28			Mail archived and compact	Remote
5732	28-11-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C281120230076		Hardware	PC	Restart Problem	Patch Updation	LOW	Closed	28-11-2023 14:51	11/28/2023 3:35:25 PM	0:0:43:40			resolved after repair windows	Onsite
5733	28-11-2023	VASANT KUNJ	B 1	O-M	C281120230075		Hardware	PC	System Password issue	Password Reset	LOW	Closed	28-11-2023 14:49	11/28/2023 4:09:02 PM	0:1:20:2			Password changed	Remote
5734	28-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C281120230074		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	28-11-2023 14:48	11/28/2023 3:20:09 PM	0:0:31:28			Create new replica now issue resolved	Remote
5735	28-11-2023	NEHRU PLACE	20 No Building	OM-EHV	C281120230073		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	28-11-2023 14:48	11/28/2023 4:36:02 PM	0:1:47:54			Printer driver Change	Onsite
5736	28-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C281120230071		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	28-11-2023 14:47	11/28/2023 3:21:10 PM	0:0:34:8			Remove the paper from printer now issue resolved	Onsite
5737	28-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C281120230072		Hardware	System Software	MS Office	Tools And Formula	LOW	Closed	28-11-2023 14:47	11/28/2023 3:20:46 PM	0:0:33:12			Choose the correct formula now issue resolved	Remote
5738	28-11-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	CIVIL	C281120230069		Hardware	PC	Not working at all	No power	LOW	Closed	28-11-2023 14:46	11/28/2023 3:04:02 PM	0:0:17:26			CPU power cable check with TFT no power , comes also not in TFT , ELECTRIC	Onsite
5739	28-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C281120230068		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	28-11-2023 14:46	11/28/2023 3:21:33 PM	0:0:35:20			Create new archive now issue resolved	Remote
5740	28-11-2023	VASANT KUNJ	Mahipalpur	O-M	C281120230070		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	28-11-2023 14:46	11/28/2023 3:51:21 PM	0:1:4:23			After the FLT link working fine	Onsite
5741	28-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C281120230067		Hardware	System Software	Other Software	software corrupt	LOW	Closed	28-11-2023 14:45	11/28/2023 3:21:55 PM	0:0:36:9			Create new P92 Shortcut	Remote
5742	28-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C281120230066		Hardware	System Software	Other Software	software corrupt	LOW	Closed	28-11-2023 14:45	11/28/2023 3:47:44 PM	0:1:1:59			SAP has been installed	Remote
5743	28-11-2023	ALAKNANDA	A 12 Kalkaji	O-M	C281120230065		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	28-11-2023 14:45	11/28/2023 3:19:32 PM	0:0:34:16			Joined to Domain now issue resolved	Onsite
5744	28-11-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C281120230064		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	28-11-2023 14:44	11/28/2023 3:59:49 PM	0:1:14:56			Mouse Replaced.	Onsite
5745	28-11-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C281120230063		Hardware	Laptop	Screen Issue	Dim Display	LOW	Closed	28-11-2023 14:44	11/28/2023 3:19:12 PM	0:0:34:47			Increase the brightness now issue resolved	Onsite
5746	28-11-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C281120230062		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	28-11-2023 14:43	11/28/2023 3:46:19 PM	0:1:2:33			Mail sent to lotus team for reset mail password	Remote
5747	28-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BET	C281120230061		Telecome	Instrument	SIP	Others	LOW	Closed	28-11-2023 14:43	11/28/2023 3:18:41 PM	0:0:35:7			Configured the SIP Phone now issue resolved	Onsite
5748	28-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C281120230060		Hardware	System Software	MS Office	Software Not	LOW	Closed	28-11-2023 14:41	11/28/2023 3:03:15 PM	0:0:21:28			MS office software reinstall as MS word files not open shows error now working	Onsite
5749	28-11-2023	ALAKNANDA	I Block CR Park	Vigilance	C281120230059		Network	LAN Issue	LAN Issue	RJ45 Replace	LOW	Closed	28-11-2023 14:34	11/29/2023 4:21:06 PM	1:1:46:12			FWD TO LAN Team	Onsite
5750	28-11-2023	NEHRU PLACE	20 No Building	BUSINESS/BET	C281120230058		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	28-11-2023 14:31	11/28/2023 4:35:36 PM	0:2:4:9			Lan cable Change	Onsite
5751	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230057		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	28-11-2023 14:29	11/28/2023 2:35:00 PM	0:0:5:49			pdf not working issue resolved	Onsite
5752	28-11-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim vihar East Metro Station	PROTECTION	C281120230056		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	28-11-2023 14:28	11/28/2023 3:04:35 PM	0:0:36:4			Printer drivers reinstall again , set Printer lan IP again also printer lan cable	Onsite
5753	28-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C281120230055		Hardware	PC	Not working at all	Others	LOW	Closed	28-11-2023 14:27	11/28/2023 4:00:35 PM	0:1:33:0			Power cable change.	Onsite
5754	28-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C281120230054		Hardware	System Software	Other Software	Browser issue	LOW	Closed	28-11-2023 14:25	11/28/2023 4:01:33 PM	0:1:35:36			Run Cleanup do defragment.	Onsite
5755	28-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C281120230053		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	28-11-2023 14:23	11/28/2023 2:51:39 PM	0:0:28:7			Lotus settings done again path archives given again where .nsf files saved now	Onsite
5756	28-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BET	C281120230052		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-11-2023 14:20	11/28/2023 2:51:14 PM	0:0:31:0			Sap print error printer driver ok but set as default again and also set in sap logon	Onsite
5757	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230050		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	28-11-2023 14:06	11/28/2023 2:34:44 PM	0:0:28:15			Mouse not working issue resolved	Onsite
5758	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230049		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	28-11-2023 14:06	11/28/2023 2:34:29 PM	0:0:28:26			Ms office not working issue resolved	Onsite
5759	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230048		Hardware	System Software	Other Software	Browser issue	LOW	Closed	28-11-2023 14:05	11/28/2023 2:34:08 PM	0:0:28:40			Google chrome not working issue resolved	Onsite
5760	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230046		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-11-2023 14:04	11/28/2023 2:30:38 PM	0:0:26:15			IP configuration issue resolved	Onsite
5761	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230047		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	28-11-2023 14:04	11/28/2023 2:33:47 PM	0:0:28:56			adobe not working issue resolved	Onsite
5762	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230044		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-11-2023 14:03	11/28/2023 2:30:04 PM	0:0:26:47			ADS joining issue resolved	Onsite
5763	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230045		Hardware	System Software	Other Software	Browser issue	LOW	Closed	28-11-2023 14:03	11/28/2023 2:30:21 PM	0:0:26:30			google chrome not working issue resolved	Onsite
5764	28-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281120230043		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	28-11-2023 13:57	11/28/2023 2:29:47 PM	0:0:31:51			pdf not working issue resolved	Onsite
5765	28-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C281120230042		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	28-11-2023 13:45	11/28/2023 2:51:45 PM	0:1:5:56			Change lan port setting in switch now working fine	Onsite
5766	28-11-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BET	C281120230041		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	28-11-2023 13:45	11/28/2023 2:49:50 PM	0:1:4:35			Reinstalled webex now working fine	Onsite
5767	28-11-2023	JANAK PURI	I A 1 Janakpuri	O-M	C281120230040		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	28-11-2023 13:44	11/28/2023 2:52:09 PM	0:1:7:31			Done network troubleshooting now working fine	Onsite
5768	28-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C281120230039		Hardware	Scanner	Scaning issue	Others	LOW	Closed	28-11-2023 13:43	11/28/2023 2:50:20 PM	0:1:6:20			Restart Scanner now working fine	Onsite
5769	28-11-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C281120230038		Hardware	PC	Hanging/Slow processing	RAM Issue	MEDIUM	Closed	28-11-2023 13:36	11/28/2023 2:16:09 PM	0:0:39:52			ram replaced issue resolved	Onsite
5770	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C281120230037		Hardware	KEYBOARD	Not working	Hardware Faulty	MEDIUM	Closed	28-11-2023 12:30	11/28/2023 1:43:23 PM	0:1:12:42			keyboard Cleaned it with a blower and issue resolved.	Remote
5771	28-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C281120230035		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	MEDIUM	Closed	28-11-2023 12:29	11/28/2023 1:41:36 PM	0:1:11:53			New Archive file create and issue resolved.	Remote
5772	28-11-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C281120230036		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	28-11-2023 12:29	11/28/2023 1:23:44 PM	0:0:53:46			flt done and log the call	Onsite
5773	28-11-2023	JANAK PURI	Subhash Nagar Complaint Center	OM-DIV	C281120230034		Hardware	OTHERS	CCTV ISSUE	Hardware Issue	LOW	Closed	28-11-2023 12:29	11/28/2023 1:23:02 PM	0:0:53:52			check the camera. call log to vendor	Onsite
5774	28-11-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C281120230033		Hardware	System Software	MS Office	Software Not	MEDIUM	Closed	28-11-2023 12:27	11/28/2023 1:40:34 PM	0:1:12:52			MS OFFICE FILE REINSTALLED AND ISSUE RESOLVED.	Remote
5775	28-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C281120230031		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	28-11-2023 12:26	11/28/2023 1:22:01 PM	0:0:55:57			create new archive	Remote
5776	28-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C281120230032		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	28-11-2023 12:26	11/28/2023 1:22:31 PM	0:0:55:45			check the printer sent it to nhp	Onsite
5777	28-11-2023	SAKET	Adchini	BUSINESS/BET	C281120230029		Hardware	PC	Not working at all	No power	LOW	Closed	28-11-2023 12:25	11/28/2023 12:54:17 PM	0:0:28:45			power extention issue	Onsite
5778	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	DSS	C281120230030		Hardware	MOUSE	Not working	Working after	MEDIUM	Closed	28-11-2023 12:25	11/28/2023 1:39:53 PM	0:1:14:13			CLEAN THE MOUSE AND ISSUE RESOLVED.	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5779	28-11-2023	SAKET	Adchini	Recovery	C281120230028		Hardware	E-Mail	Email _Lotus	Mail Software	LOW	Closed	28-11-2023 12:25	11/28/2023 12:53:16 PM	0:0:28:15			PC restart	Onsite
5780	28-11-2023	SAKET	Adchini	Recovery	C281120230027		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Closed	28-11-2023 12:24	11/28/2023 12:53:00 PM	0:0:28:37			LAN connector re crimp	Onsite
5781	28-11-2023	SAKET	Adchini	BUSINESS/BET	C281120230024		Hardware	Scanner	Scaning issue	Others	LOW	Closed	28-11-2023 12:23	11/28/2023 12:52:15 PM	0:0:28:57			Scannening file open in deffrent format	Onsite
5782	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	CHD	C281120230025		Hardware	Scanner	Scaning issue	Connectivity Issue	MEDIUM	Closed	28-11-2023 12:23	11/28/2023 1:38:18 PM	0:1:14:48			SCANNER DRIVER REINSTALLED AND ISSUE RESOLVED.	Remote
5783	28-11-2023	SAKET	Adchini	SAFETY	C281120230026		Hardware	System Software	Other Software	software corrupt	LOW	Closed	28-11-2023 12:23	11/28/2023 12:52:35 PM	0:0:28:42			windows update	Onsite
5784	28-11-2023	SAKET	Adchini	SAFETY	C281120230023		Hardware	System Software	Other Software	software corrupt	LOW	Closed	28-11-2023 12:22	11/28/2023 12:45:38 PM	0:0:23:3			windows login issue	Onsite
5785	28-11-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C281120230021		Network	LAN Issue	LAN Issue	New Lan Installation	HIGH	Closed	28-11-2023 12:13	11/28/2023 12:32:52 PM	0:0:19:19			issue Resloved	Remote
5786	28-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	C-M	C281120230020		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	28-11-2023 12:10	11/28/2023 12:11:15 PM	0:0:0:32			new site joint visit with jio fiber	Onsite
5787	28-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C281120230019		Hardware	UPS	Backup	Over Loading	MEDIUM	Closed	28-11-2023 12:10	11/28/2023 1:37:20 PM	0:1:26:52			UPS OVER LOADING ISSUE FOUND.UPS WORKING	Onsite
5788	28-11-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur Near DDA Flat Uttam Nagar New Delhi 110059	O-M	C281120230018		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	28-11-2023 12:09	11/28/2023 12:11:56 PM	0:0:2:15			pc to uninstall and ready to shift	Onsite
5789	28-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C281120230017		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-11-2023 12:08	11/28/2023 12:12:19 PM	0:0:3:22			mail lock issue TV not avaiable	Onsite
5790	28-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/BET	C281120230016		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	28-11-2023 12:02	11/28/2023 12:14:57 PM	0:0:12:6			VPN IP Free Done.	Remote
5791	28-11-2023	NEHRU PLACE	20 No Building	CES	C281120230015		Telecome	Instrument	Analog	Others	HIGH	Closed	28-11-2023 11:42	11/28/2023 12:17:25 PM	0:0:34:51			wire code change	Onsite
5792	28-11-2023	PALAM	Mangla Puri Complaint Center	O-M	C281120230014		Hardware	PC	Not working at all	Others	LOW	Closed	28-11-2023 11:25	11/28/2023 12:15:40 PM	0:0:50:37			Take Followup issue resolve by Pankaj sir.	Remote
5793	28-11-2023	PALAM	Kailash Puri Complaint Center	O-M	C281120230012		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-11-2023 11:23	11/28/2023 12:16:32 PM	0:0:53:16			Printer USB Cable change.	Remote
5794	28-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C281120230011		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	HIGH	Closed	28-11-2023 10:58	11/28/2023 11:05:36 AM	0:0:7:27			mail not working	Remote
5795	28-11-2023	SAKET	D-Block Saket	O-M	C281120230010		Hardware	System Software	MS Office	Software Not	LOW	Closed	28-11-2023 10:57	11/28/2023 11:08:42 AM	0:0:11:8			MS Office re-installed	Onsite
5796	28-11-2023	SAKET	MIG CC	O-M	C281120230009		Network	LAN Issue	LAN Issue	Port Change	LOW	Closed	28-11-2023 10:56	11/28/2023 11:08:02 AM	0:0:11:30			Port changed from N/W Switch	Onsite
5797	28-11-2023	SAKET	Malviya Nagar	BUSINESS/BET	C281120230008		Hardware	System Software	Other Software	Browser issue	LOW	Closed	28-11-2023 10:55	11/28/2023 11:05:34 AM	0:0:9:55			Changed the site settings	Onsite
5798	28-11-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C281120230007		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	28-11-2023 10:54	11/28/2023 11:04:46 AM	0:0:9:54			Keyboard Faulty, sent to NHP for replacement	Onsite
5799	28-11-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C281120230006		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	LOW	Closed	28-11-2023 10:40	11/28/2023 2:16:02 PM	0:3:35:52			Temp files/History/Cookies Cleaned as regd.	Remote
5800	28-11-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C281120230005		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	28-11-2023 10:39	12-01-2023 10:07	2:23:27:50			Call Close By Sanjay	Onsite
5801	28-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C281120230004		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	28-11-2023 10:34	11/28/2023 12:16:27 PM	0:1:42:27			set paper size issue resolved..	Onsite
5802	28-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C281120230003		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	28-11-2023 10:33	11/28/2023 12:16:16 PM	0:1:42:29			set paper size issue resolved..	Onsite
5803	28-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C281120230002		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	28-11-2023 09:41	11/28/2023 9:57:49 AM	0:0:16:4			mouse replaced issue resolved..	Onsite
5804	28-11-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near MTNL Office,Nangloi	OM-DIV	C281120230001		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	28-11-2023 09:40	11/28/2023 9:57:09 AM	0:0:16:14			mail quota cleared and compact now issue resolved..	Remote
5805	29-11-2023	SAKET	Adchini	BUSINESS/BET	C301120230059		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-11-2023 13:38	11/30/2023 2:10:58 PM	0:0:32:29			Cam software reinstalled	Onsite
5806	29-11-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C301120230039		Hardware	PC	System Password issue	Password Reset	LOW	Closed	30-11-2023 12:26	11/30/2023 12:52:29 PM	0:0:25:51			issue has been resolved after reset the system password	Remote
5807	29-11-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C301120230038		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	30-11-2023 12:24	11/30/2023 12:59:46 PM	0:0:35:45			issue has been resolved after restart the machine	Onsite
5808	29-11-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C301120230037		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	30-11-2023 12:23	11/30/2023 12:53:03 PM	0:0:29:29			issue has been resolved after reset the mail password	Onsite
5809	29-11-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/BET	C301120230036		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-11-2023 12:22	11/30/2023 12:58:38 PM	0:0:35:50			issue has been resolved after create the new replica	Onsite
5810	29-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C301120230035		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-11-2023 12:21	11/30/2023 12:53:52 PM	0:0:32:10			issue has been resolved after set the proxy setting	Onsite
5811	29-11-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash Apartment	O-M	C301120230032		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	30-11-2023 12:16	11/30/2023 12:59:01 PM	0:0:42:41			issue has been resolved after changed the mouse	Onsite
5812	29-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C291120230155		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	29-11-2023 17:47	11/29/2023 5:49:44 PM	0:0:2:15			issue resolved	Onsite
5813	29-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C291120230156		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	29-11-2023 17:47	11/29/2023 5:49:51 PM	0:0:1:52			issue resolved	Onsite
5814	29-11-2023	NEHRU PLACE CSO	First Floor - E Block	C-M	C291120230154		Hardware	System Software	MS Office	Software Not	LOW	Closed	29-11-2023 17:44	11/29/2023 5:49:31 PM	0:0:5:0			issue resolved	Onsite
5815	29-11-2023	NEHRU PLACE CSO	First Floor - E Block	C-M	C291120230153		Hardware	Scanner	Scaning issue	Paper Stuck	LOW	Closed	29-11-2023 17:43	11/29/2023 5:49:23 PM	0:0:5:32			issue resolved	Onsite
5816	29-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C291120230152		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 17:42	11/29/2023 5:49:12 PM	0:0:6:38			issue resolved	Onsite
5817	29-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C291120230151		Hardware	Laptop	Hardware Issue	Sent to Nehru	LOW	Closed	29-11-2023 17:41	11/29/2023 5:49:02 PM	0:0:7:39			issue resolved	Onsite
5818	29-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C291120230150		Hardware	System Software	MS Office	Software Not	LOW	Closed	29-11-2023 17:40	11/29/2023 5:48:49 PM	0:0:8:46			issue resolved	Onsite
5819	29-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C291120230149		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 17:39	11/29/2023 5:48:30 PM	0:0:9:4			issue resolved	Onsite
5820	29-11-2023	OTHERS	VSNL	RCM	C291120230148		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 17:32	11/29/2023 5:52:22 PM	0:0:20:17			CAS password reset	Onsite
5821	29-11-2023	OTHERS	VSNL	C-M	C291120230147		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 17:31	11/29/2023 5:51:58 PM	0:0:20:28			Printer driver installed	Onsite
5822	29-11-2023	OTHERS	VSNL	QUALITY	C291120230146		Hardware	PC	TFT	Ticket logged with	LOW	Closed	29-11-2023 17:29	11/29/2023 5:51:39 PM	0:0:21:42			Complaint Logged	Onsite
5823	29-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C291120230145		Hardware	System Software	Other Software	Browser issue	LOW	Closed	29-11-2023 17:29	11/29/2023 5:51:19 PM	0:0:22:8			working now	Onsite
5824	29-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C291120230144		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	29-11-2023 17:28	11/29/2023 5:51:03 PM	0:0:23:1			USB driver Remove and re-installed issue resolve	Onsite
5825	29-11-2023	OTHERS	VSNL	KCC/MLCC/GCC	C291120230143		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 17:27	11/29/2023 5:50:19 PM	0:0:23:2			VB5 and 6 Installed	Onsite
5826	29-11-2023	OTHERS	VSNL	O-M	C291120230142		Hardware	PC	Network Not Working	No Power	LOW	Closed	29-11-2023 17:26	11/29/2023 5:49:46 PM	0:0:23:9			SMPS faulty Complaint Logged	Onsite
5827	29-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C291120230141		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	29-11-2023 17:23	11/29/2023 6:08:18 PM	0:0:44:57			AFTER KEYBOARD CHANGE ISSUE RESOLVED	Onsite
5828	29-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C291120230140		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	29-11-2023 17:20	11/29/2023 6:07:42 PM	0:0:47:13			AFTER MAIL UNLOCKED ISSUE RESOLVED	Onsite
5829	29-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C291120230139		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	29-11-2023 17:19	11/29/2023 6:07:06 PM	0:0:47:55			AFTER PAPER JAM CLEAR ISSUE RESOLVED	Onsite
5830	29-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C291120230137		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 17:18	11/29/2023 6:06:05 PM	0:0:47:59			AFTER PRINTER DRIVER UPDATE ISSUE RESOLVED	Onsite
5831	29-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C291120230138		Hardware	Printer	Connectivity Issue	Printer Driver	HIGH	Closed	29-11-2023 17:18	11/29/2023 6:06:25 PM	0:0:47:40			AFTER PRINTER DRIVER UPDATE ISSUE RESOLVED	Onsite
5832	29-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C291120230136		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 17:17	11/29/2023 6:05:29 PM	0:0:48:23			AFTER PRINTER DRIVER UPDATE ISSUE RESOLVED	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5833	29-11-2023	SARITA VIHAR	Badarpur	OM-DIV	C291120230134		Hardware	PC	Network Not Working	Lan Cable Issue	MEDIUM	Closed	29-11-2023 16:50	11/29/2023 5:40:28 PM	0:0:50:17			After crimp rj45 connector issue resolved	
5834	29-11-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C291120230133		Hardware	Laptop	Not working at all	RAM Issue	LOW	Closed	29-11-2023 16:42	11/29/2023 5:27:58 PM	0:0:45:39			Issue resolved	Onsite
5835	29-11-2023	NEHRU PLACE CSO	Second Floor - C Block	Billing	C291120230132		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	29-11-2023 16:41	11/29/2023 5:28:12 PM	0:0:46:15			Issue resolved	Remote
5836	29-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C291120230131		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-11-2023 16:41	11/29/2023 5:31:13 PM	0:0:50:1			Issue resolved	Onsite
5837	29-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C291120230130		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-11-2023 16:40	11/29/2023 5:31:21 PM	0:0:50:30			Issue resolved	Onsite
5838	29-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C291120230129		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-11-2023 16:40	11/29/2023 5:31:40 PM	0:0:51:19			Issue resolved	Onsite
5839	29-11-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C291120230128		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	29-11-2023 16:39	11/29/2023 5:32:24 PM	0:0:52:31			Issue resolved	Onsite
5840	29-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C291120230127		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-11-2023 16:39	11/29/2023 5:31:53 PM	0:0:52:24			Issue resolved	Onsite
5841	29-11-2023	NEHRU PLACE CSO	Third Floor - D Block	BUSINESS/BET	C291120230125		Hardware	System Software	Other Software	New Installation	LOW	Closed	29-11-2023 16:38	11/29/2023 5:28:28 PM	0:0:49:55			ADs Joinned	Remote
5842	29-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C291120230126		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-11-2023 16:38	11/29/2023 5:31:47 PM	0:0:52:51			Issue resolved	Onsite
5843	29-11-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot Dwarka Sec 8	C-M	C291120230124		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	29-11-2023 16:37	11/29/2023 5:33:38 PM	0:0:56:25			Mouse Replaced.	Onsite
5844	29-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C291120230123		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-11-2023 16:25	11/29/2023 5:35:18 PM	0:1:9:38			Printer configured as reqd.	Onsite
5845	29-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C291120230122		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	29-11-2023 16:24	11/29/2023 5:35:52 PM	0:1:11:34			replication issue resolved as reqd.	Onsite
5846	29-11-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C291120230121		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-11-2023 16:22	11/29/2023 5:35:01 PM	0:1:12:16			Printer configured as reqd.	Onsite
5847	29-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C291120230120		Hardware	PC	Not working at all	Others	MEDIUM	Closed	29-11-2023 16:16	11/29/2023 4:51:13 PM	0:0:35:4			System connected call closed	Onsite
5848	29-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C291120230119		Hardware	PC	Not working at all	Others	MEDIUM	Closed	29-11-2023 16:15	11/29/2023 4:51:31 PM	0:0:36:13			System connected call closed	Onsite
5849	29-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C291120230118		Hardware	PC	Not working at all	Others	MEDIUM	Closed	29-11-2023 16:13	11/29/2023 4:51:57 PM	0:0:37:57			system connected printer installed call closed	Onsite
5850	29-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C291120230117		Hardware	System Software	Other Software	Browser issue	LOW	Closed	29-11-2023 16:12	11/29/2023 5:18:40 PM	0:1:5:48			Sound issue resolved as reqd.	Onsite
5851	29-11-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/GCC	C291120230115		Hardware	PC	Not working at all	Ticket logged with	LOW	Closed	29-11-2023 16:12	11/29/2023 5:18:14 PM	0:1:5:53			No Display issue in Pc, call logged with vendor.	Onsite
5852	29-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C291120230116		Hardware	PC	Not working at all	Others	MEDIUM	Closed	29-11-2023 16:12	11/29/2023 4:52:28 PM	0:0:39:41			System connected printer configured call closed	Onsite
5853	29-11-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C291120230114		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	29-11-2023 16:11	11/29/2023 4:28:28 PM	0:0:16:41			Link issue resolved by help of Vendor & network team.	Onsite
5854	29-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C291120230113		Hardware	System Software	Other Software	New Installation	MEDIUM	Closed	29-11-2023 16:09	11/29/2023 4:52:57 PM	0:0:42:58			P92 icon recreated issue resolved	Remote
5855	29-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BET	C291120230111		Hardware	PC	TFT	Power Issue	LOW	Closed	29-11-2023 16:08	11/29/2023 4:13:08 PM	0:0:5:3			Change the power cable resolved	Onsite
5856	29-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C291120230112		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	29-11-2023 16:08	11/29/2023 4:13:39 PM	0:0:5:3			Paper jam problem resolved	Onsite
5857	29-11-2023	OTHERS	Andrews Ganj	Enforcement	C291120230110		Hardware	Attendane Machine	Others	new registration	LOW	Closed	29-11-2023 16:07	11/29/2023 4:14:37 PM	0:0:6:55			ID card registered into biomatric machine	Onsite
5858	29-11-2023	OTHERS	Andrews Ganj	Enforcement	C291120230109		Hardware	Attendane Machine	Others	new registration	LOW	Closed	29-11-2023 16:07	11/29/2023 4:14:28 PM	0:0:7:19			ID card registered into biomatric machine	Onsite
5859	29-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C291120230108		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	29-11-2023 16:07	11/29/2023 4:12:34 PM	0:0:5:33			Reset the password problem resolved	Remote
5860	29-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/GCC	C291120230107		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 16:06	11/29/2023 4:12:06 PM	0:0:5:32			New installations resolved	Remote
5861	29-11-2023	OTHERS	Andrews Ganj	Enforcement	C291120230106		Hardware	System Software	Other Software	New Installation	LOW	Closed	29-11-2023 15:54	11/29/2023 4:13:45 PM	0:0:18:58			ADs Issue	Onsite
5862	29-11-2023	OTHERS	Andrews Ganj	Enforcement	C291120230105		Hardware	E-Mail	Email _Lotus	Mail Password	LOW	Closed	29-11-2023 15:53	11/29/2023 4:13:27 PM	0:0:19:53			mail issue	Onsite
5863	29-11-2023	OTHERS	Andrews Ganj	Enforcement	C291120230104		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-11-2023 15:52	11/29/2023 4:13:11 PM	0:0:20:32			Lan port issue	Onsite
5864	29-11-2023	OTHERS	IIT Grid	Enforcement	C291120230102		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	29-11-2023 15:51	11/29/2023 4:12:26 PM	0:0:21:7			Pc slow issue	Onsite
5865	29-11-2023	OTHERS	Andrews Ganj	Enforcement	C291120230103		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-11-2023 15:51	11/29/2023 4:12:47 PM	0:0:20:50			Printer installed	Onsite
5866	29-11-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C291120230101		Hardware	System Software	MS Office	Others	LOW	Closed	29-11-2023 15:30	11/29/2023 3:55:29 PM	0:0:24:39			excel file converted in pdf after printer reinstalled issue resolved..	Remote
5867	29-11-2023	SAKET	Fatehpur Beri CC	O-M	C291120230100		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-11-2023 15:22	11/29/2023 3:39:11 PM	0:0:17:0			Reassign	Onsite
5868	29-11-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C291120230099		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 15:21	11/29/2023 3:51:48 PM	0:0:30:26			Mail sent to OMS support for password reset.	Onsite
5869	29-11-2023	HAUZ KHAAS	Front of Ansal Plaza	BUSINESS/BET	C291120230097		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	29-11-2023 15:19	11/29/2023 3:51:21 PM	0:0:31:35			Windows installed.	Onsite
5870	29-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C291120230098		Hardware	PC	TFT	Color Issue	MEDIUM	Closed	29-11-2023 15:19	11/29/2023 4:10:38 PM	0:0:50:48			VGA CABLE RECONNECT AND ISSUE RESOLVED.	Onsite
5871	29-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C291120230096		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	29-11-2023 15:18	11/29/2023 3:51:00 PM	0:0:32:20			Account unlocked.	Onsite
5872	29-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C291120230095		Hardware	PC	TFT	Color Issue	LOW	Closed	29-11-2023 15:17	11/29/2023 3:50:43 PM	0:0:33:12			VGA cable replaced.	Onsite
5873	29-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C291120230094		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	29-11-2023 15:16	11/29/2023 3:25:33 PM	0:0:9:5			Printer driver installed.	Onsite
5874	29-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C291120230093		Hardware	USB	USB not Detected	USB Driver issue	LOW	Closed	29-11-2023 15:14	11/29/2023 3:15:39 PM	0:0:1:5			USB driver reinstall.	Onsite
5875	29-11-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/BET	C291120230092		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	29-11-2023 15:13	11/29/2023 3:18:30 PM	0:0:5:19			Create new replica	Onsite
5876	29-11-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C291120230090		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	29-11-2023 15:12	11/29/2023 3:46:44 PM	0:0:34:33			change the faulty mouse issue resolved	Onsite
5877	29-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C291120230091		Hardware	System Software	Other Software	Browser issue	LOW	Closed	29-11-2023 15:12	11/29/2023 3:31:16 PM	0:0:18:28			firefox version updated issue resolved..	Remote
5878	29-11-2023	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BET	C291120230089		Hardware	PC	Not working at all	Others	LOW	Closed	29-11-2023 15:11	11/29/2023 3:17:53 PM	0:0:6:22			Replaced cable.	Onsite
5879	29-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C291120230088		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 15:10	11/29/2023 3:46:28 PM	0:0:35:34			configured another printer issue resolved	Onsite
5880	29-11-2023	JAFFERPUR	Ujwa Complain Center	CUSTOMER CARE	C291120230087		Hardware	UPS	Backup	No Power	LOW	Closed	29-11-2023 15:10	11/29/2023 3:17:23 PM	0:0:6:55			All cable remove and connect again	Onsite
5881	29-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C291120230086		Hardware	MOUSE	Not working	Other Issue	MEDIUM	Closed	29-11-2023 15:04	11/29/2023 4:09:41 PM	0:1:5:30			change the mouse.	Onsite
5882	29-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C291120230085		Hardware	Laptop	Restart Problem	Driver installation	LOW	Closed	29-11-2023 15:01	11/29/2023 3:46:08 PM	0:0:45:1			updated the window patch update issue resolved	Onsite
5883	29-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C291120230084		Hardware	Anti virus	ANTI VIRUS	Anti Virus update	LOW	Closed	29-11-2023 14:59	11/29/2023 3:45:45 PM	0:0:46:7			updated anti virus issue resolved	Onsite
5884	29-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C291120230083		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	29-11-2023 14:58	11/29/2023 3:45:33 PM	0:0:46:45			unlocked email id issue resolved	Onsite
5885	29-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	O-M	C291120230082		Hardware	PC	System Password issue	Password Reset	HIGH	Closed	29-11-2023 14:49	11/29/2023 3:52:26 PM	0:1:3:20			Password reset	Onsite
5886	29-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C291120230079		Hardware	System Software	Other Software	software corrupt	HIGH	Closed	29-11-2023 14:46	11/29/2023 3:53:07 PM	0:1:6:47			windows install	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5887	29-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	BUSINESS/ BET	C291120230080		Hardware	Laptop	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	29-11-2023 14:46	11/29/2023 4:09:13 PM	0:1:22:41			c drive clean,prefetch,temp,file removed.	Remote
5888	29-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C291120230077		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	29-11-2023 14:45	11/29/2023 3:22:39 PM	0:0:37:22			reinsert lan cable	Onsite
5889	29-11-2023	NEHRU PLACE	20 No Building	C-M	C291120230078		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 14:45	11/29/2023 3:23:05 PM	0:0:37:18			usb printer installation done	Onsite
5890	29-11-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C291120230076		Hardware	System Software	MS Office	File Not Opening	HIGH	Closed	29-11-2023 14:44	11/29/2023 3:53:34 PM	0:1:8:47			ms office reinstall	Onsite
5891	29-11-2023	NEHRU PLACE	20 No Building	Energy Audit	C291120230075		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	29-11-2023 14:44	11/29/2023 3:22:22 PM	0:0:37:53			all mail archive and compact mail	Onsite
5892	29-11-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojana	O-M	C291120230074		Hardware	UPS	Backup	No Power	HIGH	Closed	29-11-2023 14:43	11/29/2023 3:54:28 PM	0:1:10:44			ups power mc point changed	Onsite
5893	29-11-2023	NEHRU PLACE	20 No Building	C-M	C291120230073		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	29-11-2023 14:43	11/29/2023 3:21:28 PM	0:0:38:2			system restart, keyboard working fine	Onsite
5894	29-11-2023	NEHRU PLACE	20 No Building	BUSINESS/ BET	C291120230071		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 14:42	11/29/2023 3:20:53 PM	0:0:38:17			file copy to via TeamViewer	Onsite
5895	29-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C291120230072		Hardware	System Software	Other Software	software reinstallatio	HIGH	Closed	29-11-2023 14:42	11/29/2023 3:52:05 PM	0:1:9:16			Pdf and sap reinstall	Onsite
5896	29-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C291120230070		Hardware	PC	TFT	Ticket logged with	LOW	Closed	29-11-2023 14:39	11/29/2023 3:24:17 PM	0:0:45:9			Ticket logged with vendor.	Onsite
5897	29-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C291120230069		Hardware	System Software	Other Software	proxy setting	LOW	Closed	29-11-2023 14:38	11/29/2023 3:23:52 PM	0:0:45:23			Proxy setting changed.	Onsite
5898	29-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C291120230068		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	29-11-2023 14:38	11/29/2023 3:11:53 PM	0:0:33:28			repaired the ms office setup issue resolved..	Onsite
5899	29-11-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C291120230066		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	29-11-2023 14:37	11/29/2023 3:11:25 PM	0:0:33:34			lan patch cable replaced after diagnosis issue resolved..	Onsite
5900	29-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C291120230064		Hardware	PC	System Password issue	Password Reset	LOW	Closed	29-11-2023 14:37	11/29/2023 3:23:09 PM	0:0:46:8			Password reset from ADS team.	Onsite
5901	29-11-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/ BET	C291120230065		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 14:37	11/29/2023 3:23:31 PM	0:0:45:52			Printer drivers reinstalled.	Onsite
5902	29-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C291120230063		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	29-11-2023 14:36	11/29/2023 4:07:52 PM	0:1:31:41			Dienotes software run and mail open issue resolved.	Onsite
5903	29-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C291120230061		Network	LAN Issue	LAN Issue	Lan Cable Faulty	MEDIUM	Closed	29-11-2023 14:30	11/29/2023 4:03:27 PM	0:1:33:14			IAN CABLE CHANGE ISSUE RESOLVED.	Onsite
5904	29-11-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C291120230059		Hardware	PC	Not working at all	Others	LOW	Closed	29-11-2023 14:28	11/29/2023 2:29:18 PM	0:0:1:16			login failed resolved	Onsite
5905	29-11-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C291120230060		Telecome	Instrument	SIP	Others	LOW	Closed	29-11-2023 14:28	11/29/2023 2:29:02 PM	0:0:0:21			config failed . resolved	Onsite
5906	29-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C291120230057		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 14:27	11/29/2023 2:29:35 PM	0:0:2:12			installed	Onsite
5907	29-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C291120230056		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 14:27	11/29/2023 2:29:49 PM	0:0:2:38			installed	Onsite
5908	29-11-2023	SAKET	Adchini	DSK	C291120230058		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	29-11-2023 14:27	11/29/2023 3:40:15 PM	0:1:12:50			mail lock	Onsite
5909	29-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	BPI	C291120230055		Hardware	Printer	Hardware Issue	Sent to Nehru	LOW	Closed	29-11-2023 14:26	11/29/2023 2:30:00 PM	0:0:3:5			need to send to nhp	Onsite
5910	29-11-2023	SAKET	Adchini	CHD	C291120230054		Hardware	System Software	Other Software	software corrupt	LOW	Closed	29-11-2023 14:26	11/29/2023 3:39:56 PM	0:1:13:10			Server site issue	Onsite
5911	29-11-2023	SAKET	Adchini	SAFETY	C291120230053		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	29-11-2023 14:25	11/29/2023 3:39:40 PM	0:1:13:44			LAN cable reconnected	Onsite
5912	29-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C291120230051		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	29-11-2023 14:18	11/29/2023 2:26:52 PM	0:0:8:49			Mail has been sent to lotus team form unlock	Remote
5913	29-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C291120230049		Hardware	System Software	Other Software	proxy setting	LOW	Closed	29-11-2023 13:52	11/29/2023 2:46:16 PM	0:0:53:37			Change proxy setting now working fine	Onsite
5914	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230046		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	29-11-2023 13:43	11/29/2023 2:44:43 PM	0:1:1:4			Ms office not working issue resolved	Onsite
5915	29-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C291120230048		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	29-11-2023 13:43	11/29/2023 2:45:56 PM	0:1:1:57			Repair keyboard now working fine	Onsite
5916	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230044		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	29-11-2023 13:43	11/29/2023 2:44:27 PM	0:1:1:14			google chrome not working issue resolved	Onsite
5917	29-11-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C291120230045		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	29-11-2023 13:43	11/29/2023 3:34:37 PM	0:1:51:22			Done network troubleshooting now working fine	Onsite
5918	29-11-2023	ALAKNANDA	GK 2	RCM	C291120230047		Hardware	Laptop	Hanging/Slow processing	Driver installation	LOW	Closed	29-11-2023 13:43	11/29/2023 2:58:46 PM	0:1:14:54			Delete all unwanted software and clean the laptop now issue resolved	Remote
5919	29-11-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C291120230043		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	29-11-2023 13:42	11/29/2023 2:45:35 PM	0:1:3:20			Clear temp files and run diagnostic now working fine	Onsite
5920	29-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C291120230042		Hardware	System Software	MS Office	Software Not	LOW	Closed	29-11-2023 13:41	11/29/2023 2:57:42 PM	0:1:15:42			Close the MS office from task manager and reboot now issue resolved	Remote
5921	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230040		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 13:40	11/29/2023 2:44:10 PM	0:1:3:30			pdf not working issue resolved	Onsite
5922	29-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/ BET	C291120230041		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	29-11-2023 13:40	11/29/2023 2:57:00 PM	0:1:16:15			Archive the mail and compact now issue resolved	Remote
5923	29-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C291120230038		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	29-11-2023 13:39	11/29/2023 2:50:37 PM	0:1:11:31			Installed the new OS and all software	Onsite
5924	29-11-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/ BET	C291120230039		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	29-11-2023 13:39	11/29/2023 2:52:01 PM	0:1:12:11			Patch Cable change now issue resolved	Onsite
5925	29-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C291120230037		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-11-2023 13:38	11/29/2023 2:44:27 PM	0:1:5:52			Visited and work has been done	Onsite
5926	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230036		Hardware	PC	Not working at all	Driver installation	LOW	Closed	29-11-2023 13:27	11/29/2023 2:43:54 PM	0:1:16:17			PC not working issue resolved	Onsite
5927	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230034		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	29-11-2023 13:25	11/29/2023 2:43:17 PM	0:1:18:14			Google chrome not working issue resolved	Onsite
5928	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230035		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	29-11-2023 13:25	11/29/2023 2:43:37 PM	0:1:18:5			Email archive issue resolved	Onsite
5929	29-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291120230033		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	29-11-2023 13:24	11/29/2023 2:43:00 PM	0:1:18:27			Ms office not working issue resolved	Onsite
5930	29-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C291120230032		Hardware	Printer	Connectivity Issue	Printer Driver	MEDIUM	Closed	29-11-2023 13:16	11/29/2023 1:59:00 PM	0:0:42:0			printer driver repair and issue resolved.	Remote
5931	29-11-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C291120230031		Hardware	System Software	Other Software	proxy setting	LOW	Closed	29-11-2023 13:09	11/29/2023 2:11:05 PM	0:1:1:50			Change proxy setting now working fine	Onsite
5932	29-11-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C291120230030		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-11-2023 12:58	11/29/2023 1:55:49 PM	0:0:57:38			Ram dust clean.	Onsite
5933	29-11-2023	NIZAMUDDIN	Lodhi Road	O-M	C291120230029		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 12:51	11/29/2023 12:57:27 PM	0:0:6:15			ADS join resolved	Remote
5934	29-11-2023	SAKET	Fatehpur Beri CC	O-M	C291120230028		Network	Link Connectivit	Not working	Working after	LOW	Closed	29-11-2023 12:40	11/29/2023 12:44:38 PM	0:0:3:51			Reassign	Onsite
5935	29-11-2023	SAKET	Malviya Nagar Grid	DSK	C291120230027		Network	Link Connectivit	Link Connectivity Issue	Link Problem	LOW	Closed	29-11-2023 12:37	11/29/2023 12:44:10 PM	0:0:6:41			Reassign	Onsite
5936	29-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C291120230026		Hardware	System Software	Other Software	software corrupt	LOW	Closed	29-11-2023 12:35	11/29/2023 12:43:16 PM	0:0:7:23			Oracle 12C re-installed	Onsite
5937	29-11-2023	SAKET	Chhatarpur CC	O-M	C291120230025		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-11-2023 12:35	11/29/2023 12:42:50 PM	0:0:7:42			Touchpad driver re-installed	Onsite
5938	29-11-2023	SAKET	Adchini	CHD	C291120230024		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	29-11-2023 12:33	11/29/2023 12:42:24 PM	0:0:9:0			Default paper pickup tray settings changed	Onsite
5939	29-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C291120230023		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-11-2023 12:29	11/29/2023 1:56:17 PM	0:1:26:39			Cartridge change.	Onsite
5940	29-11-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C291120230022		Telecome	CCTV	Camera	Others	LOW	Closed	29-11-2023 12:27	11/29/2023 1:56:57 PM	0:1:29:16			Take Followup issue resolve by vendor.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5941	29-11-2023	NIZAMUDDIN	Jangpura	O-M	C291120230021		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 12:26	11/29/2023 12:43:55 PM	0:0:17:20			ADS join resolved	Onsite
5942	29-11-2023	NIZAMUDDIN	Jangpura	O-M	C291120230020		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 12:25	11/29/2023 12:43:36 PM	0:0:17:42			ADS join resolved	Onsite
5943	29-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C291120230019		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	29-11-2023 12:22	11/29/2023 1:57:31 PM	0:1:34:58			Do mail archive & compact.	Onsite
5944	29-11-2023	VASANT KUNJ	Palam 33KVA Near Airport	OM-EHV	C291120230018		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-11-2023 12:10	11/29/2023 1:20:35 PM	0:1:10:8			RAM issue fixed	Onsite
5945	29-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C291120230017		Software	SAP R/3	CO	Others	LOW	Closed	29-11-2023 12:08	11/29/2023 12:08:52 PM	0:0:0:47			map with adobe reader	Remote
5946	29-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C291120230016		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	29-11-2023 12:07	11/29/2023 12:09:25 PM	0:0:2:14			create another replica	Remote
5947	29-11-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind Hospital	OM-EHV	C291120230015		Network	Link Connectivit	Link Connectivity Issue	Others	LOW	Closed	29-11-2023 12:05	11/29/2023 1:31:37 PM	0:1:25:49			change the power cable	Onsite
5948	29-11-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar,Punjabi Bagh,Near Jwala Heri Market	OM-DIV	C291120230014		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	29-11-2023 12:04	11/29/2023 1:32:13 PM	0:1:27:23			chech the pc. clean with blower. now pc is working fine	Onsite
5949	29-11-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C291120230013		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	29-11-2023 12:02	11/29/2023 1:06:15 PM	0:1:4:8			Call has been logged to vendor	Onsite
5950	29-11-2023	VASANT KUNJ	B 1	O-M	C291120230012		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-11-2023 12:01	11/29/2023 12:35:59 PM	0:0:34:56			Print spooler restart then working fine	Remote
5951	29-11-2023	VASANT KUNJ	Bijwasan	O-M	C291120230011		Hardware	System Software	Other Software	Browser issue	LOW	Closed	29-11-2023 11:58	11/29/2023 12:30:07 PM	0:0:31:39			DTM shortcut created on desktop	Remote
5952	29-11-2023	MUNDKA	S/Stn Building At Swarn Park(Behind Dharam Kanta),Mundka	OM-DIV	C291120230010		Hardware	System Software	Other Software	New Installation	HIGH	Closed	29-11-2023 11:57	11/29/2023 12:20:37 PM	0:0:23:25			mapping done on pc issue resolved..	Remote
5953	29-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C291120230009		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	29-11-2023 10:32					LAN Dressing required G Block Kalkaji	Onsite
5954	29-11-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near Janakpuri District Center	C-M	C291120230008		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	29-11-2023 10:19	11/29/2023 10:19:47 AM	0:0:0:39			sw reinstalled	Onsite
5955	29-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C291120230007		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	29-11-2023 10:18	11/29/2023 10:39:55 AM	0:0:21:34			printer driver updated issue resolved..	Onsite
5956	29-11-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C291120230006		Hardware	PC	Hardware Issue	Sent to Nehru	LOW	Closed	29-11-2023 10:17	11/29/2023 10:20:25 AM	0:0:2:37			send to hari nagar	Onsite
5957	29-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C291120230005		Hardware	PC	TFT	IF HW Replaceme	LOW	Closed	29-11-2023 10:17	11/29/2023 11:09:09 AM	0:0:51:30			vga cable found faulty now replaced and all driver updated issue resolved..	Onsite
5958	29-11-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near Janakpuri District Center	BPI	C291120230004		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-11-2023 10:16	11/29/2023 10:20:44 AM	0:0:3:51			account locked	Onsite
5959	29-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C291120230003		Hardware	PC	Restart Problem	Harddisk Issue	LOW	Closed	29-11-2023 10:05	11/29/2023 10:14:03 AM	0:0:8:37			harddisk sata cable replaced now issue resolved..	Onsite
5960	29-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C291120230001		Hardware	PC	Hanging/Slow processing	Patch Updation	LOW	Closed	29-11-2023 10:04	11/29/2023 10:16:20 AM	0:0:11:40			antivirus patch updated issue resolved..	Onsite
5961	29-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/ BET	C291120230002		Hardware	PC	Hanging/Slow processing	Patch Updation	LOW	Closed	29-11-2023 10:04	11/29/2023 10:15:59 AM	0:0:11:2			antivirus patch updated issu eresolved..	Onsite
5962	30-11-2023	NEHRU PLACE CSO	Ground Floor	HR	C301120230162		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-11-2023 18:09	11/30/2023 6:11:35 PM	0:0:2:24			issue resolved	Onsite
5963	30-11-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C301120230161		Hardware	System Software	MS Office	Software Not	LOW	Closed	30-11-2023 18:08	11/30/2023 6:11:25 PM	0:0:3:6			issue resolved	Onsite
5964	30-11-2023	NEHRU PLACE CSO	Second Floor - D Block	IT	C301120230160		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-11-2023 18:07	11/30/2023 6:11:16 PM	0:0:3:42			issue resolved	Onsite
5965	30-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C301120230159		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	30-11-2023 18:06	11/30/2023 6:11:07 PM	0:0:4:39			issue resolved	Onsite
5966	30-11-2023	NEHRU PLACE CSO	First Floor - D Block	PMG	C301120230158		Hardware	PC	Hanging/Slow processing	Hanging/Slow	LOW	Closed	30-11-2023 18:05	11/30/2023 6:10:56 PM	0:0:5:33			issue resolved	Onsite
5967	30-11-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C301120230157		Hardware	Scanner	Scaning issue	Paper Folding	LOW	Closed	30-11-2023 18:03	11/30/2023 6:10:44 PM	0:0:7:38			issue resolved	Onsite
5968	30-11-2023	NEHRU PLACE CSO	Second Floor - D Block	C-M	C301120230156		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 18:01	11/30/2023 6:10:34 PM	0:0:8:37			issue resolved	Onsite
5969	30-11-2023	NEHRU PLACE CSO	Second Floor - D Block	SAFETY	C301120230155		Hardware	Scanner	Scaning issue	Connectivit y Issue	LOW	Closed	30-11-2023 18:00	11/30/2023 6:10:25 PM	0:0:9:58			issue resolved	Onsite
5970	30-11-2023	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	IT	C301120230154		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 17:58	11/30/2023 6:10:08 PM	0:0:12:5			issue resolved	Onsite
5971	30-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C301120230153		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 17:57	11/30/2023 6:00:04 PM	0:0:2:36			Oracle re-installed CAS Working properly	Onsite
5972	30-11-2023	OTHERS	VSNL	KCC/MLCC/ GCC	C301120230152		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 17:57	11/30/2023 5:59:35 PM	0:0:2:29			Oracle re-installed CAS Working properly	Onsite
5973	30-11-2023	OTHERS	VSNL	O-M	C301120230151		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 17:56	11/30/2023 5:58:39 PM	0:0:2:8			Remove paper Printer working now	Onsite
5974	30-11-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C301120230150		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-11-2023 17:55	11/30/2023 6:09:59 PM	0:0:14:7			issue resolved	Onsite
5975	30-11-2023	NEHRU PLACE CSO	First Floor - F Block	Finance	C301120230149		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 17:54	11/30/2023 6:09:46 PM	0:0:15:35			issue resolved	Onsite
5976	30-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C301120230148		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-11-2023 17:15	11/30/2023 5:29:16 PM	0:0:13:33			after file extension change issue resolved	Onsite
5977	30-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C301120230147		Hardware	E-Mail	Email _Lotus	Mail Send/Recei	LOW	Closed	30-11-2023 17:14	11/30/2023 5:28:37 PM	0:0:14:13			after mail archive issue resolved	Onsite
5978	30-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C301120230146		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	30-11-2023 17:12	11/30/2023 5:28:12 PM	0:0:15:19			after mail archive issue resolved	Onsite
5979	30-11-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C301120230145		Network	Link Connectivit	Link Connectivity Issue	Power Issue	LOW	Closed	30-11-2023 17:11	11/30/2023 5:27:47 PM	0:0:15:59			after power socket change issue resolved	Onsite
5980	30-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C301120230144		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 17:10	11/30/2023 5:27:13 PM	0:0:16:43			after paper jam clear issue resolved	Onsite
5981	30-11-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BET	C301120230143		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 17:09	11/30/2023 5:27:02 PM	0:0:17:15			after paper jam clear issue resolved	Onsite
5982	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230142		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 16:48	11/30/2023 4:55:33 PM	0:0:7:31			pdf not working issue resolved	Onsite
5983	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230141		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 16:47	11/30/2023 4:55:13 PM	0:0:7:40			Ms office not working issue resolved	Onsite
5984	30-11-2023	SAKET	Adchini	DSS	C301120230140		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 16:36	11/30/2023 4:39:18 PM	0:0:3:6			printer not connect	Remote
5985	30-11-2023	SAKET	Adchini	Survillance	C301120230138		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 16:35	11/30/2023 4:38:42 PM	0:0:3:8			DSK portal not open	Remote
5986	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230139		Telecome	Instrument	Analog	Instrument Faulty	LOW	Closed	30-11-2023 16:35	11/30/2023 4:54:57 PM	0:0:19:4			instrument not working issue resolved	Onsite
5987	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230137		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 16:35	11/30/2023 4:54:39 PM	0:0:19:18			Ms office not working issue resolved	Onsite
5988	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230135		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	30-11-2023 16:34	11/30/2023 4:54:01 PM	0:0:19:38			Mouse not working issue resolved	Onsite
5989	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230136		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 16:34	11/30/2023 4:54:21 PM	0:0:19:29			Google chrome not working issue resolved	Onsite
5990	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230134		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-11-2023 16:33	11/30/2023 4:53:41 PM	0:0:19:46			Adobe not working issue resolved	Onsite
5991	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230133		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 16:28	11/30/2023 4:53:24 PM	0:0:24:43			Ms excel not working issue resolved	Onsite
5992	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230132		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-11-2023 16:28	11/30/2023 4:53:06 PM	0:0:24:58			Ms office not working issue resolved	Onsite
5993	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230131		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 16:27	11/30/2023 4:52:48 PM	0:0:25:9			Ms excel not working issue resolved	Onsite
5994	30-11-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C301120230130		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-11-2023 16:27	11/30/2023 4:52:29 PM	0:0:25:17			Google chrome not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
5995	30-11-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C301120230129		Hardware	System Software	MS Office	Software Not	LOW	Closed	30-11-2023 16:15	11/30/2023 4:37:55 PM	0:0:22:32			Ms office activated	Onsite
5996	30-11-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C301120230126		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-11-2023 16:14	11/30/2023 4:37:28 PM	0:0:23:22			Proxy changed	Onsite
5997	30-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C301120230128		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-11-2023 16:14	11/30/2023 4:18:16 PM	0:0:3:18			Thunderbird configured.	Onsite
5998	30-11-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C301120230127		Hardware	PC	System Password issue	Others	LOW	Closed	30-11-2023 16:14	11/30/2023 4:37:42 PM	0:0:22:54			issue resolved	Onsite
5999	30-11-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C301120230124		Hardware	Laptop	Network Not Working	Connectivity issue	LOW	Closed	30-11-2023 16:13	11/30/2023 4:37:02 PM	0:0:23:52			issue resolved	Onsite
6000	30-11-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C301120230125		Hardware	E-Mail	Email _Lotus	Digest Password	LOW	Closed	30-11-2023 16:13	11/30/2023 4:37:13 PM	0:0:23:41			password changed	Onsite
6001	30-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C301120230123		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 16:12	11/30/2023 4:36:52 PM	0:0:24:7			drivers isntalled	Onsite
6002	30-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C301120230122		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	30-11-2023 16:12	11/30/2023 4:36:37 PM	0:0:24:16			mail installed	Onsite
6003	30-11-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C301120230121		Hardware	Laptop	Hanging/Slow processing	Harddisk Issue	LOW	Closed	30-11-2023 16:11	11/30/2023 4:36:26 PM	0:0:24:27			HDD Replaced	Onsite
6004	30-11-2023	OTHERS	Andrews Ganj	Enforcement	C301120230119		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 16:06	11/30/2023 4:57:20 PM	0:0:51:12			Printer driver issue	Onsite
6005	30-11-2023	OTHERS	Andrews Ganj	Enforcement	C301120230120		Hardware	System Software	MS Office	Others	LOW	Closed	30-11-2023 16:06	11/30/2023 4:56:31 PM	0:0:49:35			MS Office issue	Onsite
6006	30-11-2023	OTHERS	Andrews Ganj	Enforcement	C301120230118		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 16:05	11/30/2023 4:57:41 PM	0:0:52:37			Printer issue	Onsite
6007	30-11-2023	OTHERS	Andrews Ganj	Enforcement	C301120230117		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	30-11-2023 16:04	11/30/2023 4:58:29 PM	0:0:54:13			mail configuration	Onsite
6008	30-11-2023	OTHERS	Andrews Ganj	Enforcement	C301120230116		Network	LAN Issue	LAN Issue	Others	LOW	Closed	30-11-2023 16:03	11/30/2023 4:58:51 PM	0:0:55:11			LAN connectivity issue	Onsite
6009	30-11-2023	OTHERS	PLA Court	Enforcement	C301120230115		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	30-11-2023 16:02	11/30/2023 4:56:02 PM	0:0:53:14			Laptop booting issue	Onsite
6010	30-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C301120230113		Hardware	PC	Hanging/Slow processing	Temp File/Cache/	MEDIUM	Closed	30-11-2023 15:45	11/30/2023 4:30:24 PM	0:0:45:21			After clean team file and change window setting issue resolved	Remote
6011	30-11-2023	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/BET	C301120230114		Hardware	System Software	Other Software	software reinstallatio	MEDIUM	Closed	30-11-2023 15:45	11/30/2023 4:29:01 PM	0:0:43:13			After reinstalled issue resolved	Remote
6012	30-11-2023	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C301120230112		Hardware	Printer	Paper Pickup	Paper Jam Issue	MEDIUM	Closed	30-11-2023 15:44	11/30/2023 4:31:17 PM	0:0:47:5			After remove stuck paper issue resolved	Onsite
6013	30-11-2023	SARITA VIHAR	Jullena	OM-DIV	C301120230110		Network	Link Connectivit	Link Connectivity Issue	Others	MEDIUM	Closed	30-11-2023 15:42	11/30/2023 4:32:36 PM	0:0:50:28			Airtel link shifted to 1st floor in bharat nagar compliant center and link is live	Onsite
6014	30-11-2023	NEHRU PLACE	20 No Building	C-M	C301120230111		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 15:42	11/30/2023 3:44:39 PM	0:0:2:20			BSP configure done issue resolved	Onsite
6015	30-11-2023	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C301120230109		Hardware	PC	Hanging/Slow processing	OS/System File/	MEDIUM	Closed	30-11-2023 15:40	11/30/2023 4:33:45 PM	0:0:52:48			After repair window issue resolved	Onsite
6016	30-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C301120230108		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 15:33	11/30/2023 4:17:50 PM	0:0:44:6			Network slow working.	Onsite
6017	30-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C301120230107		Hardware	System Software	MS Office	File Corrupted	LOW	Closed	30-11-2023 15:32	11/30/2023 4:17:04 PM	0:0:44:34			Excel file corrupted.	Onsite
6018	30-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C301120230105		Hardware	KEYBOARD	Not working	Sent to Nehru	LOW	Closed	30-11-2023 15:31	11/30/2023 4:16:27 PM	0:0:45:25			Keyboard replaced.	Onsite
6019	30-11-2023	HAUZ KHAAS	O Office Near Laxman Public School	BUSINESS/BET	C301120230106		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-11-2023 15:31	11/30/2023 4:16:44 PM	0:0:44:52			Server problem resolved.	Onsite
6020	30-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C301120230104		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 15:30	11/30/2023 4:16:06 PM	0:0:45:43			Adobe installation.	Onsite
6021	30-11-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C301120230103		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	30-11-2023 15:29	11/30/2023 4:15:38 PM	0:0:46:34			Power cable loose.	Onsite
6022	30-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C301120230102		Hardware	E-Mail	Internet Issue	Internet Issue	LOW	Closed	30-11-2023 15:24	11/30/2023 4:07:21 PM	0:0:42:49			change the proxy setting issue resolved	Onsite
6023	30-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C301120230100		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-11-2023 15:23	11/30/2023 4:06:44 PM	0:0:43:25			reinstalled acrobat issue resolved	Onsite
6024	30-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	OM-EHV	C301120230101		Hardware	E-Mail	Email _Lotus	Lotus Traveller	LOW	Closed	30-11-2023 15:23	11/30/2023 4:07:04 PM	0:0:43:8			change the travel mail password issue resolved	Onsite
6025	30-11-2023	NEHRU PLACE	W Block GK 1	O-M	C301120230098		Network	LAN Issue	LAN Issue	Lan Cable Faulty	LOW	Re-Assign	30-11-2023 15:22					Please do the needful.	Onsite
6026	30-11-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C301120230099		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	30-11-2023 15:22	11/30/2023 4:06:31 PM	0:0:43:44			unlocked email id issue resolved	Onsite
6027	30-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C301120230097		Hardware	Printer	Image Issue	Image Blurred	LOW	Closed	30-11-2023 15:22	11/30/2023 4:06:15 PM	0:0:43:58			change the cartridge issue resolved	Onsite
6028	30-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/BET	C301120230096		Hardware	System Software	MS Office	File Not Opening	LOW	Closed	30-11-2023 15:21	11/30/2023 4:05:53 PM	0:0:44:7			change the file extension issue resolved	Onsite
6029	30-11-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data Center	C301120230095		Hardware	MOUSE	Not working	Sent to Nehru	LOW	Closed	30-11-2023 15:21	11/30/2023 4:01:36 PM	0:0:40:26			collect mouse form nehru place issue resolved	Onsite
6030	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301120230094		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	30-11-2023 14:40	11/30/2023 2:50:23 PM	0:0:10:15			Password reset problem resolved	Remote
6031	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301120230093		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 14:39	11/30/2023 2:50:02 PM	0:0:11:2			paper jam problem resolved	Remote
6032	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301120230092		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 14:34	11/30/2023 2:49:21 PM	0:0:15:3			New installations resolved	Remote
6033	30-11-2023	NEHRU PLACE	20 No Building	C-M	C301120230091		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-11-2023 14:31	11/30/2023 3:02:46 PM	0:0:30:48			Microsoft team meting join successfully	Onsite
6034	30-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C301120230090		Hardware	System Software	Other Software	New Installation	HIGH	Closed	30-11-2023 14:22	11/30/2023 3:57:12 PM	0:1:34:24			Cas exe changed	
6035	30-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Data Center	C301120230089		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	HIGH	Closed	30-11-2023 14:21	11/30/2023 3:55:07 PM	0:1:33:39			Mail reinstall	
6036	30-11-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near Mota Singh School	MMG	C301120230088		Hardware	Printer	Paper Pickup	Paper Jam Issue	HIGH	Closed	30-11-2023 14:20	11/30/2023 3:55:59 PM	0:1:35:36			Printer jam clien	
6037	30-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C301120230087		Hardware	PC	Restart Problem	Others	HIGH	Closed	30-11-2023 14:19	11/30/2023 3:51:22 PM	0:1:31:55			Power cable changed	
6038	30-11-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C301120230086		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	30-11-2023 14:18	11/30/2023 3:49:17 PM	0:1:30:30			Ups cable changed	
6039	30-11-2023	ALAKNANDA	G Block Kalkaji	O-M	C301120230085		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 14:09	11/30/2023 2:48:48 PM	0:0:39:10			Installed the application now issue resolved	Onsite
6040	30-11-2023	ALAKNANDA	Giri Nagar	KCC/MLCC/GCC	C301120230084		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	30-11-2023 14:08	11/30/2023 2:48:21 PM	0:0:39:32			Unlocked the account from server side now issue resolved	Onsite
6041	30-11-2023	ALAKNANDA	Giri Nagar	MMG	C301120230083		Hardware	Scanner	Scaning issue	Hardware Issue	LOW	Closed	30-11-2023 14:07	11/30/2023 2:47:27 PM	0:0:39:29			Change the USB cable now issue resolved	Onsite
6042	30-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C301120230082		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 14:06	11/30/2023 2:46:38 PM	0:0:40:3			Update the google chrome now issue resolved	Remote
6043	30-11-2023	ALAKNANDA	E Block GK 2	BUSINESS/BET	C301120230081		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 14:04	11/30/2023 2:46:01 PM	0:0:41:20			Installed the printer now issue resolved	Remote
6044	30-11-2023	ALAKNANDA	CR Park HR Office	HR	C301120230080		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 14:03	11/30/2023 2:45:37 PM	0:0:41:44			Reset the password of P92 now issue resolved	Remote
6045	30-11-2023	ALAKNANDA	Okhla Ph 1	O-M	C301120230079		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	30-11-2023 14:02	11/30/2023 2:44:36 PM	0:0:41:49			Change the RAM now issue resolved	Onsite
6046	30-11-2023	ALAKNANDA	A 12 Kalkaji	O-M	C301120230078		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	30-11-2023 14:01	11/30/2023 2:43:10 PM	0:0:41:22			Change the mouse now issue resolved	Onsite
6047	30-11-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C301120230077		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 13:59	11/30/2023 2:42:34 PM	0:0:42:38			Remove the paper from printer now issue resolved	Onsite
6048	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BUSINESS/BET	C301120230075		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 13:52	11/30/2023 2:41:47 PM	0:0:49:12			Attend Meeting After Lunch	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6049	30-11-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C301120230076		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	30-11-2023 13:52	11/30/2023 3:19:36 PM	0:1:26:44			Physical cleaning & RAM Clean & reinsert.	Onsite
6050	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	IT	C301120230073		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	30-11-2023 13:50	11/30/2023 2:40:55 PM	0:0:50:41			Mail Archive And Compact The Mail Now Working Issue Resolved	Onsite
6051	30-11-2023	NEHRU PLACE	W Block GK 1	O-M	C301120230074		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	30-11-2023 13:50	11/30/2023 3:18:16 PM	0:1:27:34			paper tray setting adjusted.	Onsite
6052	30-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/ BET	C301120230072		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 13:49	11/30/2023 2:27:01 PM	0:0:37:23			Password reset the P92.	Onsite
6053	30-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C301120230071		Hardware	E-Mail	Email _Lotus	Mail Gets Hangs	LOW	Closed	30-11-2023 13:49	11/30/2023 2:26:31 PM	0:0:37:25			Dinotes activated then open the mail.	Onsite
6054	30-11-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C301120230070		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-11-2023 13:48	11/30/2023 2:25:36 PM	0:0:37:8			Proxy setting changed.	Onsite
6055	30-11-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/ BET	C301120230069		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	30-11-2023 13:47	11/30/2023 2:25:16 PM	0:0:37:30			Cleaning RAM and reinsert the RAM.	Onsite
6056	30-11-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ BET	C301120230067		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-11-2023 13:46	11/30/2023 1:53:48 PM	0:0:7:20			lotus software reinstall done	Onsite
6057	30-11-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C301120230068		Hardware	PC	System Password issue	Password Reset	LOW	Closed	30-11-2023 13:46	11/30/2023 2:24:38 PM	0:0:37:45			Restart the Admin after that user account login.	Onsite
6058	30-11-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C301120230066		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	30-11-2023 13:45	11/30/2023 2:23:57 PM	0:0:38:9			Manual IP setting changed.	Onsite
6059	30-11-2023	SAKET	Adchini	Recovery	C301120230064		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 13:42	11/30/2023 2:13:21 PM	0:0:30:41			printer driver reinstalled	Remote
6060	30-11-2023	SAKET	Adchini	BUSINESS/ BET	C301120230063		Hardware	MOUSE	Not working	Hardware Faulty	LOW	Closed	30-11-2023 13:42	11/30/2023 2:12:55 PM	0:0:30:44			Mouse faulty	Onsite
6061	30-11-2023	SAKET	C Dot Grid	O-M	C301120230062		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	30-11-2023 13:41	11/30/2023 2:12:39 PM	0:0:31:15			Cleam RAM and reinstalled (AAya Nagar BVSK)	Onsite
6062	30-11-2023	SAKET	Fatehpur Beri CC	O-M	C301120230061		Network	LAN Issue	LAN Issue	RJ45 Crimp	LOW	Closed	30-11-2023 13:40	11/30/2023 2:11:53 PM	0:0:31:27			RJ45 recrimp	Onsite
6063	30-11-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C301120230060		Hardware	PC	Not working at all	No power	LOW	Closed	30-11-2023 13:39	11/30/2023 2:11:23 PM	0:0:31:53			SMPS faulty	Onsite
6064	30-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C301120230058		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-11-2023 13:12	11/30/2023 1:18:43 PM	0:0:6:5			resolved	Onsite
6065	30-11-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri District Center	BPI	C301120230057		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-11-2023 13:12	11/30/2023 1:18:49 PM	0:0:6:49			resolved	Onsite
6066	30-11-2023	SAKET	Adchini	SCADA	C301120230056		Hardware	System Software	Other Software	Browser issue	LOW	Closed	30-11-2023 13:05	11/30/2023 1:12:50 PM	0:0:7:22			Google Chrome re-installed	Onsite
6067	30-11-2023	SAKET	Adchini	CIVIL	C301120230055		Hardware	E-Mail	Email _Lotus	Mail Replication	LOW	Closed	30-11-2023 13:04	11/30/2023 1:12:30 PM	0:0:7:52			Mail Replica replaced	Onsite
6068	30-11-2023	SAKET	Jonapur CC	O-M	C301120230054		Hardware	System Software	Other Software	software corrupt	LOW	Closed	30-11-2023 12:53	11/30/2023 1:14:46 PM	0:0:21:10			Reassign	Onsite
6069	30-11-2023	SAKET	Malviya Nagar CC	O-M	C301120230053		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-11-2023 12:52	11/30/2023 1:13:31 PM	0:0:20:58			Windows startup repaired	Onsite
6070	30-11-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir Bhartal Village	OM-DIV	C301120230051		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	30-11-2023 12:47	11/30/2023 1:59:06 PM	0:1:12:2			Mail software reinstalled.	Remote
6071	30-11-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ BET	C301120230052		Hardware	QMS	Hardware Issue	Ticket logged with	LOW	Closed	30-11-2023 12:47	11/30/2023 1:40:12 PM	0:0:52:21			Lan USB Port change.	Onsite
6072	30-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C301120230050		Hardware	Scanner	Scaning issue	Others	MEDIUM	Closed	30-11-2023 12:46	11/30/2023 1:58:41 PM	0:1:12:28			scanner driver reinsttaled	Remote
6073	30-11-2023	PALAM	Mangla Puri Complaint Center	OM-DIV	C301120230049		Hardware	PC	Not working at all	Others	LOW	Closed	30-11-2023 12:43	11/30/2023 1:40:32 PM	0:0:57:2			PC P.M & Audit.	Onsite
6074	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301120230048		Hardware	Printer	Paper Pickup	Paper Jam Issue	LOW	Closed	30-11-2023 12:40	11/30/2023 1:44:58 PM	0:1:4:0			paper jam problem resolved	Onsite
6075	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C301120230047		Hardware	PC	Network Not Working	Lan Cable Issue	LOW	Closed	30-11-2023 12:39	11/30/2023 1:44:12 PM	0:1:4:22			Lan Cable Punch problem resolved	Onsite
6076	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C301120230046		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 12:38	11/30/2023 1:43:23 PM	0:1:4:49			New driver installations resolved	Onsite
6077	30-11-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C301120230045		Hardware	Laptop	Network Not Working	Lan Cable Issue	LOW	Closed	30-11-2023 12:37	11/30/2023 1:42:21 PM	0:1:4:41			Lan Cable remove to inmove problem resolved	Onsite
6078	30-11-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid Najafgarh,Near Sai Temple	OM-DIV	C301120230044		Hardware	E-Mail	Email _Lotus	Mail Software	MEDIUM	Closed	30-11-2023 12:34	11/30/2023 1:57:51 PM	0:1:22:55			Mail software reinstalled.	Remote
6079	30-11-2023	NEHRU PLACE	20 No Building	IT	C301120230043		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-11-2023 12:33	11/30/2023 1:19:40 PM	0:0:46:10			New OS installation done	Onsite
6080	30-11-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/ GCC	C301120230042		Hardware	System Software	MS Office	Others	LOW	Closed	30-11-2023 12:32	11/30/2023 1:19:21 PM	0:0:46:45			new 2016 ms office installed	Onsite
6081	30-11-2023	NEHRU PLACE	20 No Building	KCC/MLCC/ GCC	C301120230041		Hardware	E-Mail	Email _Lotus	Reset/Unlo ck	LOW	Closed	30-11-2023 12:31	11/30/2023 1:18:41 PM	0:0:46:46			mail unlock help with lotus support	Onsite
6082	30-11-2023	SAKET	Malviya Nagar	HR	C301120230040		Hardware	Printer	Paper Pickup	Paper Folding	LOW	Closed	30-11-2023 12:29	11/30/2023 12:54:34 PM	0:0:24:46			Printer cartridge changed	Onsite
6083	30-11-2023	VASANT KUNJ	B 1 Near Police Station	Data Center	C301120230033		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-11-2023 12:20	11/30/2023 12:52:15 PM	0:0:31:46			Reshared printer than connected	Remote
6084	30-11-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D Block Shyam Vihar Najafgarh	OM-DIV	C301120230034		Hardware	Laptop	Network Not Working	Network Switch	MEDIUM	Closed	30-11-2023 12:20	11/30/2023 1:57:06 PM	0:1:36:21			Network 8 port switch port hang restart and cable reconnect issue resolved.	Onsite
6085	30-11-2023	VASANT KUNJ	Bijwasan	O-M	C301120230031		Network	Link Connectivit	Link Connectivity Issue	Ping Drop	LOW	Closed	30-11-2023 12:15	11/30/2023 1:01:26 PM	0:0:45:32			After the FLT network working fine	Onsite
6086	30-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/ BET	C301120230030		Hardware	Printer	Connectivity Issue	Printer Driver	LOW	Closed	30-11-2023 11:56	11/30/2023 11:57:02 AM	0:0:0:42			install the driver	Onsite
6087	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230029		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-11-2023 11:51	11/30/2023 11:57:47 AM	0:0:5:58			mail issue resolved after create replica	Onsite
6088	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230028		Hardware	System Software	MS Office	Others	LOW	Closed	30-11-2023 11:48	11/30/2023 11:56:50 AM	0:0:7:55			data backup given and issue resolved	Onsite
6089	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230026		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 11:45	11/30/2023 11:56:24 AM	0:0:10:48			issue resolved after install a windows and all software and configure	Onsite
6090	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230027		Hardware	System Software	MS Office	Others	LOW	Closed	30-11-2023 11:45	11/30/2023 11:56:33 AM	0:0:10:49			issue resolved after install a windows and all software and configure	Onsite
6091	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230025		Hardware	System Software	Other Software	software reinstallatio	LOW	Closed	30-11-2023 11:45	11/30/2023 11:56:13 AM	0:0:10:55			issue resolved after install a windows and all software and configure	Onsite
6092	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230021		Hardware	PC	Hanging/Slow processing	Physical cleaning	LOW	Closed	30-11-2023 11:44	11/30/2023 11:55:43 AM	0:0:11:23			issue resolved after install a windows and all software and configure	Onsite
6093	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230022		Hardware	PC	New OS Insatallation	New OS Insatallatio	LOW	Closed	30-11-2023 11:44	11/30/2023 11:55:51 AM	0:0:11:17			issue resolved after install a windows and all software and configure	Onsite
6094	30-11-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid Najafgarh,Near Sai Temple	Data Center	C301120230023		Hardware	Printer	Connectivity Issue	Lan Port Issue	MEDIUM	Closed	30-11-2023 11:44	11/30/2023 12:49:14 PM	0:1:4:37			PRINTER LAN CABLE RECONNECT AND PRINTER WORKING.	Onsite
6095	30-11-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata Chanan	MMG	C301120230024		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	30-11-2023 11:44	11/30/2023 11:56:01 AM	0:0:11:2			issue resolved after install a windows and all software and configure	Onsite
6096	30-11-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station,Najafgarh	OM-DIV	C301120230020		Hardware	PC	Restart Problem	Physical cleaning	MEDIUM	Closed	30-11-2023 11:41	11/30/2023 12:48:18 PM	0:1:6:24			RAM SLOT CLEAN AND CHANGE SLOT.PC WORKING.	Onsite
6097	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C301120230019		Hardware	Printer	Image Issue	Light Printing	LOW	Closed	30-11-2023 11:41	11/30/2023 1:46:43 PM	0:2:5:37			Cartridge Replaced	Onsite
6098	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C301120230018		Hardware	Printer	Paper Pickup	Hardware Issue	LOW	Closed	30-11-2023 11:40	11/30/2023 1:47:00 PM	0:2:6:47			paper jam	Onsite
6099	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C301120230017		Hardware	System Software	Other Software	Adobe Issue	LOW	Closed	30-11-2023 11:39	11/30/2023 1:47:26 PM	0:2:8:8			adobe reinstalled	Onsite
6100	30-11-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C301120230016		Network	Link Connectivit	Link Connectivity Issue	Device Reboot	LOW	Closed	30-11-2023 11:38	11/30/2023 12:26:47 PM	0:0:48:21			Working after device reboot.	Onsite
6101	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C301120230015		Hardware	PC	Not working at all	No power	LOW	Closed	30-11-2023 11:38	11/30/2023 1:48:10 PM	0:2:9:58			power Cable replaced	Onsite
6102	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C301120230014		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	30-11-2023 11:37	11/30/2023 1:48:34 PM	0:2:11:19			Quota error mail archived	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6103	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C301120230013		Hardware	PC	System Password issue	Others	LOW	Closed	30-11-2023 11:36	11/30/2023 1:47:46 PM	0:2:11:1			User forgot password	Onsite
6104	30-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C301120230012		Hardware	E-Mail	Email _Lotus	Mail Archiving/O	LOW	Closed	30-11-2023 11:34	11/30/2023 11:57:39 AM	0:0:23:28			create new archive	Onsite
6105	30-11-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BET	C301120230011		Hardware	PC	Hardware Issue	Ticket logged with	LOW	Closed	30-11-2023 11:33	11/30/2023 11:57:57 AM	0:0:24:37			check the pc and log the call	Onsite
6106	30-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcement	C301120230010		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	30-11-2023 11:27	11/30/2023 12:09:10 PM	0:0:41:29			Tray setting corrected, working now.	Onsite
6107	30-11-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C301120230009		Hardware	Printer	Paper Pickup	Paper Not Fit In Tray	LOW	Closed	30-11-2023 11:27	11/30/2023 12:08:54 PM	0:0:41:37			Tray setting corrected, working now.	Onsite
6108	30-11-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 695,Gurpreet Nagar Uttam Nagar	OM-DIV	C301120230008		Hardware	PC	Not working at all	Others	LOW	Closed	30-11-2023 11:23	11/30/2023 12:08:23 PM	0:0:45:21			Process restarted, resolved now.	Remote
6109	30-11-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	IT	C301120230007		Hardware	System Software	Other Software	New Installation	LOW	Closed	30-11-2023 11:17	11/30/2023 11:25:34 AM	0:0:8:32			meeting schedule on time in progress today after lunch	Onsite
6110	30-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C301120230006		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	30-11-2023 10:49	11/30/2023 11:04:58 AM	0:0:15:46			tray set in printer now issue resolved..	Onsite
6111	30-11-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 3	BUSINESS/BET	C301120230005		Hardware	E-Mail	Email _Lotus	Mail Return Due To	LOW	Closed	30-11-2023 10:48	11/30/2023 11:05:27 AM	0:0:16:53			cleared mail quota issue resolved..	Remote
6112	30-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C301120230004		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-11-2023 10:47	11/30/2023 11:04:13 AM	0:0:16:32			used die notes exe issue resolved..	Onsite
6113	30-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C301120230003		Hardware	System Software	Other Software	proxy setting	LOW	Closed	30-11-2023 10:46	11/30/2023 11:03:28 AM	0:0:16:35			REENTRY THE PROXY SETTING NOW ISSUE RESOLVED..	Onsite
6114	30-11-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	OM-DIV	C301120230002		Hardware	KEYBOARD	Not working	Hardware Faulty	LOW	Closed	30-11-2023 10:46	11/30/2023 11:08:46 AM	0:0:22:38			few keys not working after diagnosis now keyboard replaced issue resolved..	Onsite
6115	30-11-2023	VASANT KUNJ	B 1	O-M	C301120230001		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-11-2023 09:52	11/30/2023 10:26:16 AM	0:0:33:50			Mail compact and restarted	Remote
6116	30-11-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C011220230004		Hardware	PC	Not working at all	Physical cleaning	LOW	Closed	01-12-2023 10:32	12-01-2023 10:44	0:0:12:44			Issue has been resolved after cleaning the RAM	Onsite
6117	01-12-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C011220230007		Hardware	KEYBOARD	Not working	Ticket logged with	LOW	Re-Assign	01-12-2023 10:37					Some keys not working, ticket logged with vendor.	Onsite
6118	01-12-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C011220230006		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-12-2023 10:36	12-01-2023 11:13	0:0:37:13			Lan issue resolved as reqd.	Onsite
6119	01-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK,Scada,EHV,Enf Store	DSK	C011220230002		Hardware	Printer	Connectivity Issue	Lan Port Issue	LOW	Closed	01-12-2023 10:22	12-01-2023 10:33	0:0:10:44			printer restart issue resolved	Remote
6120	01-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At Rohtak Road,Peera Garhi	OM-DIV	C011220230001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 10:21	12-01-2023 10:31	0:0:10:44			printer reconnected issue resolved..	Remote
6121	01-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C061220230097		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 16:04	12-06-2023 16:48	0:0:44:31			issue has been resolved after	Remote
6122	01-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C061220230095		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 16:03	12-06-2023 16:46	0:0:43:18			issue has been resolved after	Remote
6123	01-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C061220230092		Hardware	System	Other Software	proxy	LOW	Closed	06-12-2023 15:59	12-06-2023 16:46	0:0:46:49			issue has been resolved after set the	Onsite
6124	01-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C061220230091		Hardware	System	Other Software	proxy	LOW	Closed	06-12-2023 15:57	12-06-2023 16:45	0:0:47:43			issue has been resolved after set the	Onsite
6125	01-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C061220230089		Hardware	Printer	Image Issue	Image	LOW	Closed	06-12-2023 15:53	12-06-2023 16:45	0:0:51:37			issue has been resolved after changed	Onsite
6126	01-12-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C061220230086		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-12-2023 15:49	12-06-2023 16:42	0:0:52:43			issue has been resolved after changed	
6127	01-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C051220230056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:05	12-05-2023 15:25	0:0:19:53			Archive all mails ,compacting done	Onsite
6128	01-12-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C041220230016		Hardware	PC	TFT	Color	LOW	Closed	04-12-2023 12:39	12-04-2023 13:59	0:1:19:46			issue has been resolved after changed	Onsite
6129	01-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C011220230153		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 17:51	12-01-2023 18:49	0:0:57:50			Printer issue resolved as required.	
6130	01-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C011220230152		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 17:49	12-01-2023 18:48	0:0:58:42			Printer re-installed as reqd	
6131	01-12-2023	OTHERS	VSNL	QUALITY	C011220230151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 17:46	12-01-2023 18:05	0:0:19:46			Archive create issue resolve	Remote
6132	01-12-2023	OTHERS	VSNL	HR	C011220230150		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-12-2023 17:45	12-01-2023 18:04	0:0:19:40			Account unlock issue resolve	Remote
6133	01-12-2023	OTHERS	VSNL	RCM	C011220230149		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 17:44	12-01-2023 18:03	0:0:19:49			SAP Password reset	Remote
6134	01-12-2023	OTHERS	VSNL	KCC/MLCC	C011220230148		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 17:43	12-01-2023 18:03	0:0:20:1			M Cube re-installed issue resolve	Remote
6135	01-12-2023	OTHERS	VSNL	BUSINESS/	C011220230147		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-12-2023 17:42	12-01-2023 18:02	0:0:19:35			Remove paper issue resolve	Onsite
6136	01-12-2023	OTHERS	VSNL	BUSINESS/	C011220230145		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	01-12-2023 17:41	12-01-2023 18:00	0:0:19:35			Password change issue resolve	Remote
6137	01-12-2023	OTHERS	VSNL	BUSINESS/	C011220230146		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 17:41	12-01-2023 18:01	0:0:19:31			PDS Software remove and re-installed	Onsite
6138	01-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C011220230144		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	01-12-2023 17:37	12-01-2023 17:43	0:0:6:30			Issue Resolved	Onsite
6139	01-12-2023	OTHERS	VSNL	O-M	C011220230143		Hardware	Laptop	System Password issue	Password	LOW	Closed	01-12-2023 17:36	12-01-2023 18:00	0:0:23:55			Password reset issue resolve	Onsite
6140	01-12-2023	NEHRU PLACE CSO	Second Floor - D Block	O-M	C011220230142		Hardware	PC	System Password issue	Others	LOW	Closed	01-12-2023 17:34	12-01-2023 17:43	0:0:8:42			Issue Resolved	Onsite
6141	01-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C011220230141		Hardware	System	Other Software	New	LOW	Closed	01-12-2023 17:30	12-01-2023 17:43	0:0:12:37			Issue Resolved	Onsite
6142	01-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C011220230140		Hardware	System	Other Software	New	LOW	Closed	01-12-2023 17:29	12-01-2023 17:42	0:0:12:59			Issue Resolved	Onsite
6143	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C011220230138		Telecome	Instrumen	IP	Network	LOW	Closed	01-12-2023 17:20	12-01-2023 18:40	0:1:20:39			after reinsert Lan cable issue resolved	Onsite
6144	01-12-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C011220230139		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-12-2023 17:20	12-01-2023 18:41	0:1:20:39			after pc reset issue resolved	Onsite
6145	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C011220230137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 17:19	12-01-2023 18:40	0:1:20:31			after lotus mail software reinstall	Onsite
6146	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C011220230136		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	01-12-2023 17:18	12-01-2023 18:39	0:1:21:11			after antivirus update and temp file	Onsite
6147	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C011220230134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 17:17	12-01-2023 18:37	0:1:20:39			after all mail archived issue resolved	Onsite
6148	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C011220230135		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 17:17	12-01-2023 18:38	0:1:20:47			after printer driver reinstall issue	Onsite
6149	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C011220230133		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-12-2023 17:16	12-01-2023 18:37	0:1:20:38			after paper jam clear issue resolved	Onsite
6150	01-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C011220230131		Hardware	System	Other Software	New	LOW	Closed	01-12-2023 17:16	12-01-2023 17:42	0:0:26:35			Issue Resolved	Onsite
6151	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C011220230132		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 17:16	12-01-2023 18:36	0:1:20:21			after printer driver reinstall issue	Onsite
6152	01-12-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C011220230130		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	01-12-2023 17:15	12-01-2023 18:35	0:1:20:13			after printer usb cable change and	Onsite
6153	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C011220230128		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	01-12-2023 17:13	12-01-2023 18:33	0:1:20:34			after keyboard filter keys setting	Onsite
6154	01-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C011220230129		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-12-2023 17:13	12-01-2023 18:34	0:1:21:6			after scanner driver reinstall issue	Onsite
6155	01-12-2023	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C011220230127		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-12-2023 17:05	12-01-2023 17:42	0:0:36:50			Issue Resolved	Onsite
6156	01-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C011220230126		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-12-2023 16:50	12-01-2023 16:52	0:0:1:33			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6157	01-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C011220230125		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-12-2023 16:49	12-01-2023 16:51	0:0:2:47			resolved	Onsite
6158	01-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C011220230124		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-12-2023 16:47	12-01-2023 16:51	0:0:3:42			resolved	Onsite
6159	01-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C011220230123		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-12-2023 16:46	12-01-2023 16:51	0:0:4:35			resolved	Onsite
6160	01-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C011220230122		Hardware	Printer	No display on Panel	Power	LOW	Closed	01-12-2023 16:45	12-01-2023 16:51	0:0:5:7			resolved	Onsite
6161	01-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C011220230121		Hardware	System	Other Software	Adobe	LOW	Closed	01-12-2023 16:13	12-01-2023 17:21	0:1:7:6			issue resolved after repair the	Onsite
6162	01-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C011220230120		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-12-2023 16:12	12-01-2023 16:28	0:0:16:5			issue resolved after clean the lens	Onsite
6163	01-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C011220230119		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 16:03	12-01-2023 16:27	0:0:24:7			issue resolved after printer installation	Onsite
6164	01-12-2023	OTHERS	Andrews Ganj	Enforcem	C011220230118		Hardware	System	Other Software	New	LOW	Closed	01-12-2023 16:01	12-01-2023 16:06	0:0:5:31			pc booting issue	Onsite
6165	01-12-2023	OTHERS	Andrews Ganj	Enforcem	C011220230117		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	01-12-2023 16:00	12-01-2023 16:07	0:0:6:20			connectivity issue in LAptop	Onsite
6166	01-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C011220230116		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-12-2023 16:00	12-01-2023 16:51	0:0:51:34			Mouse replaced.	Onsite
6167	01-12-2023	OTHERS	Andrews Ganj	Enforcem	C011220230115		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-12-2023 15:59	12-01-2023 16:07	0:0:7:40			Printer isssue	Onsite
6168	01-12-2023	OTHERS	Andrews Ganj	Enforcem	C011220230114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 15:59	12-01-2023 16:07	0:0:8:41			mail issue	Onsite
6169	01-12-2023	OTHERS	Andrews Ganj	Enforcem	C011220230113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 15:58	12-01-2023 16:08	0:0:9:29			Mail password	Onsite
6170	01-12-2023	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C011220230112		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	01-12-2023 15:58	12-01-2023 17:42	0:1:43:43			Issue Resolved	Onsite
6171	01-12-2023	OTHERS	Andrews Ganj	Enforcem	C011220230111		Hardware	System	Other Software	New	LOW	Closed	01-12-2023 15:57	12-01-2023 16:08	0:0:10:41			vpn was installed	Onsite
6172	01-12-2023	OTHERS	Police Colony	Enforcem	C011220230110		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-12-2023 15:57	12-01-2023 16:06	0:0:9:12			Pc slow issue	Onsite
6173	01-12-2023	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C011220230108		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	01-12-2023 15:56	12-01-2023 17:41	0:1:44:39			Issue Resolved	Onsite
6174	01-12-2023	NEHRU PLACE	20 No Building	KCC/MLCC	C011220230109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 15:56	12-01-2023 15:59	0:0:2:52			new archive create done at okhla ph-3	Onsite
6175	01-12-2023	SAKET	Adchini	Survillanc	C011220230106		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-12-2023 15:55	12-01-2023 16:24	0:0:28:41			not work	Onsite
6176	01-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C011220230105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 15:55	12-01-2023 17:40	0:1:45:30			Issue Resolved	Onsite
6177	01-12-2023	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C011220230107		Hardware	Laptop	Screen Issue	Others	LOW	Closed	01-12-2023 15:55	12-01-2023 17:40	0:1:45:4			Issue Resolved	Onsite
6178	01-12-2023	SAKET	Adchini	BUSINESS/	C011220230104		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 15:54	12-01-2023 16:23	0:0:28:42			SAP not login	Onsite
6179	01-12-2023	SAKET	Adchini	HR	C011220230103		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 15:54	12-01-2023 16:23	0:0:28:56			chrome not work	Onsite
6180	01-12-2023	SAKET	Adchini	CIVIL	C011220230102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 15:51	12-01-2023 16:22	0:0:31:31			mail lock	Onsite
6181	01-12-2023	SAKET	Adchini	DSK	C011220230101		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-12-2023 15:50	12-01-2023 16:22	0:0:31:47			scanner not work	Onsite
6182	01-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C011220230100		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	01-12-2023 15:50	12-01-2023 16:10	0:0:19:30			Antivirus updated.	Onsite
6183	01-12-2023	SAKET	Jonapur CC	O-M	C011220230099		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-12-2023 15:49	12-01-2023 16:22	0:0:32:22			Jio side issue	Onsite
6184	01-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C011220230097		Hardware	System	Other Software	software	MEDIUM	Closed	01-12-2023 15:48	12-01-2023 16:28	0:0:40:4			DTM software reinstalled and issue	Remote
6185	01-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C011220230096		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 15:48	12-01-2023 16:09	0:0:20:59			Due to server slow.	Onsite
6186	01-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C011220230094		Hardware	PC	TFT	Power	MEDIUM	Closed	01-12-2023 15:45	12-01-2023 16:27	0:0:42:26			Power cable change and issue	Onsite
6187	01-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CUSTOME	C011220230093		Hardware	PC	TFT	Color	MEDIUM	Closed	01-12-2023 15:44	12-01-2023 16:27	0:0:42:47			VGA Cable not proper support vga	Onsite
6188	01-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	IT	C011220230092		Network	Link	Link Connectivity Issue	Link	LOW	Closed	01-12-2023 15:44	12-01-2023 15:49	0:0:5:55			jio lan wure insert in fortinet 2 no port	Onsite
6189	01-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C011220230091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 15:43	12-01-2023 16:03	0:0:20:39			Lotus software repaired.	Onsite
6190	01-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C011220230090		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	01-12-2023 15:40	12-01-2023 16:02	0:0:22:16			Network devices removed.	Onsite
6191	01-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C011220230089		Hardware	Laptop	Hanging/Slow processing	Hardware	LOW	Closed	01-12-2023 15:37	12-01-2023 16:01	0:0:23:38			HDD need to replace.	Onsite
6192	01-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C011220230088		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 15:36	12-01-2023 15:53	0:0:16:35			Login with gmail id and working fine.	Onsite
6193	01-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	Billing	C011220230087		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-12-2023 15:34	12-01-2023 15:51	0:0:16:37			issue has been resolved on my side	Onsite
6194	01-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C011220230086		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-12-2023 15:33	12-01-2023 15:48	0:0:15:15			check the machine and resolved the	Onsite
6195	01-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C011220230085		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-12-2023 15:33	12-01-2023 15:49	0:0:16:12			replace the keyboard	Onsite
6196	01-12-2023	SAKET	Adchini	CIVIL	C011220230084		Hardware	System	Other Software	Adobe	LOW	Closed	01-12-2023 15:32	12-01-2023 16:27	0:0:55:3			PDF default program changed	Onsite
6197	01-12-2023	SAKET	Adchini	BUSINESS/	C011220230082		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-12-2023 15:31	12-01-2023 16:26	0:0:55:4			RJ45 crimp	Onsite
6198	01-12-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C011220230083		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-12-2023 15:31	12-01-2023 15:50	0:0:18:13			check the pc , clean the ram and	Onsite
6199	01-12-2023	SAKET	Adchini	DSS	C011220230081		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	01-12-2023 15:30	12-01-2023 16:25	0:0:55:29			Call logged to vendor	Onsite
6200	01-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C011220230080		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-12-2023 15:30	12-01-2023 15:50	0:0:20:12			clean the ram and install the pc	Onsite
6201	01-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C011220230079		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 15:30	12-01-2023 16:55	0:1:25:48			P96 Password reset.	Onsite
6202	01-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C011220230078		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	01-12-2023 15:30	12-01-2023 15:47	0:0:17:0			RAM cleaning and reinsert.	Onsite
6203	01-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C011220230077		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 15:29	12-01-2023 15:46	0:0:17:35			Workline page copied.	Onsite
6204	01-12-2023	SAKET	Adchini	Recovery	C011220230076		Hardware	Printer	Image Issue	Black Line	LOW	Closed	01-12-2023 15:28	12-01-2023 16:25	0:0:56:23			Clean the Printer	Onsite
6205	01-12-2023	NEHRU PLACE	W Block GK 1	O-M	C011220230075		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-12-2023 15:28	12-01-2023 15:46	0:0:17:58			Network restart then mail working	Onsite
6206	01-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C011220230071		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 15:26	12-01-2023 15:44	0:0:18:25			Printer installed with drivers.	Onsite
6207	01-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C011220230074		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-12-2023 15:26	12-01-2023 15:45	0:0:18:21			cartage changed printer working fine.	Onsite
6208	01-12-2023	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C011220230073		Hardware	PC	TFT	Others	LOW	Closed	01-12-2023 15:26	12-01-2023 16:57	0:1:30:23			Power cable change.	Onsite
6209	01-12-2023	SAKET	Jonapur CC	O-M	C011220230070		Hardware	OTHERS	VPN ISSUE	Wifi/Mobi	LOW	Closed	01-12-2023 15:26	12-01-2023 16:24	0:0:58:32			Reassign	Onsite
6210	01-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C011220230072		Hardware	PC	System Password issue	Others	HIGH	Closed	01-12-2023 15:26	12-01-2023 16:18	0:0:52:13			Pc restart	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6211	01-12-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C011220230069		Hardware	Laptop	Not working at all	Others	LOW	Closed	01-12-2023 15:25	12-01-2023 15:44	0:0:18:51			Repairing the window and working	Onsite
6212	01-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C011220230067		Hardware	Scanner	Scaning issue	Spot On	HIGH	Closed	01-12-2023 15:24	12-01-2023 16:17	0:0:53:34			Scanner lamp clien	
6213	01-12-2023	SAKET	Chhatarpur CC	O-M	C011220230068		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-12-2023 15:24	12-01-2023 16:23	0:0:59:1			Reassign	Onsite
6214	01-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C011220230065		Hardware	System	Other Software	Browser	HIGH	Closed	01-12-2023 15:22	12-01-2023 16:16	0:0:54:20			Browser changed	
6215	01-12-2023	SAKET	MIG CC	O-M	C011220230066		Network	LAN Issue	LAN Issue	Port	LOW	Closed	01-12-2023 15:22	12-01-2023 16:22	0:0:59:45			LAN Port changed from router	Onsite
6216	01-12-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C011220230064		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-12-2023 15:21	12-01-2023 16:21	0:0:59:37			One RAM faulty, call logged to vendor.	Onsite
6217	01-12-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C011220230063		Hardware	PC	System Password issue	Password	HIGH	Closed	01-12-2023 15:21	12-01-2023 16:14	0:0:53:30			Password reset	
6218	01-12-2023	SAKET	D-Block Saket	O-M	C011220230062		Hardware	PC	System Password issue	Others	LOW	Closed	01-12-2023 15:20	12-01-2023 16:19	0:0:59:11			LAN issue, RJ45 connecter changed	Onsite
6219	01-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C011220230060		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-12-2023 15:15	12-01-2023 15:48	0:0:33:19			Jam Paper Removed Now Working	Onsite
6220	01-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C011220230061		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-12-2023 15:15	12-01-2023 15:48	0:0:33:10			Jam Paper Removed Now Working	Onsite
6221	01-12-2023	NEHRU PLACE	20 No Building	O-M	C011220230059		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 15:13	12-01-2023 15:59	0:0:45:33			Printer installation done	Onsite
6222	01-12-2023	NEHRU PLACE	20 No Building	Energy	C011220230058		Hardware	PC	Network Not Working	Network	LOW	Closed	01-12-2023 15:12	12-01-2023 15:58	0:0:45:44			Switch power loos connection , fix	Onsite
6223	01-12-2023	NAGLOI	Nangloi Grid,Near Nangloi Bus Depot	O-M	C011220230057		Hardware	PC	Restart Problem	Others	MEDIUM	Closed	01-12-2023 15:07	12-01-2023 16:13	0:1:6:24			Power cable changed	
6224	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230056		Hardware	MOUSE	Not working	Sent to	LOW	Closed	01-12-2023 15:03	12-01-2023 15:54	0:0:50:29			Mouse not working issue resolved	Onsite
6225	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230055		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 15:03	12-01-2023 15:54	0:0:50:38			google chrome not working issue	Onsite
6226	01-12-2023	OKHLA	Okhla Phase 2(Store)	IT	C011220230054		Hardware	System	Other Software	software	LOW	Closed	01-12-2023 15:02	12-01-2023 15:53	0:0:50:53			pdf not working issue resolved	Onsite
6227	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230053		Hardware	System	MS Office	File Saving	LOW	Closed	01-12-2023 15:01	12-01-2023 15:53	0:0:51:43			Ms excel not working issue resolved	Onsite
6228	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230052		Hardware	System	Other Software	New	LOW	Closed	01-12-2023 14:59	12-01-2023 15:53	0:0:53:39			Ms office not working issue resolved	Onsite
6229	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230051		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 14:58	12-01-2023 15:52	0:0:53:52			google chrome not working issue	Onsite
6230	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230050		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 14:58	12-01-2023 15:52	0:0:54:0			pdf not working issue resolved	Onsite
6231	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230047		Hardware	System	MS Office	File Not	LOW	Closed	01-12-2023 14:57	12-01-2023 15:51	0:0:54:27			Ms office not working issue resolved	Onsite
6232	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230048		Hardware	System	Other Software	Adobe	LOW	Closed	01-12-2023 14:57	12-01-2023 15:51	0:0:54:16			Google chrome not working issue	Onsite
6233	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230049		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 14:57	12-01-2023 15:52	0:0:54:10			IP msg not working issue resolved	Onsite
6234	01-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C011220230046		Telecome	Instrumen	SIP	Others	LOW	Closed	01-12-2023 14:55	12-01-2023 15:48	0:0:53:8			Installed the SIP phone now issue	Remote
6235	01-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C011220230045		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-12-2023 14:54	12-01-2023 15:48	0:0:53:34			Unlocked from server side now issue	Remote
6236	01-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C011220230044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 14:53	12-01-2023 15:47	0:0:54:12			Re- Installed the mail now issue	Remote
6237	01-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C011220230043		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 14:52	12-01-2023 15:47	0:0:54:32			Admin Rights provided now issue	Onsite
6238	01-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C011220230042		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-12-2023 14:52	12-01-2023 15:46	0:0:54:37			Remove paper from printer now issue	Onsite
6239	01-12-2023	ALAKNANDA	G Block Kalkaji	O-M	C011220230041		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-12-2023 14:47	12-01-2023 15:46	0:0:58:44			Reliance Cable has been removed by	Onsite
6240	01-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C011220230040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 14:41	12-01-2023 15:03	0:0:22:4			Printer drivers reinstall in laptop now	Onsite
6241	01-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C011220230038		Hardware	System	Other Software	Adobe	LOW	Closed	01-12-2023 14:31	12-01-2023 15:51	0:1:19:32			pdf not working issue resolved	Onsite
6242	01-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C011220230037		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-12-2023 14:17	12/15/2023 10:14:36	13:19:57:1			Call Close By sanjay	Onsite
6243	01-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C011220230036		Hardware	Laptop	Hanging/Slow processing	Physical	LOW	Closed	01-12-2023 14:16	12-01-2023 16:02	0:1:46:23			Run Diagnostic and clear temp files	Onsite
6244	01-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C011220230035		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-12-2023 14:15	12-01-2023 15:25	0:1:10:23			Clean keyboard and reboot system	Onsite
6245	01-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C011220230033		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 14:13	12-01-2023 15:24	0:1:11:48			Clean printer now working fine	Onsite
6246	01-12-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C011220230034		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 14:13	12-01-2023 15:45	0:1:31:59			Paper jam issue clear paper jam now	Onsite
6247	01-12-2023	JANAK PURI	I A 3 Janakpuri	O-M	C011220230032		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	01-12-2023 14:12	12-01-2023 15:24	0:1:12:6			Clean ram and run diagnostic now	Onsite
6248	01-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C011220230031		Hardware	Printer	Image Issue	Black Line	LOW	Closed	01-12-2023 14:11	12-01-2023 15:17	0:1:6:6			Replace drum now working fine	Onsite
6249	01-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C011220230030		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 13:22	12-01-2023 13:53	0:0:31:38			Printer issue resolved as reqd.	Remote
6250	01-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C011220230029		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 13:21	12-01-2023 13:54	0:0:32:29			Printer configured as reqd.	Remote
6251	01-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C011220230028		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 13:11	12-01-2023 13:47	0:0:35:58			Printer configuration issue resolved	
6252	01-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C011220230027		Hardware	PC	Not working at all	No power	MEDIUM	Closed	01-12-2023 13:01	12-01-2023 13:46	0:0:45:27			After fix power cable issue resolved	
6253	01-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C011220230026		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	01-12-2023 12:55	12-01-2023 12:57	0:0:1:39			Working slow. Do cleanup and some	Onsite
6254	01-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C011220230025		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	01-12-2023 12:42	12-01-2023 14:33	0:1:50:40			issue resolved after change the TFT	Onsite
6255	01-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C011220230024		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-12-2023 12:42	12-01-2023 14:35	0:1:53:22			printer install and call closed	Onsite
6256	01-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C011220230023		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-12-2023 12:42	12-01-2023 14:35	0:1:53:9			printer reinstall and call closed	Onsite
6257	01-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C011220230022		Hardware	PC	Not working at all	Others	LOW	Closed	01-12-2023 12:41	12-01-2023 14:34	0:1:53:4			pc install in another room and call	Onsite
6258	01-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C011220230021		Hardware	PC	Network Not Working	Other	LOW	Closed	01-12-2023 12:41	12-01-2023 14:34	0:1:53:7			issue resolved after cleaning the cpu	Onsite
6259	01-12-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C011220230020		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	01-12-2023 12:40	12-01-2023 14:33	0:1:53:36			issue resolved after remove the paper	Onsite
6260	01-12-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C011220230019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-12-2023 12:25	12-01-2023 13:22	0:0:56:58			Mail configured as reqd.	Onsite
6261	01-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C011220230018		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-12-2023 12:21	12-01-2023 12:53	0:0:32:10			change the usb cable issue resolved	Onsite
6262	01-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C011220230017		Hardware	System	Other Software	Browser	LOW	Closed	01-12-2023 12:21	12-01-2023 12:53	0:0:32:22			change the dsk portal browser issue	Remote
6263	01-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C011220230016		Hardware	System	MS Office	File	LOW	Closed	01-12-2023 12:20	12-01-2023 12:53	0:0:32:25			change the file open format issue	Remote
6264	01-12-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	Sustainabi	C011220230015		Network	Link	Link Connectivity Issue	Device	LOW	Closed	01-12-2023 12:20	12-01-2023 12:53	0:0:32:56			reboot the device issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6265	01-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C011220230014		Hardware	PC	Restart Problem	Physical	LOW	Closed	01-12-2023 12:19	12-01-2023 12:52	0:0:33:5			clean the pc and reinstalled the RAM	Onsite
6266	01-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C011220230013		Hardware	Printer	Image Issue	Image	LOW	Closed	01-12-2023 12:18	12-01-2023 12:52	0:0:33:27			there was a paper jam cleared the	Onsite
6267	01-12-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C011220230012		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	01-12-2023 12:18	12-01-2023 12:51	0:0:33:27			replaced the pc RAM issue resolved	Onsite
6268	01-12-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C011220230011		Network	Link	Link Connectivity Issue	Ping Drop	LOW	Closed	01-12-2023 12:17	12-01-2023 12:51	0:0:33:38			there was a rights issue from scada	Onsite
6269	01-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C011220230010		Hardware	Laptop	Not working at all	Others	LOW	Closed	01-12-2023 12:16	12-01-2023 13:30	0:1:13:54			Window repair	Onsite
6270	01-12-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C011220230009		Hardware	MOUSE	Not working	Hardware	LOW	Re-Assign	01-12-2023 11:57					Mouse not working properly.	Remote
6271	01-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C011220230008		Hardware	KEYBOAR	Not working	Hardware	LOW	Re-Assign	01-12-2023 11:05					Some keys not working, pls replace.	Remote
6272	01-12-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C011220230007		Hardware	KEYBOAR	Not working	Hardware	LOW	Re-Assign	01-12-2023 10:37					FYI	Remote
6273	01-12-2023	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C011220230006		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-12-2023 10:36	12-01-2023 11:13	0:0:37:13			Lan issue resolved as reqd.	Onsite
6274	01-12-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C011220230005		Hardware	KEYBOAR	Not working	Hardware	LOW	Re-Assign	01-12-2023 10:34					Some keys not working, logged with	Remote
6275	01-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C011220230002		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	01-12-2023 10:22	12-01-2023 10:33	0:0:10:44			printer restart issue resolved	Remote
6276	01-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C011220230001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-12-2023 10:21	12-01-2023 10:31	0:0:10:44			printer reconnected issue resolved..	Remote
6277	04-12-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C041220230150		Hardware	PC	TFT	Flickering	LOW	Closed	04-12-2023 17:44	12-04-2023 17:51	0:0:7:39			after power cable change issue	Onsite
6278	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 17:34	12-04-2023 17:55	0:0:20:50			printer install and call closed	Onsite
6279	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 17:34	12-04-2023 17:54	0:0:20:0			issue resolved after reinstall the	Onsite
6280	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230146		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-12-2023 17:33	12-04-2023 17:56	0:0:23:45			Mouse replaced and issue resolved	Onsite
6281	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230147		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-12-2023 17:33	12-04-2023 17:55	0:0:21:45			mail account unlocked and issue	Onsite
6282	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230145		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-12-2023 17:32	12-04-2023 17:56	0:0:23:43			mouse changed and call closed	Onsite
6283	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230141		Hardware	PC	TFT	Black V	LOW	Closed	04-12-2023 17:32	12-04-2023 17:55	0:0:23:38			TFT replaced and issue resolved	Onsite
6284	04-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C041220230142		Hardware	PC	System Password issue	Password	LOW	Closed	04-12-2023 17:32	12-04-2023 17:51	0:0:18:59			after pc password change issue	Onsite
6285	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230143		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-12-2023 17:32	12-04-2023 17:56	0:0:23:45			Keyboard replaced and issue resolved	Onsite
6286	04-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C041220230144		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-12-2023 17:32	12-04-2023 17:56	0:0:23:45			keyboard replaced and issue resolved	Onsite
6287	04-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C041220230140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 17:30	12-04-2023 17:50	0:0:19:31			after PRINTER DRIVER change issue	Onsite
6288	04-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C041220230139		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 17:29	12-04-2023 17:49	0:0:19:57			AFTER LAPTOP ANTIVIRUS UPDATE	Onsite
6289	04-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	O-M	C041220230138		Hardware	PC	TFT	Flickering	LOW	Closed	04-12-2023 17:20	12-04-2023 17:48	0:0:27:32			after power CABLE CHANGE ISSUE	Onsite
6290	04-12-2023	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C041220230137		Network	Link	Link Connectivity Issue	Link	LOW	Closed	04-12-2023 17:20	12-04-2023 17:47	0:0:27:55			after FLT done issue resolved	Onsite
6291	04-12-2023	OTHERS	VSNL	KCC/MLCC	C041220230135		Hardware	System	Other Software	proxy	LOW	Closed	04-12-2023 17:19	12-04-2023 17:45	0:0:26:4			change proxy setting issue resolve	Onsite
6292	04-12-2023	SAKET	Adchini	CHD	C041220230136		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-12-2023 17:19	12-04-2023 17:31	0:0:11:24			Paper removed from printer	Onsite
6293	04-12-2023	OTHERS	VSNL	KCC/MLCC	C041220230132		Hardware	System	Other Software	software	LOW	Closed	04-12-2023 17:18	12-04-2023 17:44	0:0:25:59			Office add ins access issue resolve	Onsite
6294	04-12-2023	SAKET	Adchini	BUSINESS/	C041220230133		Hardware	System	MS Office	File Not	LOW	Closed	04-12-2023 17:18	12-04-2023 17:30	0:0:12:18			Clean the temp files & PC restart	Onsite
6295	04-12-2023	OTHERS	VSNL	KCC/MLCC	C041220230134		Hardware	PC	TFT	Ticket	LOW	Closed	04-12-2023 17:18	12-04-2023 17:44	0:0:25:48			Complaint logged	Onsite
6296	04-12-2023	OTHERS	VSNL	KCC/MLCC	C041220230130		Hardware	Laptop	System Password issue	Others	LOW	Closed	04-12-2023 17:17	12-04-2023 17:43	0:0:26:4			Issue resolve by Pankaj Ganotra	Onsite
6297	04-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C041220230131		Telecome	Instrumen	IP	Instrumen	LOW	Closed	04-12-2023 17:17	12-04-2023 17:46	0:0:28:22			after phone change issue resolved	Onsite
6298	04-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C041220230129		Hardware	System	Other Software	software	LOW	Closed	04-12-2023 17:17	12-04-2023 17:17	0:0:0:32			issue resolved	Remote
6299	04-12-2023	OTHERS	VSNL	KCC/MLCC	C041220230128		Hardware	Printer	Paper Pickup	Others	LOW	Closed	04-12-2023 17:16	12-04-2023 17:43	0:0:26:19			Cartridge replaced issue resolve	Onsite
6300	04-12-2023	SAKET	Fatehpur Beri CC	O-M	C041220230127		Hardware	PC	System Password issue	Password	LOW	Closed	04-12-2023 17:14	12-04-2023 17:30	0:0:15:39			Reassign	Onsite
6301	04-12-2023	SAKET	Jonapur CC	O-M	C041220230126		Hardware	PC	Not working at all	Driver	LOW	Closed	04-12-2023 17:13	12-04-2023 17:29	0:0:16:16			Reassign	Onsite
6302	04-12-2023	SAKET	Adchini	CIVIL	C041220230125		Hardware	System	Other Software	Browser	LOW	Closed	04-12-2023 17:11	12-04-2023 17:25	0:0:13:7			Set as default program changed	Onsite
6303	04-12-2023	SAKET	Adchini	DSK	C041220230124		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-12-2023 17:11	12-04-2023 17:22	0:0:11:21			Mail location changed	Onsite
6304	04-12-2023	SAKET	Malviya Nagar	HR	C041220230123		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-12-2023 17:09	12-04-2023 17:21	0:0:12:9			Printer USB cable changed	Onsite
6305	04-12-2023	SAKET	Adchini	CIVIL	C041220230122		Hardware	System	Other Software	software	HIGH	Closed	04-12-2023 17:06	12-04-2023 17:08	0:0:2:28			Team Viewer version updated	Onsite
6306	04-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C041220230121		Hardware	Scanner	Scaning issue	Paper	HIGH	Closed	04-12-2023 16:59	12-04-2023 18:33	0:1:34:10			Scanner lamp clien	
6307	04-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C041220230120		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	04-12-2023 16:58	12-04-2023 18:35	0:1:36:48			Printer ip changed	
6308	04-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C041220230119		Hardware	System	Other Software	New	LOW	Closed	04-12-2023 16:58	12-04-2023 17:05	0:0:6:52			issue resolved	Onsite
6309	04-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C041220230118		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	04-12-2023 16:57	12-04-2023 18:34	0:1:36:38			Keyboard replacement	
6310	04-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041220230117		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-12-2023 16:56	12-04-2023 17:05	0:0:8:52			issue resolved	Onsite
6311	04-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041220230116		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-12-2023 16:55	12-04-2023 17:04	0:0:9:26			issue resolved	Onsite
6312	04-12-2023	OTHERS	Andrews Ganj	Enforcem	C041220230115		Hardware	System	Other Software	New	LOW	Closed	04-12-2023 16:54	12-04-2023 17:01	0:0:6:58			PC formatted OS installation	Onsite
6313	04-12-2023	OTHERS	Andrews Ganj	Enforcem	C041220230114		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-12-2023 16:53	12-04-2023 17:01	0:0:7:59			pc slow issue	Onsite
6314	04-12-2023	OTHERS	Andrews Ganj	Enforcem	C041220230113		Hardware	System	MS Office	File	LOW	Closed	04-12-2023 16:52	12-04-2023 17:02	0:0:9:24			MS Office issue	Onsite
6315	04-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041220230112		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 16:52	12-04-2023 17:04	0:0:12:42			issue resolved	Onsite
6316	04-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C041220230110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 16:51	12-04-2023 17:04	0:0:13:22			issue resolved	Onsite
6317	04-12-2023	OTHERS	Andrews Ganj	Enforcem	C041220230111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 16:51	12-04-2023 17:02	0:0:10:56			mail issue	Onsite
6318	04-12-2023	OTHERS	Andrews Ganj	Enforcem	C041220230109		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	04-12-2023 16:50	12-04-2023 17:03	0:0:12:16			Scanner sent to Nehru place	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6319	04-12-2023	NEHRU PLACE CSO	Second Floor - D Block	C-M	C041220230108		Hardware	System	Other Software	New	LOW	Closed	04-12-2023 16:45	12-04-2023 17:00	0:0:15:4			issue resolved	Onsite
6320	04-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C041220230107		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 16:43	12-04-2023 17:00	0:0:16:40			issue resolved	Onsite
6321	04-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C041220230106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 16:42	12-04-2023 17:00	0:0:17:12			issue resolved	Onsite
6322	04-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C041220230105		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 16:42	12-04-2023 16:59	0:0:17:26			issue resolved	Onsite
6323	04-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C041220230104		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	04-12-2023 16:40	12-04-2023 16:59	0:0:19:22			issue resolved	Onsite
6324	04-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C041220230103		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-12-2023 16:39	12-04-2023 16:59	0:0:19:52			pc ready	Onsite
6325	04-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C041220230102		Hardware	MOUSE	Not working	Working	LOW	Closed	04-12-2023 16:23	12-04-2023 16:40	0:0:16:44			Mouse sent to NHP.	Onsite
6326	04-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C041220230101		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	04-12-2023 16:23	12-04-2023 16:39	0:0:16:52			USB cable replaced.	Onsite
6327	04-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C041220230100		Hardware	System	Other Software	software	LOW	Closed	04-12-2023 16:22	12-04-2023 16:38	0:0:16:2			SAP P92 password reset mail sent to	Onsite
6328	04-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C041220230099		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	04-12-2023 16:21	12-04-2023 16:37	0:0:16:1			LAN cable was loose.	Onsite
6329	04-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Billing	C041220230097		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	04-12-2023 16:20	12-04-2023 19:00	0:2:40:33			Archive to all sent and inbox mail	Remote
6330	04-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C041220230098		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-12-2023 16:20	12-04-2023 16:37	0:0:16:17			Switch power issue.	Onsite
6331	04-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C041220230096		Hardware	PC	Restart Problem	Physical	MEDIUM	Closed	04-12-2023 16:18	12-04-2023 19:00	0:2:41:10			clean ram and issue resolved.	Onsite
6332	04-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C041220230095		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	04-12-2023 16:16	12-04-2023 18:59	0:2:42:40			Archive file reconnect	Remote
6333	04-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C041220230094		Hardware	System	Other Software	proxy	LOW	Closed	04-12-2023 16:15	12-04-2023 16:22	0:0:7:18			Issue has been resolved after set the	Remote
6334	04-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C041220230093		Hardware	System	Other Software	Adobe	MEDIUM	Closed	04-12-2023 16:14	12-04-2023 18:58	0:2:44:3			softawre reinsttaled	Onsite
6335	04-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C041220230091		Hardware	PC	Not working at all	No power	MEDIUM	Closed	04-12-2023 16:13	12-04-2023 18:58	0:2:45:33			power cable change	Onsite
6336	04-12-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C041220230092		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 16:13	12-04-2023 16:22	0:0:8:58			Issue has been resolved after	Remote
6337	04-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C041220230090		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	04-12-2023 16:09	12-04-2023 16:21	0:0:11:48			Issue has been resolved after	Remote
6338	04-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C041220230088		Hardware	System	Other Software	New	LOW	Closed	04-12-2023 16:08	12-04-2023 16:19	0:0:11:50			Issue has been resolved after	Remote
6339	04-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Data	C041220230089		Hardware	System	MS Office	Software	LOW	Closed	04-12-2023 16:08	12-04-2023 16:20	0:0:11:36			Issue has been resolved after	Remote
6340	04-12-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C041220230087		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 16:04	12-04-2023 16:35	0:0:31:22			Needful done	Onsite
6341	04-12-2023	OTHERS	VSNL	KCC/MLCC	C041220230086		Hardware	UPS	Backup	Ticket	LOW	Closed	04-12-2023 15:57	12-04-2023 17:01	0:1:4:4			inform to vendor	Onsite
6342	04-12-2023	NEHRU PLACE	20 No Building	OET	C041220230085		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	04-12-2023 15:56	12-04-2023 16:12	0:0:15:31			IP configuration done	Onsite
6343	04-12-2023	OTHERS	VSNL	MMG	C041220230084		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	04-12-2023 15:54	12-04-2023 17:00	0:1:6:12			Power cable replaced issue resolve	Onsite
6344	04-12-2023	OTHERS	VSNL	O-M	C041220230083		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	04-12-2023 15:53	12-04-2023 17:00	0:1:6:30			SMPS replaced PC working now	Onsite
6345	04-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041220230082		Hardware	Laptop	Network Not Working	Other	LOW	Closed	04-12-2023 15:41	12-04-2023 16:35	0:0:54:9			Proxy issue	Onsite
6346	04-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C041220230080		Hardware	Scanner	Scaning issue	Others	LOW	Closed	04-12-2023 15:32	12-04-2023 15:33	0:0:1:25			install the drivers	Onsite
6347	04-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C041220230081		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-12-2023 15:32	12-04-2023 15:33	0:0:0:28			attach the printer	Remote
6348	04-12-2023	JANAK PURI	Subhash Nagar Complaint Center	O-M	C041220230079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 15:31	12-04-2023 15:34	0:0:2:51			check the printer. clean and remove	Onsite
6349	04-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C041220230078		Hardware	System	MS Office	Software	LOW	Closed	04-12-2023 15:29	12-04-2023 16:34	0:1:5:15			office installed	Onsite
6350	04-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C041220230077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 15:29	12-04-2023 16:34	0:1:5:22			issue resolved	Onsite
6351	04-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C041220230076		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 15:28	12-04-2023 16:34	0:1:6:2			Driver issue	Onsite
6352	04-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C041220230075		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 15:27	12-04-2023 16:08	0:0:40:35			configured	Remote
6353	04-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C041220230074		Hardware	System	MS Office	Others	LOW	Closed	04-12-2023 15:25	12-04-2023 16:07	0:0:42:46			ms offcice activated	Remote
6354	04-12-2023	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C041220230072		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-12-2023 15:24	12-04-2023 16:06	0:0:42:35			Wifi on	Remote
6355	04-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041220230073		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 15:24	12-04-2023 16:07	0:0:42:31			laptop replaced	Remote
6356	04-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C041220230070		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 15:23	12-04-2023 16:06	0:0:43:8			Printer installed	Remote
6357	04-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C041220230071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 15:23	12-04-2023 16:06	0:0:42:49			mail configured	Remote
6358	04-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C041220230068		Hardware	PC	Not working at all	Others	LOW	Closed	04-12-2023 15:22	12-04-2023 16:12	0:0:50:1			Services restart	Onsite
6359	04-12-2023	NEHRU PLACE CSO	Second Floor - D Block	IT	C041220230069		Hardware	PC	Not working at all	Physical	LOW	Closed	04-12-2023 15:22	12-04-2023 16:06	0:0:44:7			PC connected	Remote
6360	04-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C041220230067		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-12-2023 15:21	12-04-2023 16:06	0:0:44:31			issue resolved	Remote
6361	04-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C041220230066		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-12-2023 15:21	12-04-2023 16:05	0:0:44:3			mail issue	Onsite
6362	04-12-2023	NEHRU PLACE	20 No Building	Energy	C041220230065		Hardware	System	Other Software	Adobe	LOW	Closed	04-12-2023 15:18	12-04-2023 15:36	0:0:17:39			Adobe reinstall	Onsite
6363	04-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C041220230064		Hardware	System	Other Software	Browser	LOW	Closed	04-12-2023 15:17	12-04-2023 16:12	0:0:54:58			P96 Password not working.	Onsite
6364	04-12-2023	NEHRU PLACE	20 No Building	ADMIN	C041220230063		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-12-2023 15:15	12-04-2023 15:35	0:0:20:16			Paper remove from printer	Onsite
6365	04-12-2023	JANAK PURI	I A 3 Janakpuri	O-M	C041220230062		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	04-12-2023 15:15	12-04-2023 16:40	0:1:25:48			Ticket logged with vendor	Onsite
6366	04-12-2023	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C041220230061		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	04-12-2023 15:14	12-04-2023 16:36	0:1:21:55			Clean ram and run diagnostic now	Onsite
6367	04-12-2023	NEHRU PLACE	20 No Building	IT	C041220230059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 15:13	12-04-2023 15:35	0:0:21:53			Mail replica change, issue resolved	Onsite
6368	04-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C041220230060		Network	Link	Link Connectivity Issue	Link	LOW	Closed	04-12-2023 15:13	12-04-2023 16:17	0:1:3:43			Done network troubleshooting steps	Onsite
6369	04-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C041220230057		Hardware	System	Other Software	proxy	LOW	Closed	04-12-2023 15:12	12-04-2023 16:16	0:1:4:24			Change proxy setting now working	Remote
6370	04-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C041220230058		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-12-2023 15:12	12-04-2023 16:17	0:1:4:5			Repair Mouse now working fine	Onsite
6371	04-12-2023	NEHRU PLACE	20 No Building	MMG	C041220230056		Hardware	PC	Not working at all	Others	LOW	Closed	04-12-2023 15:10	12-04-2023 15:34	0:0:23:56			login issue resolved	Onsite
6372	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230055		Hardware	System	Other Software	Browser	LOW	Closed	04-12-2023 14:51	12-04-2023 15:01	0:0:9:37			Ms office not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6373	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230054		Hardware	MOUSE	Not working	Sent to	LOW	Closed	04-12-2023 14:50	12-04-2023 15:01	0:0:10:34			Mouse not working issue resolved	Onsite
6374	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230053		Hardware	System	Other Software	Browser	LOW	Closed	04-12-2023 14:48	12-04-2023 15:01	0:0:12:17			ESS not working issue resolved	Onsite
6375	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230052		Hardware	Laptop	Not working at all	Sent to	LOW	Closed	04-12-2023 14:48	12-04-2023 15:00	0:0:12:23			Laptop not working issue resolved	Onsite
6376	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230050		Hardware	System	Other Software	Adobe	LOW	Closed	04-12-2023 14:47	12-04-2023 15:00	0:0:12:37			Google chrome not working issue	Onsite
6377	04-12-2023	NEHRU PLACE	W Block GK 1	O-M	C041220230051		Hardware	PC	System Password issue	Password	LOW	Closed	04-12-2023 14:47	12-04-2023 15:40	0:0:52:40			System password reset .	Onsite
6378	04-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C041220230049		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-12-2023 14:47	12-04-2023 14:53	0:0:5:58			unplugged keyboard usb cable and	Onsite
6379	04-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C041220230047		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-12-2023 14:46	12-04-2023 15:40	0:0:53:42			Temp. file deleted & physical cleaning	Onsite
6380	04-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C041220230048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 14:46	12-04-2023 14:52	0:0:6:16			Recreate workspace file.	Onsite
6381	04-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C041220230045		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-12-2023 14:45	12-04-2023 15:39	0:0:53:46			Mouse replaced.	Onsite
6382	04-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C041220230046		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 14:45	12-04-2023 14:52	0:0:6:21			All mail archive and start reactivate	Onsite
6383	04-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C041220230044		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-12-2023 14:44	12-04-2023 14:51	0:0:6:37			Printer driver issue	Onsite
6384	04-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C041220230043		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-12-2023 14:44	12-04-2023 15:38	0:0:54:12			NEW OS 10 installation .	Onsite
6385	04-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C041220230042		Hardware	PC	Not working at all	No power	LOW	Closed	04-12-2023 14:44	12-04-2023 15:38	0:0:54:23			Power cable reconnect.	Onsite
6386	04-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C041220230041		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-12-2023 14:43	12-04-2023 15:38	0:0:54:47			mail id unlocked.	Remote
6387	04-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C041220230040		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-12-2023 14:42	12-04-2023 15:37	0:0:54:59			Mail id unlocked.	Remote
6388	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230039		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	04-12-2023 14:42	12-04-2023 15:00	0:0:17:12			some key pad not working issue	Onsite
6389	04-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C041220230038		Hardware	Printer	No display on Panel	Power	LOW	Closed	04-12-2023 14:42	12-04-2023 14:59	0:0:17:35			Printer not working issue resolved	Onsite
6390	04-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C041220230037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 14:41	12-04-2023 14:51	0:0:9:18			Create new replica	Onsite
6391	04-12-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C041220230036		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-12-2023 14:34	12-04-2023 14:35	0:0:0:42			os need reinstallation but data back	Onsite
6392	04-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	O-M	C041220230035		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	04-12-2023 14:33	12-04-2023 14:35	0:0:1:50			resolved	Onsite
6393	04-12-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C041220230034		Hardware	PC	TFT	Flickering	LOW	Closed	04-12-2023 14:32	12-04-2023 14:36	0:0:3:23			TFT Cable changed resolved	Onsite
6394	04-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C041220230032		Network	LAN Issue	LAN Issue	Port	LOW	Closed	04-12-2023 14:31	12-04-2023 14:44	0:0:13:25			resolved	Onsite
6395	04-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C041220230033		Hardware	System	Other Software	software	LOW	Closed	04-12-2023 14:31	12-04-2023 14:44	0:0:12:20			resolved	Onsite
6396	04-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C041220230031		Hardware	PC	TFT	Others	LOW	Closed	04-12-2023 14:30	12-04-2023 14:44	0:0:14:55			resolved	Onsite
6397	04-12-2023	SAKET	Adchini	DTC	C041220230029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 13:51	12-04-2023 14:20	0:0:29:17			mail not sent	Onsite
6398	04-12-2023	SAKET	Adchini	BUSINESS/	C041220230030		Hardware	System	Other Software	software	LOW	Closed	04-12-2023 13:51	12-04-2023 14:20	0:0:29:16			CAS not open	Onsite
6399	04-12-2023	SAKET	Adchini	O-M	C041220230028		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	04-12-2023 13:50	12-04-2023 14:19	0:0:29:27			LAN not work	Onsite
6400	04-12-2023	SAKET	Adchini	BUSINESS/	C041220230026		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-12-2023 13:49	12-04-2023 14:18	0:0:29:9			not work	Onsite
6401	04-12-2023	SAKET	Adchini	BUSINESS/	C041220230027		Hardware	System	Other Software	Browser	LOW	Closed	04-12-2023 13:49	12-04-2023 14:19	0:0:29:29			chrome not open	Onsite
6402	04-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C041220230025		Hardware	System	Other Software	Browser	LOW	Closed	04-12-2023 13:44	12-04-2023 14:21	0:0:37:11			Data transferred as required	
6403	04-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C041220230024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 13:43	12-04-2023 14:50	0:1:7:26			Password reset as required.	
6404	04-12-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C041220230023		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	04-12-2023 13:42	12-04-2023 14:17	0:0:34:41			Account unlocked as reqd	
6405	04-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C041220230022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-12-2023 13:25	12-04-2023 14:15	0:0:49:35			Create new archive now issue	Remote
6406	04-12-2023	ALAKNANDA	Giri Nagar	MMG	C041220230021		Hardware	PC	Not working at all	Others	LOW	Closed	04-12-2023 13:24	12-04-2023 14:14	0:0:50:25			Boot from hardisk now issue resolved	Onsite
6407	04-12-2023	ALAKNANDA	CR Park HR Office	HR	C041220230020		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-12-2023 13:23	12-04-2023 14:13	0:0:50:33			Remove the paper from printer now	Onsite
6408	04-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C041220230019		Hardware	PC	Not working at all	Others	LOW	Closed	04-12-2023 13:22	12-04-2023 14:13	0:0:51:16			Data Backup completed now issue	Onsite
6409	04-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C041220230018		Hardware	System	MS Office	Others	LOW	Closed	04-12-2023 13:20	12-04-2023 14:12	0:0:51:16			Update the MS Office 16 now issue	Remote
6410	04-12-2023	ALAKNANDA	A 12 Kalkaji	O-M	C041220230017		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	04-12-2023 13:19	12-04-2023 14:11	0:0:51:39			Set the margin now issue resolved	Remote
6411	04-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C041220230015		Hardware	System	Other Software	software	LOW	Closed	04-12-2023 12:37	12-04-2023 12:52	0:0:15:26			firewall off now issue resolved..	Onsite
6412	04-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C041220230014		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-12-2023 12:30	12-04-2023 13:28	0:0:57:32			Jam Paper Removed.	Onsite
6413	04-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C041220230013		Network	Link	Link Connectivity Issue	Others	LOW	Closed	04-12-2023 12:15	12-04-2023 13:28	0:1:13:35			FLT Done.	Onsite
6414	04-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C041220230012		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 12:08	12-04-2023 13:29	0:1:20:38			Restart Laptop.	Onsite
6415	04-12-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C041220230010		Hardware	PC	Not working at all	Harddisk	LOW	Closed	04-12-2023 11:40	12-04-2023 12:22	0:0:41:26			hdd not detect issue now replace sata	Onsite
6416	04-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C041220230008		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-12-2023 11:11	12-06-2023 15:31	2:4:20:3			Call Close by Subhash	Onsite
6417	04-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C041220230007		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-12-2023 11:08	12-04-2023 12:49	0:1:40:51			install the drivers	Onsite
6418	04-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C041220230006		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-12-2023 11:07	12-04-2023 12:49	0:1:42:31			archive the mail and compact	Remote
6419	04-12-2023	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C041220230005		NON-SAP	Others	Others	Others	LOW	Closed	04-12-2023 11:05	12-04-2023 12:50	0:1:44:25			rejoint the pc on ads	Onsite
6420	04-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	C-M	C041220230004		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	04-12-2023 10:36	12-04-2023 12:20	0:1:44:1			issue resolved after clean the scanner	Onsite
6421	04-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C041220230003		Hardware	USB	USB not Detected	USB Driver	HIGH	Closed	04-12-2023 10:35	12-04-2023 11:07	0:0:31:43			usb port changed	Onsite
6422	04-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C041220230002		Hardware	PC	System Password issue	Password	HIGH	Closed	04-12-2023 10:23	12-04-2023 11:08	0:0:44:11			Password changed	Onsite
6423	04-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C041220230001		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	04-12-2023 10:09	12-04-2023 10:18	0:0:9:9			reinsert the lan point issue resolved..	Onsite
6424	05-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C061220230032		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-12-2023 13:22	12-06-2023 13:40	0:0:17:47			All soft wares installation call done	Onsite
6425	05-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C051220230167		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 17:55	12-05-2023 17:59	0:0:3:26			issue resolved	Onsite
6426	05-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C051220230166		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	05-12-2023 17:54	12-05-2023 17:59	0:0:5:8			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6427	05-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C051220230165		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 17:53	12-05-2023 17:58	0:0:5:19			issue resolved	Onsite
6428	05-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C051220230164		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 17:53	12-05-2023 17:58	0:0:5:46			issue resolved	Onsite
6429	05-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C051220230163		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 17:51	12-05-2023 17:58	0:0:7:1			issue resolved	Onsite
6430	05-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C051220230162		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 17:51	12-05-2023 17:58	0:0:7:23			issue resolved	Onsite
6431	05-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C051220230161		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-12-2023 17:49	12-05-2023 17:58	0:0:9:3			issue resolved	Onsite
6432	05-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C051220230160		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-12-2023 17:48	12-05-2023 17:57	0:0:9:24			issue resolved	Onsite
6433	05-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	CORPORATE	C051220230159		Hardware	System	Other Software	proxy	LOW	Closed	05-12-2023 17:47	12-05-2023 17:57	0:0:9:58			issue resolved	Onsite
6434	05-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C051220230158		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 17:45	12-05-2023 17:57	0:0:11:41			issue resolved	Onsite
6435	05-12-2023	OTHERS	VSNL	RCM	C051220230157		Hardware	PC	System Password issue	Password	LOW	Closed	05-12-2023 17:38	12-05-2023 17:58	0:0:20:5			Login issue resolve	Onsite
6436	05-12-2023	OTHERS	VSNL	RCM	C051220230156		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-12-2023 17:37	12-05-2023 17:58	0:0:20:54			Replaced LAN Cable	Onsite
6437	05-12-2023	OTHERS	VSNL	RCM	C051220230155		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-12-2023 17:36	12-05-2023 17:58	0:0:21:17			Replaced Keyboard	Onsite
6438	05-12-2023	OTHERS	VSNL	RCM	C051220230154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 17:36	12-05-2023 17:57	0:0:20:39			Archive all mails	Onsite
6439	05-12-2023	OTHERS	VSNL	RCM	C051220230153		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	05-12-2023 17:31	12-05-2023 17:56	0:0:24:38			Update A V and scan PC	Onsite
6440	05-12-2023	OTHERS	VSNL	O-M	C051220230152		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	05-12-2023 17:30	12-05-2023 17:55	0:0:25:4			vendor come and issue resolve	Onsite
6441	05-12-2023	OTHERS	VSNL	O-M	C051220230151		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 17:28	12-05-2023 17:54	0:0:26:7			Installed OS issue resolve	Onsite
6442	05-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C051220230150		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-12-2023 17:24	12-05-2023 17:55	0:0:31:39			Printer issue resolved as required	
6443	05-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C051220230149		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 17:23	12-05-2023 17:55	0:0:31:32			Windows 10 installed as required	
6444	05-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C051220230148		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 17:06	12-05-2023 17:22	0:0:16:51			Jam paper cleared	Onsite
6445	05-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C051220230147		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-12-2023 16:39	12-05-2023 16:42	0:0:2:45			Laptop connected	Onsite
6446	05-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C051220230146		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-12-2023 16:39	12-05-2023 16:42	0:0:3:6			Laptop connected	Onsite
6447	05-12-2023	SAKET	Adchini	CIVIL	C051220230145		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	05-12-2023 16:18	12-05-2023 16:38	0:0:20:12			Screen resolution changed	Onsite
6448	05-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C051220230144		Software	BIW	BIW	Others	LOW	Closed	05-12-2023 16:16	12-05-2023 16:17	0:0:0:35			sap configuration	Remote
6449	05-12-2023	SAKET	Malviya Nagar	HR	C051220230143		Hardware	Laptop	Network Not Working	Other	LOW	Closed	05-12-2023 16:16	12-05-2023 16:36	0:0:20:9			Changed the BIOS settings for boot	Onsite
6450	05-12-2023	SAKET	Malviya Nagar CC	O-M	C051220230142		Hardware	Attendane	Others	new	LOW	Closed	05-12-2023 16:15	12-05-2023 16:35	0:0:20:9			New I-Card registration done	Onsite
6451	05-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C051220230140		Hardware	PC	Not working at all	Others	LOW	Closed	05-12-2023 16:15	12-05-2023 16:40	0:0:25:52			reconnect power cable & restart with	Onsite
6452	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230141		Hardware	System	Other Software	Adobe	LOW	Closed	05-12-2023 16:15	12-05-2023 16:38	0:0:23:1			google chrome not working issue	Onsite
6453	05-12-2023	SAKET	Chhatarpur CC	O-M	C051220230138		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-12-2023 16:14	12-05-2023 16:35	0:0:20:48			Print memory clear from printer	Onsite
6454	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230139		Hardware	System	MS Office	File	LOW	Closed	05-12-2023 16:14	12-05-2023 16:37	0:0:23:25			Ms excel not working issue resolved	Onsite
6455	05-12-2023	SAKET	Adchini	DSS	C051220230136		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-12-2023 16:13	12-05-2023 16:33	0:0:19:42			Default program changed for pdf	Onsite
6456	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230137		Hardware	System	MS Office	Software	LOW	Closed	05-12-2023 16:13	12-05-2023 16:37	0:0:23:37			Ms office not working issue resolved	Onsite
6457	05-12-2023	SAKET	D-Block Saket	O-M	C051220230135		Hardware	MOUSE	Not working	Sent to	LOW	Closed	05-12-2023 16:12	12-05-2023 16:25	0:0:13:20			Mouse sent to NHP for replacement	Onsite
6458	05-12-2023	SAKET	MMTC CC	O-M	C051220230134		Hardware	System	Other Software	Browser	LOW	Closed	05-12-2023 16:11	12-05-2023 16:24	0:0:13:12			Reset the browser settings	Onsite
6459	05-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C051220230133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-12-2023 16:06	12-05-2023 16:40	0:0:33:51			Printer installed with drivers.	Onsite
6460	05-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C051220230132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 16:05	12-05-2023 16:39	0:0:34:1			Archive location changed.	Onsite
6461	05-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C051220230131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 16:05	12-05-2023 16:39	0:0:34:4			Mail software reinstalled &	Onsite
6462	05-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C051220230130		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 16:04	12-05-2023 16:38	0:0:34:28			New OS 10 Installed with all setup.	Onsite
6463	05-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C051220230129		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 16:04	12-05-2023 16:38	0:0:34:45			New OS 10 Installed with all setup.	Onsite
6464	05-12-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C051220230128		Hardware	PC	Not working at all	Others	LOW	Closed	05-12-2023 16:01	12-05-2023 17:20	0:1:18:56			issue resolved after change the power	Onsite
6465	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230127		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 16:00	12-05-2023 17:23	0:1:23:16			issue resolved after re-install the OS	Onsite
6466	05-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C051220230126		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-12-2023 15:59	12-05-2023 16:46	0:0:47:5			printer setting change	Onsite
6467	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230124		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 15:58	12-05-2023 17:22	0:1:24:7			issue resolved after re-install the OS	Onsite
6468	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230123		Hardware	System	MS Office	Others	LOW	Closed	05-12-2023 15:58	12-05-2023 17:22	0:1:24:7			issue resolved after re-install the OS	Onsite
6469	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230125		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 15:58	12-05-2023 17:23	0:1:24:6			issue resolved after re-install the OS	Onsite
6470	05-12-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C051220230122		Hardware	PC	Not working at all	Others	HIGH	Closed	05-12-2023 15:58	12-05-2023 16:46	0:0:48:29			lan point chnaged	Onsite
6471	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230121		Hardware	System	MS Office	Others	LOW	Closed	05-12-2023 15:57	12-05-2023 17:22	0:1:24:25			issue resolved after re-install the OS	Onsite
6472	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230118		Hardware	Laptop	Not working at all	Others	LOW	Closed	05-12-2023 15:56	12-05-2023 17:21	0:1:25:1			issue resolved after re-install the OS	Onsite
6473	05-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C051220230120		Hardware	PC	Restart Problem	Others	HIGH	Closed	05-12-2023 15:56	12-05-2023 16:47	0:0:50:51			CO order changed Pc location	Onsite
6474	05-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C051220230119		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-12-2023 15:56	12-05-2023 17:21	0:1:24:41			issue resolved after re-install the OS	Onsite
6475	05-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C051220230116		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	05-12-2023 15:55	12-05-2023 16:48	0:0:53:11			Printer driver reinstall	Onsite
6476	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230117		Hardware	System	Other Software	Adobe	LOW	Closed	05-12-2023 15:55	12-05-2023 16:33	0:0:38:21			Email not working issue resolved	Onsite
6477	05-12-2023	NEHRU PLACE	20 No Building	BPI	C051220230115		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	05-12-2023 15:53	12-05-2023 16:46	0:0:52:25			share drive map, issue resolved	Onsite
6478	05-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C051220230114		Hardware	System	Other Software	Adobe	HIGH	Closed	05-12-2023 15:53	12-05-2023 16:48	0:0:54:56			Pdf app changed	Onsite
6479	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230112		Hardware	System	MS Office	Software	LOW	Closed	05-12-2023 15:53	12-05-2023 16:33	0:0:40:27			Ms office not working issue resolved	Onsite
6480	05-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C051220230113		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 15:53	12-05-2023 16:29	0:0:35:58			User forget the password.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6481	05-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C051220230111		Hardware	PC	Restart Problem	Others	HIGH	Closed	05-12-2023 15:52	12-05-2023 16:46	0:0:53:7			Power socket changed	Onsite
6482	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230109		Hardware	System	MS Office	File	LOW	Closed	05-12-2023 15:51	12-05-2023 16:25	0:0:34:8			Ms office not working issue resolved	Onsite
6483	05-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C051220230108		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-12-2023 15:51	12-05-2023 16:44	0:0:53:35			Printer installation done	Onsite
6484	05-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C051220230110		Hardware	PC	Not working at all	Others	LOW	Closed	05-12-2023 15:51	12-05-2023 16:45	0:0:54:6			login issue resolved	Onsite
6485	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230107		Hardware	System	Other Software	Adobe	LOW	Closed	05-12-2023 15:50	12-05-2023 16:25	0:0:34:20			IP msg not working issue resolved	Onsite
6486	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:50	12-05-2023 16:25	0:0:34:51			Email sending issue resolved	Onsite
6487	05-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C051220230105		Hardware	E-Mail	Email _Lotus	Reset/Unl	HIGH	Closed	05-12-2023 15:49	12-05-2023 16:11	0:0:21:42			mail send to lotus support for reset	Remote
6488	05-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C051220230104		Hardware	Laptop	Not working at all	Others	LOW	Closed	05-12-2023 15:49	12-05-2023 16:24	0:0:34:56			Unable to login issue resolved	Onsite
6489	05-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C051220230103		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	05-12-2023 15:46	12-05-2023 16:28	0:0:42:7			Printer paper settings fixed.	Onsite
6490	05-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C051220230102		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-12-2023 15:41	12-05-2023 16:24	0:0:42:57			Network slow working.	Onsite
6491	05-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051220230101		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	05-12-2023 15:38	12-05-2023 15:54	0:0:15:20			RESOLVED	Onsite
6492	05-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C051220230100		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	05-12-2023 15:36	12-05-2023 16:23	0:0:47:15			LAN connector replaced.	Onsite
6493	05-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C051220230099		Hardware	System	Other Software	New	LOW	Closed	05-12-2023 15:35	12-05-2023 15:57	0:0:22:42			ADS joined	Remote
6494	05-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C051220230096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:34	12-05-2023 15:57	0:0:23:2			mail configured	Remote
6495	05-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C051220230098		Hardware	System	Other Software	Browser	LOW	Closed	05-12-2023 15:34	12-05-2023 16:20	0:0:46:7			i Smart Password reset & login.	Onsite
6496	05-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C051220230097		Hardware	System	Other Software	New	LOW	Closed	05-12-2023 15:34	12-05-2023 15:57	0:0:22:54			ADS joined	Remote
6497	05-12-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	BUSINESS/	C051220230095		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-12-2023 15:32	12-05-2023 15:56	0:0:24:0			Connected	Remote
6498	05-12-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	BUSINESS/	C051220230094		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-12-2023 15:32	12-05-2023 15:56	0:0:24:35			Connected	Remote
6499	05-12-2023	OTHERS	Andrews Ganj	Enforcem	C051220230092		Hardware	System	Other Software	New	LOW	Closed	05-12-2023 15:31	12-05-2023 16:53	0:1:22:49			Image uploader issue	Onsite
6500	05-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C051220230091		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	05-12-2023 15:31	12-05-2023 15:54	0:0:23:33			Sent to NHP.	Onsite
6501	05-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C051220230093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:31	12-05-2023 15:56	0:0:25:10			issue resolved	Remote
6502	05-12-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C051220230090		Hardware	System	MS Office	File Not	MEDIUM	Closed	05-12-2023 15:30	12-05-2023 16:12	0:0:41:53			After uninstalled office 16 then file	Remote
6503	05-12-2023	OTHERS	HUDCO Grid	PROTECTI	C051220230089		Hardware	PC	Restart Problem	Heating	LOW	Closed	05-12-2023 15:29	12-05-2023 16:54	0:1:24:29			pc booting issue	Onsite
6504	05-12-2023	NEHRU PLACE CSO	First Floor - E Block	BUSINESS/	C051220230085		Hardware	Laptop	System Password issue	Password	LOW	Closed	05-12-2023 15:28	12-05-2023 15:56	0:0:27:43			needful done	Remote
6505	05-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C051220230086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:28	12-05-2023 15:56	0:0:27:44			issue resolved	Remote
6506	05-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C051220230087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:28	12-05-2023 16:45	0:1:17:8			Mail password issue resolved	
6507	05-12-2023	OTHERS	Andrews Ganj	Enforcem	C051220230088		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-12-2023 15:28	12-05-2023 16:54	0:1:25:49			Pc slow issue	Onsite
6508	05-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C051220230083		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-12-2023 15:27	12-05-2023 16:45	0:1:17:17			Printer issue resolved	
6509	05-12-2023	NIZAMUDDIN	Lodhi Road	O-M	C051220230082		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-12-2023 15:27	12-05-2023 15:53	0:0:26:2			RESOLVED	Onsite
6510	05-12-2023	OTHERS	Andrews Ganj	Enforcem	C051220230081		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 15:27	12-05-2023 16:55	0:1:28:40			Printer issue	Onsite
6511	05-12-2023	OTHERS	Andrews Ganj	Enforcem	C051220230084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:27	12-05-2023 16:55	0:1:27:38			mail issue	Onsite
6512	05-12-2023	NIZAMUDDIN	Kilokri	OM-EHV	C051220230080		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-12-2023 15:24	12-05-2023 16:13	0:0:48:30			Mail configured call closed	Remote
6513	05-12-2023	OTHERS	Andrews Ganj	Enforcem	C051220230079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:23	12-05-2023 16:56	0:1:32:26			mail issue	Onsite
6514	05-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C051220230078		Hardware	PC	System Password issue	Password	LOW	Closed	05-12-2023 15:23	12-05-2023 16:44	0:1:21:3			Password issue resolved	
6515	05-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051220230077		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 15:22	12-05-2023 15:52	0:0:29:55			RESOLVED	Onsite
6516	05-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C051220230075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 15:22	12-05-2023 15:54	0:0:32:6			Lotus settings problem.	Onsite
6517	05-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C051220230076		Hardware	System	Other Software	proxy	LOW	Closed	05-12-2023 15:22	12-05-2023 16:09	0:0:47:12			Seva kendra portal and ess not	Onsite
6518	05-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C051220230074		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-12-2023 15:21	12-05-2023 15:52	0:0:30:49			RESOLVED	Onsite
6519	05-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C051220230073		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 15:20	12-05-2023 16:09	0:0:48:48			Sap server add again P92 now login	Onsite
6520	05-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C051220230072		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	05-12-2023 15:18	12-05-2023 16:09	0:0:50:24			pc lan shows red cross ,lan drivers ok	Onsite
6521	05-12-2023	NIZAMUDDIN	Lodhi Road	CUSTOME	C051220230071		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 15:17	12-05-2023 15:52	0:0:34:40			RESOLVED	Onsite
6522	05-12-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C051220230070		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	05-12-2023 15:15	12-05-2023 16:08	0:0:53:16			Printer drivers reinstall with set	Onsite
6523	05-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C051220230069		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-12-2023 15:13	12-05-2023 15:22	0:0:8:58			install the driver	Onsite
6524	05-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C051220230068		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-12-2023 15:11	12-05-2023 15:26	0:0:15:35			Printer drivers reinstall done and	Onsite
6525	05-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C051220230067		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-12-2023 15:11	12-05-2023 15:22	0:0:11:28			mail sent for reset the id	Remote
6526	05-12-2023	ALAKNANDA	I Block CR Park	O-M	C051220230066		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-12-2023 15:10	12-05-2023 15:55	0:0:45:4			Installed the driver now issue resolved	Onsite
6527	05-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C051220230064		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	05-12-2023 15:09	12-05-2023 15:23	0:0:13:38			check the printer. reset the default	Onsite
6528	05-12-2023	ALAKNANDA	G Block Kalkaji	O-M	C051220230062		Telecome	Instrumen	SIP	Network	LOW	Closed	05-12-2023 15:09	12-05-2023 15:54	0:0:44:54			Change the port now issue resolved	Onsite
6529	05-12-2023	NIZAMUDDIN	Lodhi Road	CUSTOME	C051220230065		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 15:09	12-05-2023 15:51	0:0:41:56			RESOLVED	Onsite
6530	05-12-2023	ALAKNANDA	I Block CR Park	O-M	C051220230063		Telecome	Instrumen	IP Schema Issue	Others	LOW	Closed	05-12-2023 15:09	12-05-2023 15:54	0:0:45:2			Change the IP now issue resolved	Onsite
6531	05-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C051220230060		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	05-12-2023 15:08	12-05-2023 15:23	0:0:15:43			reset the password	Onsite
6532	05-12-2023	NIZAMUDDIN	Lodhi Road	CUSTOME	C051220230061		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	05-12-2023 15:08	12-05-2023 15:44	0:0:36:10			RESOLVED	Onsite
6533	05-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C051220230058		Hardware	System	Other Software	Browser	LOW	Closed	05-12-2023 15:07	12-05-2023 15:53	0:0:45:52			Close the proxy now issue resolved	Remote
6534	05-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C051220230059		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 15:07	12-05-2023 15:53	0:0:45:56			Removed the paper from printer now	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6535	05-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C051220230057		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-12-2023 15:06	12-05-2023 15:52	0:0:46:17			Installed all software now issue	Onsite
6536	05-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C051220230055		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	05-12-2023 14:58	12-05-2023 15:16	0:0:17:42			After Shutdown VPN connectivity	Onsite
6537	05-12-2023	NIZAMUDDIN	Lodhi Road	O-M	C051220230054		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	05-12-2023 14:39	12-05-2023 15:42	0:1:3:52			RESOLVED	Onsite
6538	05-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C051220230053		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-12-2023 14:30	12-05-2023 14:57	0:0:27:5			issue has been resolved after installed	Onsite
6539	05-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C051220230052		Hardware	System	Other Software	New	LOW	Closed	05-12-2023 14:30	12-05-2023 14:57	0:0:27:16			issue has been resolved after	Onsite
6540	05-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C051220230051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 14:29	12-05-2023 14:56	0:0:27:12			issue has been resolved after installed	Onsite
6541	05-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C051220230050		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-12-2023 14:28	12-05-2023 14:56	0:0:27:27			issue has been resolved after changed	Onsite
6542	05-12-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C051220230049		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	05-12-2023 14:13	12-05-2023 14:55	0:0:42:43			issue has been resolved after changed	Onsite
6543	05-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C051220230048		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	05-12-2023 14:11	12-05-2023 15:50	0:1:38:57			Clean ram jam now working fine	Onsite
6544	05-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C051220230047		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 14:10	12-05-2023 15:03	0:0:53:25			Clear paper jam now working fine	Onsite
6545	05-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C051220230046		Hardware	System	Other Software	proxy	LOW	Closed	05-12-2023 14:09	12-05-2023 15:03	0:0:53:50			Change proxy setting now working	Remote
6546	05-12-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C051220230045		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-12-2023 14:05	12-05-2023 15:02	0:0:57:36			Run diagnostic and clear temp files	Onsite
6547	05-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C051220230044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 14:04	12-05-2023 15:02	0:0:57:57			Mail sent receive issue restart mail	Remote
6548	05-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C051220230043		Hardware	System	Other Software	Browser	LOW	Closed	05-12-2023 14:00	12-05-2023 14:13	0:0:13:2			Google Chrome update.	Onsite
6549	05-12-2023	VASANT KUNJ	C 8	O-M	C051220230041		Network	Internet	Internet Issue	Internet	LOW	Closed	05-12-2023 13:59	12-05-2023 14:19	0:0:19:53			Browser proxy has been enabled	Remote
6550	05-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C051220230042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 13:59	12-05-2023 14:14	0:0:15:12			All mail archive and start new replica.	Onsite
6551	05-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C051220230039		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 13:57	12-05-2023 14:15	0:0:18:40			create new replica	Onsite
6552	05-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C051220230040		Hardware	System	Other Software	Adobe	LOW	Closed	05-12-2023 13:57	12-05-2023 14:15	0:0:17:29			Adobe reader reinstall.	Onsite
6553	05-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C051220230038		Hardware	System	Other Software	Browser	LOW	Closed	05-12-2023 13:40	12-05-2023 14:16	0:0:35:31			CHD New Token link installation.	Onsite
6554	05-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C051220230037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 13:39	12-05-2023 14:17	0:0:37:15			Do Mail Archive & compact.	Onsite
6555	05-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C051220230036		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-12-2023 13:38	12-05-2023 14:17	0:0:39:5			Password reset.	Onsite
6556	05-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C051220230035		Network	Link	Link Connectivity Issue	Others	LOW	Closed	05-12-2023 13:19	12-05-2023 14:18	0:0:59:29			FLT Done.	Onsite
6557	05-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C051220230034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 13:08	12-05-2023 14:25	0:1:16:55			Mail Password Change Now Working	Onsite
6558	05-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C051220230033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 13:07	12-05-2023 14:24	0:1:17:4			Mail Archive Then Compact Now	Onsite
6559	05-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C051220230031		Hardware	PC	Not working at all	No power	LOW	Closed	05-12-2023 13:06	12-05-2023 14:23	0:1:17:20			Power Cable Replaced Now Working	Onsite
6560	05-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C051220230032		Hardware	PC	System Password issue	Password	LOW	Closed	05-12-2023 13:06	12-05-2023 14:24	0:1:17:11			Password reset Now Working Issue	Onsite
6561	05-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C051220230030		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-12-2023 12:46	12-05-2023 13:39	0:0:52:41			Mail has been sent to lotus team for	Remote
6562	05-12-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C051220230029		Hardware	System	MS Office	File	MEDIUM	Closed	05-12-2023 12:45	12-05-2023 13:04	0:0:18:55			Reinstall MS Office Now Working	Remote
6563	05-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C051220230028		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	05-12-2023 12:43	12-05-2023 13:04	0:0:20:55			Remove Jam Paper Now Working	Onsite
6564	05-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C051220230027		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-12-2023 12:24	12-06-2023 15:30	1:3:6:10			lan cable not working need to	Onsite
6565	05-12-2023	NEHRU PLACE	20 No Building	C-M	C051220230026		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	05-12-2023 12:21	12-05-2023 12:49	0:0:28:18			Dienotes run, issue resolved	Onsite
6566	05-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C051220230025		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	05-12-2023 12:15	12-05-2023 12:46	0:0:31:39			After reconfigured printer issue	Remote
6567	05-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C051220230024		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	05-12-2023 12:09	12-05-2023 12:47	0:0:37:57			Printer configured call closed	Remote
6568	05-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C051220230023		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-12-2023 12:05	12-05-2023 12:49	0:0:43:28			After reconfigured mail issue resolved	Remote
6569	05-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C051220230022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 12:04	12-05-2023 13:38	0:1:33:38			Created a new mail replica	Remote
6570	05-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C051220230021		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-12-2023 12:03	12-05-2023 13:37	0:1:33:14			Mail has been sent to lotus team for	Remote
6571	05-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C051220230020		Hardware	System	Other Software	Adobe	LOW	Closed	05-12-2023 12:01	12-05-2023 13:36	0:1:34:15			Adobe set as default	Remote
6572	05-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C051220230019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 11:58	12-05-2023 13:34	0:1:36:15			Password has been changed	Remote
6573	05-12-2023	VASANT KUNJ	D 4 Masoodpur	O-M	C051220230018		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	05-12-2023 11:57	12-05-2023 13:34	0:1:36:59			RAM Issue fixed	Onsite
6574	05-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C051220230017		Telecome	Instrumen	SIP	Network	LOW	Closed	05-12-2023 11:54	12-05-2023 13:16	0:1:21:42			Reconnect LAN cable on the ext.	Onsite
6575	05-12-2023	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C051220230016		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	05-12-2023 11:39	12/20/2023 10:08:18	14:22:28:5			Lan patch cable faulty pls change	Onsite
6576	05-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C051220230015		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	05-12-2023 11:32	12-05-2023 11:32	0:0:0:35			request user to send the same to NHP	Onsite
6577	05-12-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C051220230014		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	05-12-2023 11:31	12-05-2023 11:33	0:0:2:0			checked and found mouse defective	Onsite
6578	05-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C051220230013		Hardware	PC	Hardware Issue	Ticket	HIGH	Closed	05-12-2023 11:28	12-05-2023 15:41	0:4:12:45			please collect the mouse from nehru	Onsite
6579	05-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C051220230012		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	05-12-2023 11:28	12-05-2023 11:28	0:0:0:28			resolved	Onsite
6580	05-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C051220230011		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-12-2023 11:27	12-05-2023 11:29	0:0:1:52			resolved	Onsite
6581	05-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C051220230010		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-12-2023 11:26	12-05-2023 11:29	0:0:2:28			resolved	Onsite
6582	05-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C051220230009		Hardware	System	Other Software	software	LOW	Closed	05-12-2023 11:26	12-05-2023 11:29	0:0:3:37			complaint logged to team	Onsite
6583	05-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C051220230008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-12-2023 11:22	12-05-2023 11:40	0:0:17:39			quota cleared issue resolved	Onsite
6584	05-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C051220230007		Hardware	MOUSE	Not working	Other	LOW	Closed	05-12-2023 11:21	12-05-2023 11:51	0:0:29:31			usb port faulty now mouse configured	Onsite
6585	05-12-2023	SAKET	Pushp Vihar Sector 3	WORKSHO	C051220230006		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-12-2023 10:36	12-05-2023 11:48	0:1:12:39			dongle not work	Onsite
6586	05-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C051220230005		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-12-2023 10:35	12-05-2023 11:48	0:1:12:50			printer not work	Onsite
6587	05-12-2023	SAKET	Adchini	Recovery	C051220230004		Hardware	System	Other Software	Browser	LOW	Closed	05-12-2023 10:34	12-05-2023 11:47	0:1:12:36			chrome not open	Onsite
6588	05-12-2023	SAKET	Adchini	BUSINESS/	C051220230003		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-12-2023 10:33	12-05-2023 11:46	0:1:12:59			no print	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6589	05-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C051220230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-12-2023 10:15	12-05-2023 10:26	0:0:11:11			reconnected the printer issue	Onsite
6590	05-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C051220230001		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	05-12-2023 10:14	12-05-2023 10:25	0:0:10:49			lan port change from switch now	Onsite
6591	06-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C111220230048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 15:59	12-11-2023 16:21	0:0:21:59			All mails archive & compacting done	Onsite
6592	06-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C061220230173		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	06-12-2023 19:28	12-08-2023 14:36	1:19:8:1			printer repair	Onsite
6593	06-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C061220230172		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	06-12-2023 19:25	12-08-2023 14:37	1:19:11:18			Printer repair	Onsite
6594	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C061220230171		Hardware	System	Other Software	Browser	LOW	Closed	06-12-2023 17:39	12-06-2023 17:57	0:0:18:17			after google chrome update issue	Onsite
6595	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C061220230170		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 17:32	12-06-2023 17:57	0:0:24:58			after printer paper jam clear issue	Onsite
6596	06-12-2023	SAKET	MIG CC	O-M	C061220230169		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 17:31	12-06-2023 17:55	0:0:24:23			Paper removed from printer	Onsite
6597	06-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C061220230168		Hardware	PC	Not working at all	Others	LOW	Closed	06-12-2023 17:30	12-06-2023 17:55	0:0:24:35			PC installed due to user transfer	Onsite
6598	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C061220230167		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	06-12-2023 17:30	12-06-2023 17:56	0:0:26:27			issue resolved help with vendor	Onsite
6599	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C061220230165		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	06-12-2023 17:29	12-06-2023 17:54	0:0:25:29			after tray size reset issue resolved	Onsite
6600	06-12-2023	SAKET	Malviya Nagar	HR	C061220230164		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-12-2023 17:29	12-06-2023 17:54	0:0:25:16			Windows installed	Onsite
6601	06-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C061220230163		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 17:29	12-06-2023 17:32	0:0:3:17			All data transfer to another pc	Onsite
6602	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C061220230162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 17:29	12-06-2023 17:54	0:0:25:22			after paper jam clear issue resolved	Onsite
6603	06-12-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C061220230166		Hardware	PC	Not working at all	No power	LOW	Closed	06-12-2023 17:29	12-06-2023 17:54	0:0:24:55			Power cable faulty, changed	Onsite
6604	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C061220230161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 17:28	12-06-2023 17:54	0:0:25:24			After printer reinstall issue resolved	Onsite
6605	06-12-2023	SAKET	Malviya Nagar	HR	C061220230159		Hardware	Laptop	System Password issue	Password	LOW	Closed	06-12-2023 17:28	12-06-2023 17:54	0:0:25:37			Password changed	Onsite
6606	06-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C061220230160		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-12-2023 17:28	12-06-2023 17:32	0:0:4:18			Printer setting reset.	Onsite
6607	06-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C061220230157		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	06-12-2023 17:27	12-06-2023 17:33	0:0:5:21			Printer tray setting change.	Onsite
6608	06-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C061220230156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 17:27	12-06-2023 17:33	0:0:6:31			Reinstall lotus ibm	Onsite
6609	06-12-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C061220230155		Hardware	PC	Restart Problem	Hardware	LOW	Closed	06-12-2023 17:27	12-06-2023 17:52	0:0:25:2			after ram change issue resolved	Onsite
6610	06-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C061220230158		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	06-12-2023 17:27	12-06-2023 17:53	0:0:25:29			after os reinstall issue resolved	Onsite
6611	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C061220230154		Hardware	PC	System Password issue	Password	LOW	Closed	06-12-2023 17:26	12-06-2023 17:51	0:0:25:1			After pc password reset issue resolved	Onsite
6612	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C061220230153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 17:25	12-06-2023 17:49	0:0:24:1			After new mail archive created issue	Onsite
6613	06-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C061220230152		Telecome	Instrumen	IP	Instrumen	LOW	Closed	06-12-2023 17:24	12-06-2023 17:47	0:0:22:19			After phone change issue resolved	Onsite
6614	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230151		Hardware	PC	TFT	Others	LOW	Closed	06-12-2023 17:18	12-06-2023 18:14	0:0:55:40			TFT Replaced.	Onsite
6615	06-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C061220230150		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 17:06	12-06-2023 17:10	0:0:3:47			issue resolved	Onsite
6616	06-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C061220230149		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 17:04	12-06-2023 17:10	0:0:5:38			issue resolved	Onsite
6617	06-12-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Vigilance	C061220230148		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 17:01	12-06-2023 17:10	0:0:8:40			issue resolved	Onsite
6618	06-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C061220230147		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 16:58	12-06-2023 17:09	0:0:11:25			issue resolved	Onsite
6619	06-12-2023	NEHRU PLACE CSO	First Floor - E Block	HR	C061220230146		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 16:56	12-06-2023 17:09	0:0:13:11			issue resolved	Onsite
6620	06-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C061220230145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:54	12-06-2023 17:09	0:0:15:19			issue resolved	Onsite
6621	06-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C061220230144		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	06-12-2023 16:53	12-06-2023 17:09	0:0:15:55			issue resolved	Onsite
6622	06-12-2023	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C061220230143		Hardware	Scanner	Scaning issue	Others	LOW	Closed	06-12-2023 16:52	12-06-2023 16:58	0:0:6:6			Scanner drivers reinstalled.	Onsite
6623	06-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C061220230142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 16:51	12-06-2023 17:08	0:0:17:2			issue resolved	Onsite
6624	06-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C061220230141		Hardware	System	MS Office	Software	LOW	Closed	06-12-2023 16:51	12-06-2023 16:58	0:0:6:18			MS office software reinstalled.	Onsite
6625	06-12-2023	NEHRU PLACE	W Block GK 1	O-M	C061220230140		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-12-2023 16:50	12-06-2023 16:57	0:0:7:7			USB port changed.	Onsite
6626	06-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C061220230139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:49	12-06-2023 16:57	0:0:7:22			mail software reinstalled &	Onsite
6627	06-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C061220230138		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-12-2023 16:49	12-06-2023 17:08	0:0:19:17			issue resolved	Onsite
6628	06-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C061220230137		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 16:49	12-06-2023 16:56	0:0:7:27			Printer installed with drivers.	Onsite
6629	06-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C061220230136		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 16:48	12-06-2023 16:56	0:0:7:29			Remove the paper inside printer.	Onsite
6630	06-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C061220230135		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	06-12-2023 16:48	12-06-2023 17:08	0:0:19:49			issue resolved	Onsite
6631	06-12-2023	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C061220230133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 16:47	12-06-2023 17:08	0:0:20:42			issue resolved	Onsite
6632	06-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C061220230134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:47	12-06-2023 17:14	0:0:26:50			A new mail archive created and mail	Remote
6633	06-12-2023	OTHERS	VSNL	RCM	C061220230131		Hardware	MOUSE	Not working	Sent to	LOW	Closed	06-12-2023 16:46	12-06-2023 17:37	0:0:51:8			send NHP and replaced	Onsite
6634	06-12-2023	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C061220230132		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-12-2023 16:46	12-06-2023 17:08	0:0:21:15			issue resolved	Onsite
6635	06-12-2023	OTHERS	VSNL	KCC/MLCC	C061220230129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:45	12-06-2023 17:36	0:0:51:38			archive mails and compact issue	Onsite
6636	06-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C061220230130		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 16:45	12-06-2023 17:07	0:0:21:55			issue resolved	Onsite
6637	06-12-2023	OTHERS	VSNL	QUALITY	C061220230128		Hardware	Printer	No display on Panel	Others	LOW	Closed	06-12-2023 16:44	12-06-2023 17:36	0:0:51:41			Paper setting change issue resolve	Onsite
6638	06-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C061220230127		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-12-2023 16:44	12-06-2023 17:13	0:0:29:23			A new workspace created	Remote
6639	06-12-2023	OTHERS	VSNL	QUALITY	C061220230126		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	06-12-2023 16:43	12-06-2023 17:35	0:0:52:21			send to NHP and replaced	Onsite
6640	06-12-2023	OTHERS	VSNL	HR	C061220230124		Hardware	PC	Network Not Working	No Power	LOW	Closed	06-12-2023 16:42	12-06-2023 17:34	0:0:52:21			Power cable remove and reconnect	Onsite
6641	06-12-2023	OTHERS	VSNL	KCC/MLCC	C061220230125		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 16:42	12-06-2023 17:35	0:0:52:25			CAS log of issue resolve	Onsite
6642	06-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061220230123		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-12-2023 16:41	12-06-2023 17:07	0:0:25:56			issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6643	06-12-2023	OTHERS	VSNL	O-M	C061220230122		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-12-2023 16:41	12-06-2023 17:33	0:0:52:25			After Crimp RJ45 issue resolve	Onsite
6644	06-12-2023	VIKAS PURI	BSES Shankar Garden Office,B Block Shankar	OM-EHV	C061220230121		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	06-12-2023 16:38	12-06-2023 17:45	0:1:7:39			Mail forwarded to Lotus helpdesk for	
6645	06-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C061220230120		Hardware	PC	System Password issue	Others	LOW	Closed	06-12-2023 16:37	12-06-2023 17:05	0:0:28:23			System login issue resolved.	
6646	06-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C061220230119		Hardware	PC	System Password issue	Others	LOW	Closed	06-12-2023 16:36	12-06-2023 17:04	0:0:27:24			System login issue resolved.	
6647	06-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C061220230118		Hardware	System	Other Software	Browser	LOW	Closed	06-12-2023 16:34	12-06-2023 17:12	0:0:37:52			QMS link saved in favourie on the	Remote
6648	06-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C061220230117		Hardware	Printer	Paper Pickup	Others	LOW	Closed	06-12-2023 16:31	12-06-2023 16:40	0:0:8:48			issue resolved	Remote
6649	06-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C061220230115		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-12-2023 16:30	12-06-2023 16:39	0:0:9:32			issue resolved	Remote
6650	06-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C061220230116		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-12-2023 16:30	12-06-2023 16:40	0:0:9:20			issue resolved	Remote
6651	06-12-2023	VASANT KUNJ	Bijwasan	O-M	C061220230114		Hardware	Laptop	Not working at all	Others	LOW	Closed	06-12-2023 16:29	12-06-2023 17:17	0:0:47:51			Laptop has been diagnosed and	Onsite
6652	06-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C061220230112		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-12-2023 16:19	12-06-2023 16:39	0:0:20:36			issue resolved	Remote
6653	06-12-2023	OTHERS	Andrews Ganj	Enforcem	C061220230113		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-12-2023 16:19	12-06-2023 16:32	0:0:12:41			Pc slow issue	Onsite
6654	06-12-2023	OTHERS	Andrews Ganj	Enforcem	C061220230111		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-12-2023 16:19	12-06-2023 16:32	0:0:13:33			Pc slow issue	Onsite
6655	06-12-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C061220230110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:18	12-06-2023 16:39	0:0:21:32			mail configured	Remote
6656	06-12-2023	OTHERS	Andrews Ganj	Enforcem	C061220230109		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 16:17	12-06-2023 16:32	0:0:15:0			Printer issue	Onsite
6657	06-12-2023	OTHERS	Andrews Ganj	Enforcem	C061220230108		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 16:17	12-06-2023 16:33	0:0:15:45			Printer issue	Onsite
6658	06-12-2023	NEHRU PLACE CSO	Third Floor -D Block Conf.Mandakini	IT	C061220230106		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 16:16	12-06-2023 16:39	0:0:22:53			issue resolved	Remote
6659	06-12-2023	OTHERS	Andrews Ganj	Enforcem	C061220230107		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 16:16	12-06-2023 16:33	0:0:16:51			Pc formatted	Onsite
6660	06-12-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C061220230105		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 16:15	12-06-2023 16:31	0:0:16:9			MS Office installation on Laptop	Onsite
6661	06-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061220230104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:15	12-06-2023 16:39	0:0:23:25			mail configured	Remote
6662	06-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061220230103		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-12-2023 16:15	12-06-2023 16:38	0:0:23:40			issue resolved	Remote
6663	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSK	C061220230100		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	06-12-2023 16:14	12-06-2023 16:24	0:0:10:49			resolved	Onsite
6664	06-12-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C061220230102		Hardware	System	Other Software	proxy	LOW	Closed	06-12-2023 16:14	12-06-2023 16:38	0:0:24:15			issue resolved	Remote
6665	06-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C061220230101		Hardware	System	Other Software	proxy	LOW	Closed	06-12-2023 16:14	12-06-2023 16:38	0:0:24:28			issue resolved	Remote
6666	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C061220230099		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-12-2023 16:08	12-06-2023 16:24	0:0:16:14			resolved	Onsite
6667	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C061220230098		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-12-2023 16:05	12-06-2023 16:24	0:0:18:16			resolved	Onsite
6668	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C061220230096		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	06-12-2023 16:03	12-06-2023 16:23	0:0:20:11			resolved	Onsite
6669	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C061220230094		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 16:02	12-06-2023 16:22	0:0:19:40			resolved	Onsite
6670	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C061220230093		Hardware	PC	Restart Problem	Physical	LOW	Closed	06-12-2023 16:00	12-06-2023 16:21	0:0:21:40			resolved	Onsite
6671	06-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C061220230090		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-12-2023 15:56	12-06-2023 16:21	0:0:25:6			resolved	Onsite
6672	06-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C061220230088		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 15:50	12-06-2023 16:38	0:0:47:58			mail configured	Remote
6673	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230087		Hardware	System	Other Software	Adobe	LOW	Closed	06-12-2023 15:49	12-07-2023 09:47	0:17:57:33			Mouse not working issue resolved	Onsite
6674	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230085		Hardware	System	Other Software	Adobe	LOW	Closed	06-12-2023 15:48	12-06-2023 15:52	0:0:4:11			Google chrome not working issue	Onsite
6675	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230083		Hardware	System	MS Office	File	LOW	Closed	06-12-2023 15:47	12-06-2023 15:52	0:0:4:51			Ms office not working issue resolved	Onsite
6676	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230084		Hardware	System	Other Software	Adobe	LOW	Closed	06-12-2023 15:47	12-06-2023 15:52	0:0:4:31			pdf not working issue resolved	Onsite
6677	06-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C061220230082		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	06-12-2023 15:42	12-06-2023 16:28	0:0:46:45			ram reconnect	Onsite
6678	06-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C061220230081		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	06-12-2023 15:41	12-06-2023 16:29	0:0:47:55			Pc restart	Onsite
6679	06-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C061220230080		Hardware	System	Other Software	Adobe	HIGH	Closed	06-12-2023 15:40	12-06-2023 16:29	0:0:49:9			Pdf reinstall	Onsite
6680	06-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C061220230079		Hardware	System	Other Software	Browser	HIGH	Closed	06-12-2023 15:38	12-06-2023 16:28	0:0:50:6			Browser reinstall	Onsite
6681	06-12-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C061220230078		Hardware	PC	Hanging/Slow processing	Hanging/S	HIGH	Closed	06-12-2023 15:37	12-06-2023 16:27	0:0:50:37			Pc cline	Onsite
6682	06-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C061220230077		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 15:36	12-06-2023 16:13	0:0:36:55			PDF file password protected.	Remote
6683	06-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C061220230075		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 15:35	12-06-2023 16:12	0:0:37:42			Settings problem now working.	Remote
6684	06-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C061220230076		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	06-12-2023 15:35	12-06-2023 16:13	0:0:37:19			Printer driver installed.	Remote
6685	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 15:33	12-06-2023 16:39	0:1:5:36			Do mail archive & compact.	Onsite
6686	06-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C061220230073		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 15:32	12-06-2023 16:26	0:0:54:5			Team viewer re-install	Onsite
6687	06-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C061220230071		Hardware	OTHERS	QMS ISSUE	Hardware	LOW	Closed	06-12-2023 15:30	12-06-2023 15:33	0:0:3:53			Site visit to RKP and software uodated	
6688	06-12-2023	NEHRU PLACE	20 No Building	Energy	C061220230072		Hardware	System	MS Office	Software	LOW	Closed	06-12-2023 15:30	12-06-2023 16:25	0:0:55:30			System restart, issue resolved	Onsite
6689	06-12-2023	NEHRU PLACE	20 No Building	Energy	C061220230069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 15:27	12-06-2023 16:25	0:0:57:38			Printer installation done	Onsite
6690	06-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061220230070		Hardware	System	Other Software	Browser	LOW	Closed	06-12-2023 15:27	12-06-2023 16:11	0:0:43:12			Network slow working.	Remote
6691	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230068		Hardware	System	Other Software	Browser	LOW	Closed	06-12-2023 15:25	12-06-2023 16:40	0:1:14:43			Data transfer.	Onsite
6692	06-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C061220230067		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	06-12-2023 15:23	12-06-2023 16:10	0:0:47:21			Printer paper clear.	Remote
6693	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230066		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-12-2023 15:21	12-06-2023 16:40	0:1:19:0			New archive create.	Onsite
6694	06-12-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C061220230065		Network	IP Schema	IP Schema Issue	Others	LOW	Closed	06-12-2023 15:18	12-06-2023 16:48	0:1:29:56			Change IP Address Now working fine	Onsite
6695	06-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061220230064		Hardware	PC	System Password issue	Password	LOW	Closed	06-12-2023 15:17	12-06-2023 16:19	0:1:1:51			Reset password now working fine	Remote
6696	06-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C061220230063		Hardware	System	Other Software	proxy	LOW	Closed	06-12-2023 15:16	12-06-2023 16:19	0:1:2:21			Change proxy setting now working	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6697	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230062		Hardware	System	Other Software	Browser	LOW	Closed	06-12-2023 15:16	12-06-2023 16:41	0:1:24:37			Provide rights.	Onsite
6698	06-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061220230061		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-12-2023 15:16	12-06-2023 16:18	0:1:2:36			Create new archive database now	Remote
6699	06-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C061220230060		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-12-2023 15:15	12-06-2023 16:18	0:1:2:48			Password change now working fine	Remote
6700	06-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C061220230059		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	06-12-2023 15:14	12-06-2023 16:17	0:1:2:56			Clean ram jam now working fine	Onsite
6701	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230058		Hardware	System	MS Office	File Not	LOW	Closed	06-12-2023 15:00	12-06-2023 15:44	0:0:44:3			Ms excel not working issue resolved	Onsite
6702	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230057		Hardware	System	Other Software	Adobe	LOW	Closed	06-12-2023 14:47	12-06-2023 15:44	0:0:57:26			ESS not working issue resolved	Onsite
6703	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230056		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	06-12-2023 14:46	12-06-2023 15:44	0:0:57:53			Email sending issue resolved	Onsite
6704	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230054		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	06-12-2023 14:45	12-06-2023 15:43	0:0:58:24			Printer not working issue resolved	Onsite
6705	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230055		Hardware	System	Other Software	Adobe	LOW	Closed	06-12-2023 14:45	12-06-2023 15:44	0:0:58:9			Ms office not working issue resolved	Onsite
6706	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230053		Hardware	System	MS Office	File	LOW	Closed	06-12-2023 14:44	12-06-2023 15:43	0:0:58:34			Ms office not working issue resolved	Onsite
6707	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230052		Hardware	System	Other Software	Adobe	LOW	Closed	06-12-2023 14:43	12-06-2023 15:43	0:0:59:57			Google chrome not working issue	Onsite
6708	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230051		Hardware	System	MS Office	File	LOW	Closed	06-12-2023 14:42	12-06-2023 15:42	0:1:0:5			Ms office not working issue resolved	Onsite
6709	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230050		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-12-2023 14:41	12-06-2023 15:42	0:1:1:0			Mouse not working issue resolved	Onsite
6710	06-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C061220230049		Hardware	System	MS Office	File	LOW	Closed	06-12-2023 14:40	12-06-2023 15:41	0:1:0:42			Ms office not working issue resolved	Onsite
6711	06-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C061220230048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 14:13	12-06-2023 15:05	0:0:52:14			After restart the SAPLPD software	Remote
6712	06-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C061220230047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 14:12	12-06-2023 15:04	0:0:51:50			Archive all the mail now issue	Remote
6713	06-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C061220230046		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 14:11	12-06-2023 15:04	0:0:52:47			After change the user address now	Remote
6714	06-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C061220230045		Hardware	PC	Not working at all	Others	LOW	Closed	06-12-2023 14:08	12-06-2023 15:03	0:0:55:11			After restart the recorder device and	Onsite
6715	06-12-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C061220230043		Network	Link	Link Connectivity Issue	Others	LOW	Closed	06-12-2023 14:07	12-06-2023 15:01	0:0:54:9			Reboot the device now issue resolved	Onsite
6716	06-12-2023	SARITA VIHAR	Shaheen Bagh	OM-DIV	C061220230044		Hardware	PC	Restart Problem	Heating	MEDIUM	Closed	06-12-2023 14:07	12-06-2023 14:53	0:0:46:3			Due to CPU FAN stuck after remove	Onsite
6717	06-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C061220230042		Hardware	System	Other Software	software	LOW	Closed	06-12-2023 14:05	12-06-2023 14:59	0:0:54:8			P92 Installed now issue resolved	Remote
6718	06-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C061220230041		Telecome	Instrumen	SIP	Others	LOW	Closed	06-12-2023 14:04	12-06-2023 14:59	0:0:54:52			Installed the Phone now issue	Onsite
6719	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230040		Hardware	Printer	Paper Pickup	Others	LOW	Closed	06-12-2023 13:45	12-06-2023 15:02	0:1:17:7			Cartridge replacement.	Onsite
6720	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230039		Hardware	System	Other Software	Browser	LOW	Closed	06-12-2023 13:44	12-06-2023 15:03	0:1:18:45			I Smart password change.	Onsite
6721	06-12-2023	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C061220230038		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	06-12-2023 13:39	12-06-2023 13:51	0:0:12:30			CPU cleaned with dust on processor	Onsite
6722	06-12-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C061220230037		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	06-12-2023 13:37	12-06-2023 15:22	0:1:44:55			resolved with the help of electrcian	Onsite
6723	06-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C061220230036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 13:37	12-06-2023 13:41	0:0:4:15			lotus mails archives done all	Onsite
6724	06-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C061220230035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 13:35	12-06-2023 13:41	0:0:6:23			Printer drivers reinstall done set IP	Onsite
6725	06-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C061220230034		Hardware	UPS	Backup	No Power	LOW	Closed	06-12-2023 13:35	12-06-2023 15:23	0:1:48:1			resolved	Onsite
6726	06-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C061220230033		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	06-12-2023 13:24	12-06-2023 13:40	0:0:16:37			10kva ups shut down mcb faulty	Onsite
6727	06-12-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C061220230031		Hardware	Attendane	Others	Network	LOW	Closed	06-12-2023 13:21	12-06-2023 14:06	0:0:45:2			lan port replaced from switch now	Onsite
6728	06-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C061220230030		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-12-2023 13:00	12-06-2023 14:36	0:1:35:15			Printer issue resolved.	
6729	06-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C061220230029		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 13:00	12-06-2023 14:34	0:1:33:50			Software installed as reqd.	
6730	06-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C061220230028		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 12:59	12-06-2023 14:31	0:1:32:21			Mail and other software installed as	
6731	06-12-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C061220230027		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-12-2023 12:29	12-06-2023 12:31	0:0:1:54			link not working. call logged to vendor	Onsite
6732	06-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C061220230026		Hardware	System	MS Office	Others	LOW	Closed	06-12-2023 12:28	12-06-2023 12:31	0:0:3:11			resolved	Onsite
6733	06-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C061220230023		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	06-12-2023 12:27	12-06-2023 12:32	0:0:5:2			send to nhp for replacement	Onsite
6734	06-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C061220230024		Hardware	MOUSE	Not working	Sent to	LOW	Closed	06-12-2023 12:27	12-06-2023 12:32	0:0:4:42			send to nhp for replacement	Onsite
6735	06-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C061220230025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 12:27	12-06-2023 12:31	0:0:3:55			archive problem resolved	Onsite
6736	06-12-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C061220230021		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-12-2023 12:26	12-06-2023 12:32	0:0:6:37			network issue resolved	Onsite
6737	06-12-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C061220230022		Telecome	Instrumen	SIP	Network	LOW	Closed	06-12-2023 12:26	12-06-2023 12:32	0:0:5:51			resolved	Onsite
6738	06-12-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C061220230020		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	06-12-2023 12:25	12-06-2023 12:33	0:0:7:25			send to nhp for replacement. Ram	Onsite
6739	06-12-2023	NIZAMUDDIN	Kilokri	OM-EHV	C061220230019		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	06-12-2023 12:21	12-06-2023 13:24	0:1:3:16			Mail configured call closed	
6740	06-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C061220230018		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	06-12-2023 12:21	12-06-2023 12:21	0:0:0:52			check the pc and log the call to vendor	Onsite
6741	06-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C061220230017		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-12-2023 12:19	12-06-2023 13:33	0:1:13:9			reset the factory mode setting	Onsite
6742	06-12-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C061220230016		Network	LAN Issue	LAN Issue	Others	LOW	Closed	06-12-2023 12:17	12/20/2023 10:08:04	13:21:50:8			LAN faulty	Onsite
6743	06-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C061220230015		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	06-12-2023 12:15	12-06-2023 13:24	0:1:8:30			After clear stuck mails then compact	
6744	06-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C061220230014		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	06-12-2023 12:14	12-06-2023 13:23	0:1:9:2			Printer configured call closed	
6745	06-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C061220230013		Hardware	PC	TFT	Others	LOW	Closed	06-12-2023 11:55	12-06-2023 13:17	0:1:22:12			TFT Replaced.	Onsite
6746	06-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C061220230012		Hardware	PC	Not working at all	No power	LOW	Closed	06-12-2023 11:54	12-06-2023 13:20	0:1:26:51			Power Cable change.	Onsite
6747	06-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C061220230011		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 11:07	12-06-2023 12:50	0:1:43:27			Printer reconfigured as required	
6748	06-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C061220230010		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 11:06	12-06-2023 12:22	0:1:15:29			Zwcad installed as reqd	
6749	06-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C061220230009		Hardware	System	MS Office	Software	LOW	Closed	06-12-2023 11:05	12-06-2023 11:24	0:0:19:30			repaired the ms office setup now	Remote
6750	06-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C061220230008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-12-2023 11:04	12-06-2023 11:24	0:0:19:46			mail id installed issue resolved..	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6751	06-12-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C061220230007		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-12-2023 10:34	12-06-2023 12:21	0:1:46:34			Printer issue resolved	
6752	06-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C061220230006		Hardware	PC	Not working at all	Others	LOW	Closed	06-12-2023 10:16	12-06-2023 10:38	0:0:22:35			Booting Issue Select Hard disk First	Onsite
6753	06-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C061220230005		Hardware	System	Other Software	New	LOW	Closed	06-12-2023 10:15	12-06-2023 10:36	0:0:21:3			ESS Password reset Now working	Onsite
6754	06-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C061220230004		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-12-2023 10:14	12-06-2023 10:35	0:0:20:56			Mail Reinstall Now working Issue	Onsite
6755	06-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C061220230003		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	06-12-2023 09:54	12-06-2023 10:24	0:0:29:47			password reset on mobile now issue	Onsite
6756	06-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C061220230002		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	06-12-2023 09:53	12-06-2023 10:24	0:0:31:3			password changed now issue	Onsite
6757	06-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C061220230001		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-12-2023 09:53	12-06-2023 10:25	0:0:32:6			account unlocked now issue resolved..	Onsite
6758	07-12-2023	SAKET	Adchini	BUSINESS/	C081220230039		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 12:35	12-08-2023 13:19	0:0:44:2			Electric wiring issue	Onsite
6759	07-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C071220230163		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	07-12-2023 18:22	12-07-2023 18:25	0:0:2:18			issue resolved	Onsite
6760	07-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C071220230161		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-12-2023 18:21	12-07-2023 18:24	0:0:3:41			issue resolved	Onsite
6761	07-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C071220230162		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	07-12-2023 18:21	12-07-2023 18:25	0:0:3:17			issue resolved	Onsite
6762	07-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C071220230160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 18:20	12-07-2023 18:24	0:0:4:34			issue resolved	Onsite
6763	07-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C071220230159		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-12-2023 18:19	12-07-2023 18:24	0:0:4:57			issue resolved	Onsite
6764	07-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C071220230158		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-12-2023 18:19	12-07-2023 18:24	0:0:5:17			issue resolved	Onsite
6765	07-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C071220230157		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 18:18	12-07-2023 18:24	0:0:5:53			issue resolved	Onsite
6766	07-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C071220230156		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-12-2023 18:18	12-08-2023 15:59	0:21:41:32			LAN cable faulty	Onsite
6767	07-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C071220230154		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 18:17	12-07-2023 18:23	0:0:6:45			issue resolved	Onsite
6768	07-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C071220230155		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 18:17	12-07-2023 18:24	0:0:6:19			issue resolved	Onsite
6769	07-12-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C071220230152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-12-2023 18:16	12-07-2023 18:23	0:0:7:31			issue resolved	Onsite
6770	07-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C071220230153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 18:16	12-07-2023 18:23	0:0:7:16			issue resolved	Onsite
6771	07-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C071220230151		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	07-12-2023 18:14	12-07-2023 18:23	0:0:8:31			issue resolved	Onsite
6772	07-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C071220230150		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-12-2023 17:37	12/20/2023 10:08:31	12:16:31:1			LAN point not working, pls resolve.	Onsite
6773	07-12-2023	OTHERS	VSNL	KCC/MLCC	C071220230149		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 17:36	12-07-2023 17:56	0:0:19:37			USB driver Installed	Onsite
6774	07-12-2023	OTHERS	VSNL	KCC/MLCC	C071220230148		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-12-2023 17:36	12-07-2023 17:56	0:0:20:4			Battery remove and re-insert issue	Onsite
6775	07-12-2023	OTHERS	VSNL	KCC/MLCC	C071220230147		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 17:35	12-07-2023 17:55	0:0:20:15			Data Shirring issue resolve	Onsite
6776	07-12-2023	OTHERS	VSNL	RCM	C071220230145		Hardware	MOUSE	Not working	Other	LOW	Closed	07-12-2023 17:34	12-07-2023 17:55	0:0:20:52			mouse replaced	Onsite
6777	07-12-2023	OTHERS	VSNL	RCM	C071220230146		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 17:34	12-07-2023 17:55	0:0:20:35			laptop data Back up done	Onsite
6778	07-12-2023	OTHERS	VSNL	O-M	C071220230144		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	07-12-2023 17:33	12-07-2023 17:54	0:0:21:34			issue resolve	Onsite
6779	07-12-2023	VASANT KUNJ	Kapashera	O-M	C071220230143		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-12-2023 17:09	12-07-2023 18:15	0:1:5:44			Printer set as default then printing	Remote
6780	07-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C071220230142		Hardware	System	Other Software	Browser	LOW	Closed	07-12-2023 17:08	12-07-2023 18:14	0:1:5:22			Browser settings changed	Remote
6781	07-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C071220230141		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 17:07	12-07-2023 18:13	0:1:6:23			A new replica has been created	Onsite
6782	07-12-2023	VASANT KUNJ	Bijwasan	O-M	C071220230140		Hardware	Attendane	Others	new	LOW	Closed	07-12-2023 17:05	12-07-2023 18:12	0:1:6:54			Card has been registred on the	Onsite
6783	07-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C071220230139		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-12-2023 17:04	12-07-2023 18:11	0:1:7:6			Jam paper has been removed	Onsite
6784	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C071220230138		Hardware	PC	Network Not Working	Network	LOW	Closed	07-12-2023 16:51	12-07-2023 16:53	0:0:2:11			Network punch problem resolved	Onsite
6785	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C071220230137		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:47	12-07-2023 16:52	0:0:5:43			ADS join resolved	Onsite
6786	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C071220230136		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:46	12-07-2023 16:52	0:0:5:49			ADS join resolved	Onsite
6787	07-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C071220230134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 16:45	12-07-2023 17:29	0:0:43:55			mail install and call closed	Onsite
6788	07-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C071220230135		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-12-2023 16:45	12-07-2023 17:33	0:0:47:36			archive mapping done and call closed	Onsite
6789	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C071220230132		Hardware	System	Other Software	Adobe	LOW	Closed	07-12-2023 16:44	12-07-2023 16:52	0:0:7:49			Adobe pdf print problem resolved	Onsite
6790	07-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C071220230133		Hardware	MOUSE	Not working	Hardware	LOW	Closed	07-12-2023 16:44	12-07-2023 17:28	0:0:43:40			mouse change and call closed	Onsite
6791	07-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C071220230131		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	07-12-2023 16:44	12-07-2023 17:27	0:0:43:35			issue resolved after delete the temp	Onsite
6792	07-12-2023	NEHRU PLACE CSO	Second Floor - C Block	BPI	C071220230130		Hardware	System	MS Office	File Saving	LOW	Closed	07-12-2023 16:43	12-07-2023 16:53	0:0:10:11			Issue Resolved	Onsite
6793	07-12-2023	VIKAS PURI	BSES Shankar Garden Office,B Block Shankar	OM-EHV	C071220230129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 16:42	12-07-2023 17:11	0:0:29:1			Mail issue resolved	
6794	07-12-2023	JAFFERPUR	Dhasa Complaint Center	BUSINESS/	C071220230128		Hardware	Attendane	Others	Others	LOW	Closed	07-12-2023 16:42	12-07-2023 16:48	0:0:6:10			change date and time.	Onsite
6795	07-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C071220230126		Hardware	System	MS Office	Others	LOW	Closed	07-12-2023 16:41	12-07-2023 17:12	0:0:30:46			Software installed as reqd	
6796	07-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C071220230125		Network	Link	Link Connectivity Issue	Others	LOW	Closed	07-12-2023 16:41	12-07-2023 16:46	0:0:5:4			Restart Network devices.	Onsite
6797	07-12-2023	NIZAMUDDIN	Kilokri	OM-DIV	C071220230127		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-12-2023 16:41	12-07-2023 16:52	0:0:10:40			After reinstall printer driver issue	Remote
6798	07-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C071220230124		Hardware	Laptop	Screen Issue	Others	LOW	Closed	07-12-2023 16:41	12-07-2023 16:53	0:0:12:0			Issue Resolved	Onsite
6799	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C071220230123		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:40	12-07-2023 16:45	0:0:5:10			Teamviewer password setting change.	Onsite
6800	07-12-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C071220230122		Hardware	Laptop	Network Not Working	Other	LOW	Closed	07-12-2023 16:40	12-07-2023 16:53	0:0:12:30			Issue Resolved	Onsite
6801	07-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C071220230121		Hardware	System	Other Software	New	LOW	Closed	07-12-2023 16:40	12-07-2023 17:13	0:0:32:59			Software installed as reqd	
6802	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C071220230120		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:39	12-07-2023 16:45	0:0:5:43			Teamviewer password setting change.	Onsite
6803	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C071220230118		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:39	12-07-2023 16:44	0:0:5:12			Teamviewer password setting change.	Onsite
6804	07-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C071220230117		Hardware	Laptop	Screen Issue	Others	LOW	Closed	07-12-2023 16:39	12-07-2023 16:52	0:0:13:30			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6805	07-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C071220230119		Hardware	Laptop	Screen Issue	Others	LOW	Closed	07-12-2023 16:39	12-07-2023 16:52	0:0:13:7			Issue Resolved	Onsite
6806	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C071220230116		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-12-2023 16:38	12-07-2023 16:44	0:0:5:43			Windows 10 installation	Onsite
6807	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C071220230115		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 16:37	12-07-2023 16:44	0:0:6:5			Workline proxy setting change.	Onsite
6808	07-12-2023	OTHERS	HUDCO Grid	PROTECTI	C071220230114		Hardware	System	Other Software	New	LOW	Closed	07-12-2023 16:35	12-07-2023 16:39	0:0:3:6			ESS Issue	Onsite
6809	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C071220230113		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 16:35	12-07-2023 16:43	0:0:7:49			Workline proxy setting change.	Onsite
6810	07-12-2023	OTHERS	Andrews Ganj	Enforcem	C071220230112		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-12-2023 16:35	12-07-2023 16:39	0:0:4:1			Printer installed	Onsite
6811	07-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	O-M	C071220230111		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	07-12-2023 16:34	12-07-2023 16:43	0:0:8:21			Kvms pro reinstall	Onsite
6812	07-12-2023	OTHERS	Andrews Ganj	Enforcem	C071220230110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 16:34	12-07-2023 16:39	0:0:5:35			Mail issue	Onsite
6813	07-12-2023	OTHERS	Andrews Ganj	Enforcem	C071220230109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 16:33	12-07-2023 16:39	0:0:6:28			Mail issue	Onsite
6814	07-12-2023	OTHERS	IIT Grid	Enforcem	C071220230107		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	07-12-2023 16:31	12-07-2023 16:40	0:0:9:27			PC hanging issue	Onsite
6815	07-12-2023	OTHERS	Andrews Ganj	Enforcem	C071220230108		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-12-2023 16:31	12-07-2023 16:40	0:0:8:21			Printer issue	Onsite
6816	07-12-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C071220230106		Network	Link	Link Connectivity Issue	Others	LOW	Closed	07-12-2023 16:07	12-07-2023 16:08	0:0:1:34			flt done and log the call	Onsite
6817	07-12-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C071220230105		Hardware	PC	Network Not Working	PC	LOW	Closed	07-12-2023 16:06	12-07-2023 16:08	0:0:2:50			clean the ram	Onsite
6818	07-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C071220230102		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	07-12-2023 16:04	12-07-2023 16:07	0:0:3:37			reinsert the usb cable	Onsite
6819	07-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C071220230103		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-12-2023 16:04	12-07-2023 16:19	0:0:15:16			issue resolved after reinstall the	Onsite
6820	07-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C071220230104		Hardware	MOUSE	Not working	Other	LOW	Closed	07-12-2023 16:04	12-07-2023 16:09	0:0:4:17			replace the mouse	Onsite
6821	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230101		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:02	12-07-2023 16:15	0:0:13:23			Team Viewer activity done	Onsite
6822	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230099		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:01	12-07-2023 16:13	0:0:11:56			Mail sent for password reset.	Onsite
6823	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230100		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 16:01	12-07-2023 16:15	0:0:13:25			Team Viewer activity done	Onsite
6824	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230098		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	07-12-2023 16:00	12-07-2023 16:10	0:0:10:21			Complaint logged.	Onsite
6825	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230097		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 15:59	12-07-2023 16:09	0:0:10:27			Team Viewer activity done	Onsite
6826	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230096		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 15:58	12-07-2023 16:08	0:0:10:13			Team Viewer activity done	Onsite
6827	07-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C071220230095		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 15:58	12-07-2023 16:02	0:0:4:24			Team Viewer activity done	Onsite
6828	07-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C071220230094		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-12-2023 15:56	12-07-2023 16:39	0:0:42:41			Printer driver issue resolved.	Onsite
6829	07-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C071220230093		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-12-2023 15:55	12-07-2023 16:38	0:0:42:46			Win 10 upgrade completed as reqd	Remote
6830	07-12-2023	VIKAS PURI	BSES Shankar Garden Office,B Block Shankar	OM-EHV	C071220230092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 15:55	12-07-2023 16:38	0:0:43:10			Password issue resolved	Remote
6831	07-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C071220230091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-12-2023 15:53	12-07-2023 16:29	0:0:35:58			Issue has been resolved after	Onsite
6832	07-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C071220230090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 15:48	12-07-2023 16:28	0:0:40:22			Issue has been resolved after create	Onsite
6833	07-12-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C071220230089		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-12-2023 15:47	12-07-2023 16:28	0:0:40:22			Issue has been resolved after reset	Onsite
6834	07-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C071220230088		Hardware	Printer	Paper Pickup	Others	LOW	Closed	07-12-2023 15:44	12-07-2023 17:06	0:1:22:9			Paper jam removed.	Onsite
6835	07-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C071220230087		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-12-2023 15:39	12-07-2023 16:19	0:0:40:9			group create in mail and issue	Onsite
6836	07-12-2023	SAKET	Fatehpur Beri CC	O-M	C071220230086		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	07-12-2023 15:33	12-07-2023 16:24	0:0:50:26			SATA cable changed	Onsite
6837	07-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C071220230085		Hardware	PC	System Password issue	Password	LOW	Closed	07-12-2023 15:31	12-07-2023 16:27	0:0:56:0			Issue has been resolved after changed	Onsite
6838	07-12-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C071220230084		Hardware	System	Other Software	New	LOW	Closed	07-12-2023 15:30	12-07-2023 16:27	0:0:56:35			Issue has been resolved after installed	Onsite
6839	07-12-2023	SAKET	Fatehpur Beri CC	O-M	C071220230083		Hardware	System	Other Software	New	LOW	Closed	07-12-2023 15:29	12-07-2023 15:55	0:0:26:31			ip msg install	Onsite
6840	07-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C071220230083		Hardware	System	Other Software	New	LOW	Closed	07-12-2023 15:29	12-07-2023 15:55	0:0:26:31			ip msg install	Onsite
6841	07-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C071220230082		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	07-12-2023 15:28	12-07-2023 15:55	0:0:27:5			dienotes run issue resolved	Onsite
6842	07-12-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C071220230081		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-12-2023 15:27	12-07-2023 16:26	0:0:58:54			Issue has been resolved after changed	Onsite
6843	07-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C071220230080		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-12-2023 15:26	12-07-2023 16:19	0:0:52:43			issue resolved after reinstall the	Onsite
6844	07-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C071220230079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-12-2023 15:25	12-07-2023 16:18	0:0:53:46			issue resolved after reinstall the	Onsite
6845	07-12-2023	NEHRU PLACE	20 No Building	ANALYTIC	C071220230078		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	07-12-2023 15:24	12-07-2023 15:54	0:0:30:29			proxy setting enable	Onsite
6846	07-12-2023	NEHRU PLACE	20 No Building	Energy	C071220230077		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	07-12-2023 15:23	12-07-2023 15:54	0:0:31:4			8 port swith power issue, issue	Onsite
6847	07-12-2023	SAKET	D-Block Saket	O-M	C071220230076		Telecome	Instrumen	SIP	Others	LOW	Closed	07-12-2023 15:21	12-07-2023 16:23	0:1:1:50			SIP Phone reconfigured	Onsite
6848	07-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C071220230074		Hardware	Printer	Paper Pickup	Others	LOW	Closed	07-12-2023 15:15	12-07-2023 16:10	0:0:54:33			printer issue resolved after change the	Onsite
6849	07-12-2023	SAKET	Chhatarpur CC	O-M	C071220230073		Hardware	MOUSE	Not working	Working	LOW	Closed	07-12-2023 15:14	12-07-2023 16:23	0:1:8:25			Reassign	Onsite
6850	07-12-2023	SAKET	Chhatarpur CC	O-M	C071220230072		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 15:13	12-07-2023 16:22	0:1:9:24			Reassign	Onsite
6851	07-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C071220230071		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 15:12	12-07-2023 16:20	0:1:7:59			Change proxy setting now working	Remote
6852	07-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C071220230070		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	07-12-2023 15:11	12-07-2023 16:19	0:1:8:22			Replace cartridge now working fine	Onsite
6853	07-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C071220230069		Network	Link	Link Connectivity Issue	Link	LOW	Closed	07-12-2023 15:07	12-07-2023 16:59	0:1:52:1			Done network troubleshooting now	Onsite
6854	07-12-2023	JANAK PURI	Sagar Pur Grid	O-M	C071220230068		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	07-12-2023 15:06	12-07-2023 16:19	0:1:12:52			Clean ram now working fine	Onsite
6855	07-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C071220230067		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 15:05	12-07-2023 16:14	0:1:8:18			Change Proxy setting now working	Remote
6856	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C071220230066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 14:47	12-07-2023 15:55	0:1:8:16			Mail id installed	Onsite
6857	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C071220230065		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-12-2023 14:45	12-07-2023 15:12	0:0:27:5			Jam Paper removed from printer	Onsite
6858	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BUSINESS/	C071220230064		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-12-2023 14:43	12-07-2023 15:57	0:1:14:34			Lan connectivity issue, switch was	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6859	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C071220230062		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-12-2023 14:41	12-08-2023 11:38	0:20:57:20			mail got hang due to lan issue,	Onsite
6860	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C071220230063		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-12-2023 14:41	12-07-2023 15:56	0:1:14:58			Webex sound issue resolved	Onsite
6861	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C071220230061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 14:38	12-07-2023 15:11	0:0:32:22			User account Unlocked with help of	Onsite
6862	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BUSINESS/	C071220230060		Hardware	PC	System Password issue	Password	LOW	Closed	07-12-2023 14:37	12-07-2023 15:57	0:1:19:42			ADS Password reset	Onsite
6863	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BUSINESS/	C071220230059		Hardware	System	Other Software	Browser	LOW	Closed	07-12-2023 14:36	12-07-2023 15:10	0:0:33:42			Lan switch faulty, Made operational	Onsite
6864	07-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BUSINESS/	C071220230058		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-12-2023 14:35	12-07-2023 15:09	0:0:34:9			Lan switch faulty, Made operational	Onsite
6865	07-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C071220230057		Hardware	System	Other Software	New	MEDIUM	Closed	07-12-2023 14:34	12-07-2023 14:38	0:0:4:35			P92 Icon recreate issue resloved	Remote
6866	07-12-2023	NEHRU PLACE	W Block GK 1	O-M	C071220230056		Hardware	PC	System Password issue	Password	LOW	Closed	07-12-2023 14:31	12-07-2023 15:15	0:0:44:11			Password reset from ADS team.	Onsite
6867	07-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C071220230055		Hardware	System	MS Office	File Not	LOW	Closed	07-12-2023 14:31	12-07-2023 15:37	0:1:6:21			Re -Installed MS Office now issue	Remote
6868	07-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C071220230054		Hardware	Printer	Image Issue	Others	LOW	Closed	07-12-2023 14:30	12-07-2023 15:15	0:0:44:39			Printer reinstalled.	Onsite
6869	07-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C071220230053		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	07-12-2023 14:30	12-07-2023 15:37	0:1:7:1			Create new workspace now issue	Remote
6870	07-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C071220230049		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 14:29	12-07-2023 15:14	0:0:45:19			Proxy setting changed.	Onsite
6871	07-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C071220230052		Hardware	System	Other Software	proxy	LOW	Closed	07-12-2023 14:29	12-07-2023 15:15	0:0:45:8			Proxy setting changed.	Onsite
6872	07-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C071220230051		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-12-2023 14:29	12-07-2023 14:37	0:0:8:9			After reconfigure printer issue	Onsite
6873	07-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C071220230050		Hardware	System	Other Software	New	LOW	Closed	07-12-2023 14:29	12-07-2023 15:37	0:1:7:24			SAP Analyzer installed now issue	Remote
6874	07-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C071220230047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 14:28	12-07-2023 15:36	0:1:7:59			Create the new archive now issue	Remote
6875	07-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C071220230048		Telecome	Instrumen	SIP	Network	LOW	Closed	07-12-2023 14:28	12-07-2023 15:14	0:0:45:46			LAN Cable reconnect.	Onsite
6876	07-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C071220230046		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-12-2023 14:27	12-07-2023 15:14	0:0:46:10			LAN Cable reconnect .	Onsite
6877	07-12-2023	ALAKNANDA	CR Park HR Office	HR	C071220230045		Hardware	PC	Not working at all	Others	LOW	Closed	07-12-2023 14:27	12-07-2023 15:35	0:1:7:58			Boot the device from HDD now issue	Onsite
6878	07-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C071220230044		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	07-12-2023 14:24	12-07-2023 15:35	0:1:11:7			Clean the scanner ribbon now issue	Onsite
6879	07-12-2023	SAKET	Pushp Vihar Sector 3	WORKSHO	C071220230043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 14:22	12-07-2023 14:40	0:0:18:19			Lotus repair	Onsite
6880	07-12-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C071220230042		Hardware	PC	Hardware Issue	Sent to	MEDIUM	Closed	07-12-2023 14:07	12-07-2023 16:14	0:2:7:25			System send to Nehru place	
6881	07-12-2023	SARITA VIHAR	Jullena	OM-DIV	C071220230041		Network	Link	Link Connectivity Issue	Earthing	MEDIUM	Closed	07-12-2023 14:06	12-07-2023 14:37	0:0:31:24			Visited the bharat nagar site found	Onsite
6882	07-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C071220230040		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-12-2023 14:04	12-07-2023 14:36	0:0:31:31			After remention IP address and	Onsite
6883	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C071220230038		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 14:01	12-07-2023 14:27	0:0:25:26			ADS join problem resolved	Onsite
6884	07-12-2023	SAKET	Adchini	DSS	C071220230039		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	07-12-2023 14:01	12-07-2023 14:12	0:0:10:21			PC restarted	Onsite
6885	07-12-2023	SAKET	Adchini	CIVIL	C071220230037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 13:55	12-07-2023 14:11	0:0:16:18			web browser setting changed	Onsite
6886	07-12-2023	SAKET	Adchini	BUSINESS/	C071220230036		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-12-2023 13:54	12-07-2023 14:11	0:0:16:40			printer reconnected	Onsite
6887	07-12-2023	SAKET	Adchini	CIVIL	C071220230035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 13:53	12-07-2023 14:10	0:0:17:0			workplace changed	Onsite
6888	07-12-2023	SAKET	Adchini	BUSINESS/	C071220230033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 13:52	12-07-2023 14:10	0:0:18:10			workplace rename	Onsite
6889	07-12-2023	SAKET	Adchini	BUSINESS/	C071220230034		Hardware	System	Other Software	Browser	LOW	Closed	07-12-2023 13:52	12-07-2023 14:10	0:0:17:43			web browser setting changed	Onsite
6890	07-12-2023	SAKET	Adchini	CHD	C071220230032		Hardware	PC	Not working at all	No power	LOW	Closed	07-12-2023 13:51	12-07-2023 14:09	0:0:17:46			Call log to vendor	Onsite
6891	07-12-2023	SAKET	Adchini	DSS	C071220230031		Hardware	System	Other Software	Browser	LOW	Closed	07-12-2023 13:51	12-07-2023 14:08	0:0:17:50			web browser setting changed	Onsite
6892	07-12-2023	SAKET	Adchini	DSS	C071220230030		Hardware	System	Other Software	Browser	LOW	Closed	07-12-2023 13:50	12-07-2023 14:08	0:0:17:50			No internet on PC	Onsite
6893	07-12-2023	SAKET	Adchini	BUSINESS/	C071220230029		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 13:48	12-07-2023 14:07	0:0:18:52			Windows issue	Onsite
6894	07-12-2023	SAKET	Adchini	SAFETY	C071220230028		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	07-12-2023 13:48	12-07-2023 14:07	0:0:18:55			LAN reconnected	Onsite
6895	07-12-2023	SAKET	Adchini	BUSINESS/	C071220230027		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 13:47	12-07-2023 14:06	0:0:18:51			Windows credentials changed	Onsite
6896	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C071220230026		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 13:19	12-07-2023 14:00	0:0:41:36			5 shifting change problem resolved	Onsite
6897	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C071220230025		Hardware	PC	TFT	Others	LOW	Closed	07-12-2023 13:17	12-07-2023 13:59	0:0:42:15			Change the power cable resolved	Onsite
6898	07-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C071220230024		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 13:16	12-07-2023 13:59	0:0:42:53			dsk portal update resolved	Onsite
6899	07-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C071220230023		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-12-2023 12:47	12-07-2023 13:40	0:0:52:55			Paper jam Removed.	Onsite
6900	07-12-2023	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C071220230022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 12:46	12-07-2023 13:42	0:0:56:2			Workspace Rename.	Onsite
6901	07-12-2023	NEHRU PLACE	W Block GK 1	O-M	C071220230021		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-12-2023 12:39	12-08-2023 15:59	1:3:20:0			Please do the needful.	Onsite
6902	07-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C071220230020		Hardware	System	Other Software	software	HIGH	Closed	07-12-2023 12:30	12-07-2023 13:06	0:0:35:42			all 26 pc user in mdk commercial	Onsite
6903	07-12-2023	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C071220230019		Hardware	PC	Not working at all	Others	LOW	Closed	07-12-2023 11:39	12-07-2023 12:42	0:1:2:56			C-Mos Cell Change.	Onsite
6904	07-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C071220230018		Hardware	PC	Not working at all	Others	LOW	Closed	07-12-2023 11:37	12-07-2023 12:43	0:1:5:15			C-Mos Cell	Onsite
6905	07-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C071220230017		Hardware	Printer	Paper Pickup	Others	LOW	Closed	07-12-2023 11:35	12-07-2023 12:43	0:1:7:30			Cartridge change.	Onsite
6906	07-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C071220230016		Hardware	Printer	Paper Pickup	Others	LOW	Closed	07-12-2023 11:34	12-07-2023 12:44	0:1:9:11			PC attach on another Printer.	Onsite
6907	07-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C071220230015		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	07-12-2023 11:33	12-07-2023 12:44	0:1:10:58			Network port change.	Onsite
6908	07-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C071220230014		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-12-2023 11:32	12-07-2023 12:44	0:1:12:50			Power adapter Change.	Onsite
6909	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230013		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	07-12-2023 10:34	12-07-2023 11:16	0:0:41:44			PC not working issue resolved	Onsite
6910	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230011		Hardware	System	Other Software	software	LOW	Closed	07-12-2023 10:33	12-07-2023 11:15	0:0:42:43			Ms office not working issue resolved	Onsite
6911	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230012		Hardware	System	MS Office	Software	LOW	Closed	07-12-2023 10:33	12-07-2023 11:16	0:0:42:34			Ms office not working issue resolved	Onsite
6912	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230010		Hardware	System	MS Office	Software	LOW	Closed	07-12-2023 10:32	12-07-2023 11:15	0:0:43:9			Ms office not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6913	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230008		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-12-2023 10:31	12-07-2023 11:14	0:0:43:35			Network not working issue resolved	Onsite
6914	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230009		Hardware	System	MS Office	Software	LOW	Closed	07-12-2023 10:31	12-07-2023 11:15	0:0:43:24			Ms office not working issue resolved	Onsite
6915	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230007		Hardware	System	Other Software	Adobe	LOW	Closed	07-12-2023 10:30	12-07-2023 11:14	0:0:43:45			google chrome not working issue	Onsite
6916	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230005		Hardware	System	MS Office	Software	LOW	Closed	07-12-2023 10:28	12-07-2023 11:13	0:0:45:31			Ms excel not working issue resolved	Onsite
6917	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230006		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-12-2023 10:28	12-07-2023 11:14	0:0:45:28			IP configuration issue resolved	Onsite
6918	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230003		Hardware	System	Other Software	Adobe	LOW	Closed	07-12-2023 10:27	12-07-2023 11:13	0:0:45:43			Google chrome not working issue	Onsite
6919	07-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C071220230004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-12-2023 10:27	12-07-2023 11:13	0:0:45:47			Email not working issue resolved	Onsite
6920	07-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C071220230002		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	07-12-2023 09:55	12-07-2023 10:18	0:0:22:55			new replica created issue resolved..	Onsite
6921	07-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C071220230001		Telecome	CCTV	Camera	Network	MEDIUM	Closed	07-12-2023 09:51	12-07-2023 10:51	0:1:0:50			both camera lan wire port changed	Onsite
6922	08-12-2023	SAKET	Adchini	BUSINESS/	C111220230122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:57	12-11-2023 17:08	0:0:11:21			Mail workspace recreate	Onsite
6923	08-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C081220230173		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 18:00	12-08-2023 18:03	0:0:2:29			issue resolved	Onsite
6924	08-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C081220230172		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 17:59	12-08-2023 18:03	0:0:3:21			issue resolved	Onsite
6925	08-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C081220230171		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 17:59	12-08-2023 18:02	0:0:3:44			issue resolved	Onsite
6926	08-12-2023	NEHRU PLACE CSO	Second Floor - C Block Conf. Kaveri	REGULAT	C081220230170		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-12-2023 17:58	12-08-2023 18:02	0:0:4:16			issue resolved	Onsite
6927	08-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C081220230169		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 17:57	12-08-2023 18:02	0:0:5:17			issue resolved	Onsite
6928	08-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C081220230168		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	08-12-2023 17:56	12-08-2023 18:02	0:0:5:52			issue resolved	Onsite
6929	08-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C081220230167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 17:54	12-08-2023 17:58	0:0:4:16			Printer driver issue.	Onsite
6930	08-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C081220230166		Hardware	System	Other Software	proxy	LOW	Closed	08-12-2023 17:52	12-08-2023 17:57	0:0:5:24			Proxy setting change.	Onsite
6931	08-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C081220230165		Hardware	System	Other Software	proxy	LOW	Closed	08-12-2023 17:49	12-08-2023 17:57	0:0:7:50			Proxy settings.	Onsite
6932	08-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C081220230164		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 17:48	12-08-2023 17:56	0:0:8:19			Reinstall fortinet software.	Onsite
6933	08-12-2023	OTHERS	VSNL	Vigilance	C081220230163		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 17:40	12-08-2023 18:01	0:0:21:17			New Achieve Create	Onsite
6934	08-12-2023	OTHERS	VSNL	O-M	C081220230162		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-12-2023 17:39	12-08-2023 18:01	0:0:21:49			Keyboard replaced	Onsite
6935	08-12-2023	OTHERS	VSNL	Billing	C081220230161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 17:38	12-08-2023 18:00	0:0:22:12			Archive mails issue resolve	Onsite
6936	08-12-2023	OTHERS	VSNL	BUSINESS/	C081220230160		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	08-12-2023 17:37	12-08-2023 18:00	0:0:22:30			Delete temp file and folder	Remote
6937	08-12-2023	OTHERS	VSNL	BUSINESS/	C081220230159		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 17:37	12-08-2023 17:59	0:0:21:59			Printer Driver installed	Remote
6938	08-12-2023	OTHERS	VSNL	KCC/MLCC	C081220230158		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 17:36	12-08-2023 17:58	0:0:22:16			Oracle re-installed	Remote
6939	08-12-2023	OTHERS	VSNL	KCC/MLCC	C081220230157		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 17:35	12-08-2023 17:57	0:0:21:46			Remove and re-installed issue resolve	Remote
6940	08-12-2023	OTHERS	VSNL	KCC/MLCC	C081220230156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 17:35	12-08-2023 17:56	0:0:21:22			Mail replicate create	Onsite
6941	08-12-2023	OTHERS	VSNL	O-M	C081220230155		Network	Link	Link Connectivity Issue	Link	LOW	Closed	08-12-2023 17:33	12-08-2023 17:55	0:0:22:7			After Restarts issue resolve	Onsite
6942	08-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C081220230154		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	08-12-2023 17:20	12-08-2023 17:51	0:0:31:15			Printer Paper Size Set.	Onsite
6943	08-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C081220230153		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-12-2023 17:13	12-08-2023 17:22	0:0:9:22			keyboard replaced	Onsite
6944	08-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C081220230152		Hardware	PC	Network Not Working	PC	LOW	Closed	08-12-2023 17:13	12-08-2023 17:21	0:0:8:54			call log to vendor for motherboard	Onsite
6945	08-12-2023	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C081220230151		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	08-12-2023 16:59	12-08-2023 18:02	0:1:2:25			issue resolved	Onsite
6946	08-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C081220230150		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 16:57	12-08-2023 18:01	0:1:4:6			issue resolved	Onsite
6947	08-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C081220230149		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	08-12-2023 16:57	12-08-2023 18:01	0:1:4:21			issue resolved	Onsite
6948	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C081220230148		Hardware	System	Other Software	proxy	LOW	Closed	08-12-2023 16:43	12-08-2023 17:16	0:0:33:8			after proxy setting enable issue	Onsite
6949	08-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C081220230147		Hardware	Printer	Image Issue	Hardware	LOW	Closed	08-12-2023 16:39	12-08-2023 17:32	0:0:52:40			Setting corrected as reqd.	Onsite
6950	08-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C081220230146		Network	LAN Issue	LAN Issue	Others	LOW	Closed	08-12-2023 16:38	12-08-2023 17:34	0:0:55:11			IP issue resolved as reqd.	Onsite
6951	08-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C081220230145		Hardware	PC	TFT	Others	LOW	Closed	08-12-2023 16:37	12-08-2023 17:32	0:0:54:33			System shifted as reqd.	Onsite
6952	08-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C081220230144		Hardware	PC	TFT	Others	LOW	Closed	08-12-2023 16:37	12-08-2023 17:31	0:0:54:52			System shifted as reqd.	Onsite
6953	08-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C081220230143		Hardware	PC	TFT	Others	LOW	Closed	08-12-2023 16:36	12-08-2023 17:31	0:0:55:6			System shifted as reqd.	Onsite
6954	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	OM-EHV	C081220230142		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 16:36	12-08-2023 17:47	0:1:11:4			resolved	Onsite
6955	08-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C081220230141		Network	Internet	Internet Issue	Internet	LOW	Closed	08-12-2023 16:35	12-08-2023 17:30	0:0:55:15			Network setting corrected as reqd.	Onsite
6956	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230140		Hardware	System	Other Software	Adobe	LOW	Closed	08-12-2023 16:34	12-08-2023 16:47	0:0:13:26			32 PDF Files merged	Onsite
6957	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C081220230139		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-12-2023 16:28	12-08-2023 17:16	0:0:47:51			after pc reset issue resolved	Onsite
6958	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C081220230138		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	08-12-2023 16:23	12-08-2023 17:15	0:0:51:53			after tray setting change issue	Onsite
6959	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C081220230137		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 16:21	12-08-2023 17:14	0:0:53:7			after mail unlock issue resolved	Onsite
6960	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C081220230136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 16:21	12-08-2023 17:14	0:0:53:7			after mail id password reset issue	Onsite
6961	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C081220230135		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-12-2023 16:11	12-08-2023 17:13	0:1:2:9			after paper jam clear issue resolved	Onsite
6962	08-12-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C081220230134		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	08-12-2023 16:10	12/15/2023 10:02:17	6:17:51:43			Call Close By sanjay	Onsite
6963	08-12-2023	NEHRU PLACE	20 No Building	Energy	C081220230133		Hardware	System	MS Office	Software	LOW	Closed	08-12-2023 16:05	12-08-2023 16:56	0:0:51:31			ms ofiice repair done	Onsite
6964	08-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C081220230132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 16:05	12-08-2023 17:13	0:1:8:21			After mail archived issue resolved	Onsite
6965	08-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C081220230131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 16:04	12-08-2023 16:55	0:0:51:16			printer setting change	Onsite
6966	08-12-2023	NEHRU PLACE CSO	Third Floor - A Block	PLANNING	C081220230130		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 16:02	12-08-2023 16:04	0:0:2:9			mail installed and configured	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
6967	08-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/	C081220230129		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 16:01	12-08-2023 16:54	0:0:52:59			winrar installation done	Onsite
6968	08-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/	C081220230127		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 16:00	12-08-2023 16:54	0:0:53:23			Lan Cable change	Onsite
6969	08-12-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C081220230126		Hardware	System	Other Software	Adobe	MEDIUM	Closed	08-12-2023 16:00	12-08-2023 16:33	0:0:33:4			After repair pdf file issue resolved	Remote
6970	08-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C081220230128		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 16:00	12-08-2023 16:03	0:0:3:1			S/W installed	Onsite
6971	08-12-2023	SARITA VIHAR	Badarpur	OM-EHV	C081220230125		Hardware	KEYBOAR	Not working	Sent to	MEDIUM	Closed	08-12-2023 15:59	12-08-2023 16:34	0:0:35:0			Send to Nehru place for replacement	Onsite
6972	08-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C081220230123		Hardware	MOUSE	Not working	Sent to	LOW	Closed	08-12-2023 15:56	12-08-2023 17:03	0:1:7:9			Mouse sent to NHP for replacement	Onsite
6973	08-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C081220230124		Hardware	System	Other Software	Browser	MEDIUM	Closed	08-12-2023 15:56	12-08-2023 16:35	0:0:38:9			After clean browser cookies or temp	Remote
6974	08-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	O-M	C081220230120		Hardware	Printer	Image Issue	Light	LOW	Closed	08-12-2023 15:55	12-08-2023 17:02	0:1:7:35			Clean printer & Cartridge changed	Onsite
6975	08-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C081220230121		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	08-12-2023 15:55	12-08-2023 17:03	0:1:7:28			Printer driver re-installed	Onsite
6976	08-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C081220230122		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	08-12-2023 15:55	12-08-2023 16:36	0:0:40:13			after clean temp file and change	Remote
6977	08-12-2023	SAKET	Jonapur CC	O-M	C081220230119		Hardware	PC	TFT	Color	LOW	Closed	08-12-2023 15:54	12-08-2023 17:01	0:1:7:31			Reassign	Onsite
6978	08-12-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C081220230118		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-12-2023 15:54	12-08-2023 16:36	0:0:42:31			After reinstall ibm notes. hang issue	Remote
6979	08-12-2023	SAKET	Chhatarpur CC	O-M	C081220230116		Hardware	PC	System Password issue	Others	LOW	Closed	08-12-2023 15:53	12-08-2023 17:00	0:1:7:50			Reassign	Onsite
6980	08-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C081220230117		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 15:53	12-08-2023 17:01	0:1:7:40			Oracle 12C installed	Onsite
6981	08-12-2023	SAKET	Chhatarpur CC	O-M	C081220230115		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	08-12-2023 15:51	12-08-2023 16:59	0:1:8:31			Printer hardware issue, call logged to	Onsite
6982	08-12-2023	OTHERS	Andrews Ganj	Enforcem	C081220230114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 15:41	12-08-2023 16:14	0:0:32:45			Printer installed	Onsite
6983	08-12-2023	OTHERS	Andrews Ganj	Enforcem	C081220230113		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 15:40	12-08-2023 16:14	0:0:33:34			Printer installed	Onsite
6984	08-12-2023	OTHERS	Andrews Ganj	Enforcem	C081220230112		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 15:39	12-08-2023 16:15	0:0:35:26			Image uploader issue	Onsite
6985	08-12-2023	OTHERS	Andrews Ganj	Enforcem	C081220230111		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-12-2023 15:38	12-08-2023 16:15	0:0:37:15			Driver issue	Onsite
6986	08-12-2023	OTHERS	HUDCO Grid	PROTECTI	C081220230110		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	08-12-2023 15:37	12-08-2023 16:16	0:0:39:7			Laptop slow issue	Onsite
6987	08-12-2023	OTHERS	Andrews Ganj	Enforcem	C081220230108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 15:35	12-08-2023 16:17	0:0:41:49			mail issue	Onsite
6988	08-12-2023	OTHERS	Andrews Ganj	Enforcem	C081220230109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 15:35	12-08-2023 16:16	0:0:40:55			mail issue	Onsite
6989	08-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C081220230107		Network	LAN Issue	LAN Issue	Port	LOW	Closed	08-12-2023 15:33	12/15/2023 10:16:30	6:18:43:18			Lan Not working pls send lan team for	Onsite
6990	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C081220230105		Hardware	System	Other Software	proxy	LOW	Closed	08-12-2023 15:30	12-08-2023 16:06	0:0:36:41			Proxy on resolved	Onsite
6991	08-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C081220230106		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	08-12-2023 15:30	12-08-2023 16:15	0:0:44:47			Clean ram jam now working fine	Onsite
6992	08-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C081220230104		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 15:29	12-08-2023 16:15	0:0:45:36			Change password	Onsite
6993	08-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C081220230102		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 15:28	12-08-2023 16:03	0:0:35:31			Issue resolved	Onsite
6994	08-12-2023	JANAK PURI	I A 3 Janakpuri	O-M	C081220230103		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-12-2023 15:28	12-08-2023 16:34	0:1:6:7			Clean ram jam now working fine	Onsite
6995	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C081220230101		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 15:28	12-08-2023 16:06	0:0:38:16			Shifting change resolved	Onsite
6996	08-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C081220230100		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-12-2023 15:27	12-08-2023 16:13	0:0:45:40			Clear paper jam now working fine	Onsite
6997	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/	C081220230099		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 15:27	12-08-2023 16:06	0:0:38:52			reset the password resolved	Onsite
6998	08-12-2023	NEHRU PLACE CSO	Ground Floor	SAFETY	C081220230098		Hardware	System	MS Office	File Not	LOW	Closed	08-12-2023 15:26	12-08-2023 16:03	0:0:36:48			Issue resolved	Onsite
6999	08-12-2023	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C081220230097		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-12-2023 15:25	12-08-2023 16:03	0:0:37:56			Issue resolved	Onsite
7000	08-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C081220230095		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	08-12-2023 15:24	12-08-2023 16:03	0:0:38:36			Issue resolved	Onsite
7001	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C081220230096		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 15:24	12-08-2023 16:05	0:0:40:47			reset the password resolved	Onsite
7002	08-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C081220230092		Hardware	System	Other Software	proxy	LOW	Closed	08-12-2023 15:23	12-08-2023 16:03	0:0:40:13			Issue resolved	Onsite
7003	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C081220230094		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 15:23	12-08-2023 16:05	0:0:41:25			Shifting change resolved	Onsite
7004	08-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C081220230093		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	08-12-2023 15:23	12-08-2023 16:03	0:0:39:53			Issue resolved	Onsite
7005	08-12-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C081220230091		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-12-2023 15:22	12-08-2023 16:03	0:0:40:28			Issue resolved	Onsite
7006	08-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C081220230090		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	08-12-2023 15:21	12-08-2023 16:12	0:0:51:32			Run diagnostic and clean temp files	Onsite
7007	08-12-2023	NEHRU PLACE	W Block GK 1	O-M	C081220230089		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-12-2023 15:10	12-08-2023 15:56	0:0:46:15			Router restart & ON off power cable.	Onsite
7008	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230088		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-12-2023 15:07	12-08-2023 15:17	0:0:10:5			Shared printer installed	Onsite
7009	08-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C081220230087		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-12-2023 15:07	12-08-2023 15:54	0:0:47:17			Paper removed from printer.	Onsite
7010	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230086		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-12-2023 15:01	12-08-2023 15:09	0:0:8:2			Email reopened now working fine	Onsite
7011	08-12-2023	UTTAM NAGAR	Chanakya Place Complaint Center	IT	C081220230085		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-12-2023 14:54	12-08-2023 15:13	0:0:18:14				Onsite
7012	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C081220230084		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 14:45	12-08-2023 15:22	0:0:37:18			Change lan cable problem resolved	Onsite
7013	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Recovery	C081220230083		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 14:44	12-08-2023 15:21	0:0:37:3			Password reset problem resolved	Onsite
7014	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C081220230082		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 14:42	12-08-2023 15:21	0:0:39:30			Change power cable resolved	Onsite
7015	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C081220230080		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 14:40	12-08-2023 15:20	0:0:40:36			Password reset problem resolved	Onsite
7016	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C081220230081		Hardware	PC	TFT	Power	LOW	Closed	08-12-2023 14:40	12-08-2023 15:21	0:0:40:34			Change the power cable resolved	Onsite
7017	08-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C081220230079		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	08-12-2023 14:39	12-08-2023 16:16	0:1:37:45			Printer ip changed	Onsite
7018	08-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/	C081220230078		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-12-2023 14:39	12-08-2023 15:20	0:0:41:10			New driver installations resolved	Onsite
7019	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230077		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 14:33	12-08-2023 14:45	0:0:11:35			ADS Installation Done	Onsite
7020	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230076		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-12-2023 14:32	12-08-2023 14:39	0:0:7:0			Printer attached	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7021	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230075		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-12-2023 14:31	12-08-2023 14:34	0:0:3:8			Shared printer attached	Onsite
7022	08-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	Store	C081220230074		Telecome	Instrumen	IP	Others	LOW	Closed	08-12-2023 14:24	12-08-2023 14:50	0:0:26:27			Power issue resolved	Onsite
7023	08-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C081220230073		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-12-2023 14:23	12-08-2023 15:51	0:1:27:56			Paper Jam Removed.	Onsite
7024	08-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C081220230072		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 14:22	12-08-2023 14:49	0:0:27:17			Mail sent to lotus team for unlock	Remote
7025	08-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C081220230071		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 14:21	12-08-2023 14:49	0:0:28:11			Mail sent to lotus team for unlock	Remote
7026	08-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C081220230071		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-12-2023 14:21	12-08-2023 14:49	0:0:28:11			Mail sent to lotus team for unlock	Remote
7027	08-12-2023	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C081220230070		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 14:20	12-08-2023 15:51	0:1:31:23			PC PM & Audit.	Onsite
7028	08-12-2023	VASANT KUNJ	Mahipalpur	O-M	C081220230069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 14:17	12-08-2023 14:48	0:0:30:57			Mail compact and reactivate mail	Remote
7029	08-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C081220230067		Hardware	Printer	Image Issue	Image	LOW	Closed	08-12-2023 14:15	12-08-2023 14:54	0:0:38:55			After QMS printer clean working fine	Onsite
7030	08-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C081220230068		Hardware	OTHERS	QMS ISSUE	Printer	LOW	Closed	08-12-2023 14:15	12-08-2023 15:52	0:1:37:15			New Role install.	Onsite
7031	08-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C081220230066		Software	BIW	BIW	Others	LOW	Closed	08-12-2023 14:11	12-08-2023 14:11	0:0:0:28			P96 configuration	Remote
7032	08-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C081220230065		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-12-2023 14:10	12-08-2023 14:13	0:0:2:13			replace the ram	Onsite
7033	08-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C081220230064		Software	BIW	BIW	Others	LOW	Closed	08-12-2023 14:10	12-08-2023 14:12	0:0:2:31			id related issue. mail sent to sap team	Remote
7034	08-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C081220230063		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-12-2023 14:08	12-08-2023 14:13	0:0:4:21			set the tray	Onsite
7035	08-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C081220230061		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	08-12-2023 14:07	12-08-2023 16:17	0:2:10:28			Printer size setting changed	Onsite
7036	08-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C081220230062		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	08-12-2023 14:07	12-11-2023 15:37	3:1:29:42			call log to vendor	Onsite
7037	08-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C081220230060		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-12-2023 14:06	12-08-2023 16:18	0:2:12:16			mail reinstall	Onsite
7038	08-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C081220230059		Hardware	PC	Not working at all	RAM Issue	HIGH	Closed	08-12-2023 14:04	12-08-2023 16:18	0:2:13:59			ram changed	Onsite
7039	08-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C081220230058		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	08-12-2023 14:02	12-08-2023 16:16	0:2:13:48			restart printer	Onsite
7040	08-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C081220230057		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 13:58	12-08-2023 14:37	0:0:38:28			Team viewer activity done.	Onsite
7041	08-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C081220230056		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 13:56	12-08-2023 14:37	0:0:40:12			Team viewer activity done.	Onsite
7042	08-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C081220230055		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 13:56	12-08-2023 14:36	0:0:40:28			Team viewer activity done.	Onsite
7043	08-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C081220230054		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 13:55	12-08-2023 14:36	0:0:40:59			Team viewer activity done.	Onsite
7044	08-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C081220230053		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 13:53	12-08-2023 14:36	0:0:43:17			Complaint logged.	Onsite
7045	08-12-2023	VASANT KUNJ	C 8	O-M	C081220230052		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	08-12-2023 13:44	12-08-2023 15:59	0:2:15:10			Call closed by Subhash	Onsite
7046	08-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C081220230051		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-12-2023 13:10	12-08-2023 14:13	0:1:2:53			Remove paper from printer now issue	Onsite
7047	08-12-2023	ALAKNANDA	G Block Kalkaji	O-M	C081220230050		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-12-2023 13:10	12-08-2023 14:13	0:1:3:28			Change the KBD now issue resolved	Onsite
7048	08-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C081220230049		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 13:09	12-08-2023 14:13	0:1:3:54			Change the password now issue	Remote
7049	08-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C081220230048		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-12-2023 13:08	12-08-2023 14:12	0:1:4:17			Change the mouse now issue resolved	Onsite
7050	08-12-2023	ALAKNANDA	CR I Block Kali Mandir	O-M	C081220230047		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 13:07	12-08-2023 14:12	0:1:4:46			Close the firewall now issue resolved	Onsite
7051	08-12-2023	ALAKNANDA	A 12 Kalkaji	O-M	C081220230045		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 13:06	12-08-2023 14:11	0:1:5:4			Punch the RJ45 now issue resolved	Onsite
7052	08-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C081220230046		Hardware	PC	System Password issue	Password	LOW	Closed	08-12-2023 13:06	12-08-2023 14:11	0:1:4:59			Reset the password and rejoin now	Onsite
7053	08-12-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C081220230044		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-12-2023 12:43	12-08-2023 14:27	0:1:44:7			Problem in cable.	
7054	08-12-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C081220230043		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-12-2023 12:42	12-08-2023 14:26	0:1:43:48				
7055	08-12-2023	SAKET	Adchini	BUSINESS/	C081220230042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 12:38	12-08-2023 13:20	0:0:42:50			mail not open	Onsite
7056	08-12-2023	SAKET	Adchini	DSK	C081220230041		Hardware	System	Other Software	Browser	LOW	Closed	08-12-2023 12:37	12-08-2023 13:20	0:0:43:8			Host file replaced	Onsite
7057	08-12-2023	SAKET	Adchini	BUSINESS/	C081220230040		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 12:36	12-08-2023 13:20	0:0:43:39			Electric wiring issue	Onsite
7058	08-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C081220230038		Network	Internet	Internet Issue	Internet	LOW	Closed	08-12-2023 12:34	12-08-2023 14:46	0:2:12:3			Webex issue resolved as reqd.	Onsite
7059	08-12-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C081220230037		Network	Link	Link Connectivity Issue	Power	LOW	Closed	08-12-2023 12:34	12-08-2023 14:45	0:2:11:49			Power issue resolved	Onsite
7060	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230036		Hardware	System	Other Software	proxy	LOW	Closed	08-12-2023 11:58	12-08-2023 11:59	0:0:0:45			Resolved	Onsite
7061	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230035		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-12-2023 11:57	12-08-2023 11:59	0:0:1:41			Resolved	Onsite
7062	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230034		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-12-2023 11:57	12-08-2023 11:59	0:0:2:30			Resolved	Onsite
7063	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230032		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:56	12-08-2023 12:00	0:0:4:10			Dismantal and installation done	Onsite
7064	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230033		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:56	12-08-2023 12:00	0:0:3:45			Dismantal and installation done	Onsite
7065	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230031		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:56	12-08-2023 12:00	0:0:4:34			Dismantal and installation done	Onsite
7066	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230030		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 11:55	12-08-2023 12:00	0:0:5:4			Dismantal and installation done	Onsite
7067	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230029		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:54	12-08-2023 12:01	0:0:6:58			Dismantal and installation done	Onsite
7068	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230028		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:53	12-08-2023 12:01	0:0:7:21			Dismantal and installation done	Onsite
7069	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230027		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:53	12-08-2023 12:01	0:0:7:46			Dismantal and installation done	Onsite
7070	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230025		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:52	12-08-2023 12:01	0:0:9:0			Dismantal and installation done	Onsite
7071	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230024		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:52	12-08-2023 12:02	0:0:9:34			Dismantal and installation done	Onsite
7072	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230026		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:52	12-08-2023 12:01	0:0:8:42			Dismantal and installation done	Onsite
7073	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230023		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:52	12-08-2023 12:02	0:0:10:7			Dismantal and installation done	Onsite
7074	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230021		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 11:51	12-08-2023 12:02	0:0:10:35			Dismantal and installation done	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7075	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230022		Hardware	PC	TFT	Dim	LOW	Closed	08-12-2023 11:51	12-08-2023 14:02	0:2:10:14			Resolved by replunging lan cable	Onsite
7076	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230020		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:51	12-08-2023 12:02	0:0:11:20			Dismantal and installation done	Onsite
7077	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230015		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:50	12-08-2023 12:03	0:0:13:4			Dismantal and installation done	Onsite
7078	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230018		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:50	12-08-2023 12:02	0:0:12:4			Dismantal and installation done	Onsite
7079	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230017		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:50	12-08-2023 12:03	0:0:12:28			Dismantal and installation done	Onsite
7080	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230016		Hardware	System	Other Software	New	LOW	Closed	08-12-2023 11:50	12-08-2023 14:03	0:2:13:7			ADS Installed	Onsite
7081	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230019		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 11:50	12-08-2023 12:02	0:0:11:37			Dismantal and installation done	Onsite
7082	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230011		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:49	12-08-2023 12:03	0:0:14:41			Dismantal and installation done	Onsite
7083	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230013		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:49	12-08-2023 12:03	0:0:13:57			Dismantal and installation done	Onsite
7084	08-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C081220230012		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:49	12-08-2023 12:03	0:0:14:21			Dismantal and installation done	Onsite
7085	08-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C081220230014		Hardware	PC	Restart Problem	Others	LOW	Closed	08-12-2023 11:49	12-08-2023 12:03	0:0:13:26			Dismantal and installation done	Onsite
7086	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230010		Hardware	PC	Not working at all	Others	LOW	Closed	08-12-2023 11:48	12-08-2023 12:03	0:0:15:22			Dismantal and installation done	Onsite
7087	08-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C081220230009		Hardware	PC	Not working at all	No power	LOW	Closed	08-12-2023 11:48	12-08-2023 12:04	0:0:15:49			Dismantal and installation done	Onsite
7088	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 11:48	12-08-2023 14:04	0:2:16:12			Random Password tested and mail	Onsite
7089	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230007		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-12-2023 11:44	12-08-2023 14:02	0:2:17:40			Mail colr setting issue resolved	Onsite
7090	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230006		Hardware	PC	Network Not Working	Other	LOW	Closed	08-12-2023 11:43	12-08-2023 14:01	0:2:17:33			Lan cable checked from switch end	Onsite
7091	08-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C081220230005		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-12-2023 11:41	12-08-2023 14:00	0:2:18:42			account unlocked	Onsite
7092	08-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C081220230004		Hardware	System	Other Software	software	LOW	Closed	08-12-2023 10:12	12-08-2023 10:40	0:0:27:46			dtm exe reinstalled and temp file	Onsite
7093	08-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C081220230003		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-12-2023 10:12	12-08-2023 10:41	0:0:29:15			lan cable connector repunch and	Onsite
7094	08-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C081220230002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-12-2023 09:44	12-08-2023 09:56	0:0:11:55			new replica created issue resolved..	Onsite
7095	08-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C081220230001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-12-2023 09:43	12-08-2023 09:55	0:0:12:25			keyboard replaced issue resolved..	Onsite
7096	09-12-2023	JANAK PURI	I A 3 Janakpuri	O-M	C091220230003		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-12-2023 14:31	12-09-2023 15:15	0:0:44:12			Done network troubleshooting steps	Onsite
7097	09-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C091220230002		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-12-2023 14:30	12-09-2023 15:15	0:0:44:34			Clean temp files and delete	Remote
7098	09-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C091220230001		Hardware	System	Other Software	proxy	LOW	Closed	09-12-2023 14:20	12-09-2023 15:14	0:0:53:4			Change proxy setting now working	Remote
7099	10-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C101220230004		Hardware	System	Other Software	Browser	LOW	Closed	10-12-2023 12:42	12-10-2023 13:06	0:0:24:11			Webex issue resolved.	Onsite
7100	10-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C101220230002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-12-2023 12:41	12-10-2023 13:07	0:0:25:56			Printer configured as reqd.	Onsite
7101	10-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C101220230003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-12-2023 12:41	12-10-2023 13:07	0:0:25:41			Printer configured as reqd.	Onsite
7102	10-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C101220230001		Hardware	System	Other Software	software	LOW	Closed	10-12-2023 12:40	12-10-2023 13:06	0:0:25:56			Webex issue resolved as reqd.	Onsite
7103	11-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C131220230089		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-12-2023 15:57	12/13/2023 4:42:27 PM	0:0:45:13			Printer driver ok , lan cable reinsert	Onsite
7104	11-12-2023	SAKET	Pushp Vihar Sector 3	O-M	C121220230040		Hardware	System	MS Office	File Not	LOW	Closed	12-12-2023 15:00	12-12-2023 15:19	0:0:19:19			Clean temp file and restart PC	Onsite
7105	11-12-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C111220230163		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	11-12-2023 20:13	12-11-2023 20:29	0:0:16:2			AFTER RAM CHANGE ISSUE RESOLVED	Onsite
7106	11-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C111220230162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 20:10	12-11-2023 20:29	0:0:18:44			AFTER MAIL ARCHIVED ISSUE	Onsite
7107	11-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C111220230161		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-12-2023 20:07	12-11-2023 20:28	0:0:21:7			AFTER PAPER JAM CLEAR ISSUE	Onsite
7108	11-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C111220230160		Hardware	System	Other Software	proxy	LOW	Closed	11-12-2023 20:06	12-11-2023 20:28	0:0:21:50			AFTER PROXY SETTING ENABLE ISSUE	Onsite
7109	11-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C111220230159		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	11-12-2023 20:04	12-11-2023 20:27	0:0:22:42			AFTER KEYBOARD CHANGE ISSUE	Onsite
7110	11-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C111220230158		Hardware	Printer	Image Issue	Hardware	LOW	Closed	11-12-2023 17:44	12-11-2023 17:45	0:0:1:16			resolved	Onsite
7111	11-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C111220230157		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 17:42	12-11-2023 17:45	0:0:3:29			resolved	Onsite
7112	11-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C111220230156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-12-2023 17:41	12-11-2023 17:46	0:0:5:6			resolved	Onsite
7113	11-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C111220230155		Hardware	PC	Restart Problem	Heating	LOW	Closed	11-12-2023 17:39	12-11-2023 17:45	0:0:5:54			resolved	Onsite
7114	11-12-2023	OTHERS	VSNL	QUALITY	C111220230154		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	11-12-2023 17:37	12-11-2023 17:59	0:0:21:32			Password change issue resolve	Onsite
7115	11-12-2023	OTHERS	VSNL	QUALITY	C111220230153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 17:37	12-11-2023 17:59	0:0:21:57			Lotus Installed	Onsite
7116	11-12-2023	OTHERS	VSNL	RCM	C111220230152		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	11-12-2023 17:36	12-11-2023 17:58	0:0:22:32			Keyboard replaced	Onsite
7117	11-12-2023	OTHERS	VSNL	RCM	C111220230151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 17:35	12-11-2023 17:58	0:0:22:50			new Replica Create	Onsite
7118	11-12-2023	OTHERS	VSNL	RCM	C111220230150		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 17:34	12-11-2023 17:58	0:0:23:29			Access remote issue resolve	Onsite
7119	11-12-2023	OTHERS	VSNL	KCC/MLCC	C111220230149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-12-2023 17:33	12-11-2023 17:57	0:0:23:37			Printer Driver installed	Onsite
7120	11-12-2023	OTHERS	VSNL	RCM	C111220230148		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 17:32	12-11-2023 17:56	0:0:23:37			VLC installed	Onsite
7121	11-12-2023	OTHERS	VSNL	O-M	C111220230147		Hardware	Laptop	System Password issue	Password	LOW	Closed	11-12-2023 17:31	12-11-2023 17:55	0:0:23:56			Password change issue resolve	Onsite
7122	11-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C111220230146		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	11-12-2023 17:17	12/21/2023 10:07:38	9:16:50:4			Lan Cable not working	Onsite
7123	11-12-2023	NEHRU PLACE CSO	Third Floor - B Block	CORPORA	C111220230145		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	11-12-2023 17:06	12-11-2023 17:11	0:0:5:25			issue resolved	Onsite
7124	11-12-2023	NEHRU PLACE CSO	Third Floor - A Block	Finance	C111220230144		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-12-2023 17:05	12-11-2023 17:11	0:0:5:49			issue resolved	Onsite
7125	11-12-2023	SAKET	Fatehpur Beri CC	O-M	C111220230142		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-12-2023 17:04	12-11-2023 17:13	0:0:8:47			RJ45 connector changed	Onsite
7126	11-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C111220230143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-12-2023 17:04	12-11-2023 17:37	0:0:33:22			paper remove and issue resolved	Onsite
7127	11-12-2023	SAKET	Adchini	SAFETY	C111220230140		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-12-2023 17:03	12-11-2023 17:12	0:0:8:59			no display	Onsite
7128	11-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C111220230141		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-12-2023 17:03	12-11-2023 17:11	0:0:7:19			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7129	11-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C111220230136		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 17:02	12-11-2023 17:36	0:0:34:37			TM upgrade and issue resolved	Onsite
7130	11-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C111220230139		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-12-2023 17:02	12-11-2023 17:37	0:0:34:37			password reset and mail issue	Onsite
7131	11-12-2023	SAKET	Adchini	DSS	C111220230138		Hardware	PC	Restart Problem	Others	LOW	Closed	11-12-2023 17:02	12-11-2023 17:12	0:0:9:23			date and time not set	Onsite
7132	11-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C111220230137		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-12-2023 17:02	12-11-2023 17:37	0:0:34:29			archive create and issue resolved	Onsite
7133	11-12-2023	SAKET	Adchini	BUSINESS/	C111220230135		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 17:01	12-11-2023 17:11	0:0:10:1			Mail open and atomatic close	Onsite
7134	11-12-2023	SAKET	Adchini	DTC	C111220230134		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-12-2023 17:01	12-11-2023 17:11	0:0:10:12			printer not work	Onsite
7135	11-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C111220230132		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 17:00	12-11-2023 17:11	0:0:10:49			issue resolved	Onsite
7136	11-12-2023	SAKET	Adchini	DSS	C111220230133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-12-2023 17:00	12-11-2023 17:11	0:0:10:28			printer not work	Onsite
7137	11-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C111220230129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:59	12-11-2023 17:35	0:0:36:5			mail setting changed and issue	Onsite
7138	11-12-2023	SAKET	Adchini	DTC	C111220230131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:59	12-11-2023 17:11	0:0:11:19			Mail workspace recreate	Onsite
7139	11-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C111220230130		Hardware	System	Other Software	Adobe	LOW	Closed	11-12-2023 16:59	12-11-2023 17:36	0:0:36:29			PDF issue resolved after re-install the	Onsite
7140	11-12-2023	SAKET	Adchini	Recovery	C111220230128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:59	12-11-2023 17:11	0:0:11:50			Mail workspace recreate	Onsite
7141	11-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C111220230127		Hardware	Scanner	Scaning issue	Others	LOW	Closed	11-12-2023 16:58	12-11-2023 17:34	0:0:35:58			issue resolved after remove paper	Onsite
7142	11-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C111220230126		Hardware	PC	TFT	Flickering	LOW	Closed	11-12-2023 16:58	12-11-2023 17:10	0:0:11:54			issue resolved	Onsite
7143	11-12-2023	SAKET	Adchini	CUSTOME	C111220230125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:58	12-11-2023 17:09	0:0:10:33			Mail workspace recreate	Onsite
7144	11-12-2023	SAKET	Adchini	DSS	C111220230124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:58	12-11-2023 17:08	0:0:10:52			Mail workspace recreate	Onsite
7145	11-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C111220230121		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 16:57	12-11-2023 17:10	0:0:13:8			issue resolved	Onsite
7146	11-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C111220230123		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-12-2023 16:57	12-11-2023 17:10	0:0:12:25			issue resolved	Onsite
7147	11-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C111220230120		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	11-12-2023 16:56	12-11-2023 17:10	0:0:13:38			issue resolved	Onsite
7148	11-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C111220230119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:55	12-11-2023 17:09	0:0:14:0			issue resolved	Onsite
7149	11-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C111220230118		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	11-12-2023 16:55	12-11-2023 17:09	0:0:14:28			issue resolved	Onsite
7150	11-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C111220230117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:55	12-11-2023 16:56	0:0:1:37			Change password and restart	Onsite
7151	11-12-2023	SAKET	Chhatarpur CC	O-M	C111220230116		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 16:54	12-11-2023 17:48	0:0:53:42			Google chrome re-installed	Onsite
7152	11-12-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C111220230113		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 16:53	12-11-2023 17:09	0:0:15:47			issue resolved	Onsite
7153	11-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C111220230114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:53	12-11-2023 16:57	0:0:3:38			create new archive.	Onsite
7154	11-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C111220230115		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	11-12-2023 16:53	12-11-2023 17:09	0:0:15:28			issue resolved	Onsite
7155	11-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C111220230112		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-12-2023 16:52	12-11-2023 17:37	0:0:44:26			Win 10 installed as reqd.	Onsite
7156	11-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C111220230110		Hardware	System	Other Software	New	LOW	Closed	11-12-2023 16:51	12-11-2023 16:57	0:0:5:54			change team viewer settings.	Onsite
7157	11-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C111220230111		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-12-2023 16:51	12-11-2023 17:37	0:0:45:36			Printer configured as reqd.	Onsite
7158	11-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C111220230109		Network	LAN Issue	LAN Issue	Others	LOW	Closed	11-12-2023 16:48	12-11-2023 17:48	0:0:59:29			LAN port changed from N/W switch	Onsite
7159	11-12-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C111220230108		Hardware	UPS	Backup	Battery	LOW	Closed	11-12-2023 16:48	12-11-2023 16:58	0:0:10:16			call logged to ups vendor and send	Onsite
7160	11-12-2023	SAKET	Chhatarpur CC	O-M	C111220230106		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-12-2023 16:47	12-11-2023 17:11	0:0:24:23			Reassign	Onsite
7161	11-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C111220230107		Hardware	System	Other Software	Adobe	LOW	Closed	11-12-2023 16:47	12-11-2023 17:20	0:0:32:51			Installed Adobe for saving printing	Onsite
7162	11-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C111220230105		Hardware	System	Other Software	New	LOW	Closed	11-12-2023 16:47	12-11-2023 16:58	0:0:11:44			change teamviewer settings.	Onsite
7163	11-12-2023	SAKET	Jonapur CC	O-M	C111220230104		Hardware	Laptop	Not working at all	Laptop	LOW	Closed	11-12-2023 16:46	12-11-2023 17:11	0:0:24:46			call logged to vendor	Onsite
7164	11-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C111220230103		Hardware	System	Other Software	New	LOW	Closed	11-12-2023 16:45	12-11-2023 16:59	0:0:13:30			change teamviewer settings.	Onsite
7165	11-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C111220230101		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	11-12-2023 16:45	12-11-2023 20:32	0:3:47:2			After remove stuck paper inside roller	
7166	11-12-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C111220230102		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	11-12-2023 16:45	12-11-2023 17:10	0:0:25:33			Hard Drive power connecter changed	Onsite
7167	11-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C111220230100		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	11-12-2023 16:43	12-11-2023 20:30	0:3:47:37			After clean temp file and change	
7168	11-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C111220230099		Hardware	System	Other Software	New	LOW	Closed	11-12-2023 16:42	12-11-2023 16:59	0:0:16:39			change teamviewer settings.	Onsite
7169	11-12-2023	SARITA VIHAR	Jullena	BUSINESS/	C111220230098		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	11-12-2023 16:41	12-11-2023 20:29	0:3:48:20			Bharat nagar complaint center visited	
7170	11-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C111220230097		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	11-12-2023 16:39	12-11-2023 20:27	0:3:48:29			After replaced patch cable issues	
7171	11-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C111220230096		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-12-2023 16:36	12-11-2023 20:26	0:3:49:29			After kill multiple IBM process issue	
7172	11-12-2023	NEHRU PLACE	20 No Building	HR	C111220230095		Telecome	Instrumen	Analog	Others	LOW	Closed	11-12-2023 16:36	12-11-2023 16:58	0:0:22:20			LAn cable reinsert	Onsite
7173	11-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C111220230093		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 16:31	12-11-2023 16:53	0:0:22:9			Password reset from browser	Remote
7174	11-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C111220230092		Hardware	System	Other Software	Adobe	HIGH	Closed	11-12-2023 16:31	12-11-2023 16:57	0:0:26:42			Pdf reinstall	Onsite
7175	11-12-2023	NEHRU PLACE	20 No Building	Billing	C111220230091		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 16:31	12-11-2023 16:58	0:0:27:24			PDF reinstall	Onsite
7176	11-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C111220230094		Hardware	PC	Hanging/Slow processing	Driver	HIGH	Closed	11-12-2023 16:31	12-11-2023 16:57	0:0:25:39			scanner drivers install	Onsite
7177	11-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C111220230089		Hardware	PC	Not working at all	Others	LOW	Closed	11-12-2023 16:30	12-11-2023 17:36	0:1:6:29			windows corrupt found, repairing.	Onsite
7178	11-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C111220230088		Hardware	PC	Hanging/Slow processing	RAM Issue	HIGH	Closed	11-12-2023 16:30	12-11-2023 16:58	0:0:28:6			ram cline and install	Onsite
7179	11-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C111220230090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:30	12-11-2023 17:37	0:1:7:1			MAil configuration done.	Onsite
7180	11-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C111220230086		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	11-12-2023 16:29	12-11-2023 16:58	0:0:29:40			Printer ip changed	Onsite
7181	11-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C111220230087		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	11-12-2023 16:29	12-11-2023 16:55	0:0:26:3			LAN cable issue resolved as reqd.	Onsite
7182	11-12-2023	NEHRU PLACE	20 No Building	ANALYTIC	C111220230084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:28	12-11-2023 16:58	0:0:29:24			mail replica replaced	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7183	11-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C111220230083		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 16:28	12-11-2023 16:54	0:0:26:8			Issue resolved as reqd.	Remote
7184	11-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C111220230082		Hardware	PC	Hanging/Slow processing	Heating	HIGH	Closed	11-12-2023 16:28	12-11-2023 16:57	0:0:28:52			pc cline cup fan cline	Onsite
7185	11-12-2023	NEHRU PLACE	20 No Building	Energy	C111220230081		Hardware	PC	Network Not Working	No Power	LOW	Closed	11-12-2023 16:28	12-11-2023 16:57	0:0:29:36			8 port switch power issue	Onsite
7186	11-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C111220230085		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 16:28	12-11-2023 16:55	0:0:26:2			Issue resolved as reqd.	Remote
7187	11-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C111220230080		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 16:27	12-11-2023 16:53	0:0:25:43			Password reset from browser	Remote
7188	11-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C111220230079		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	11-12-2023 16:25	12-11-2023 16:42	0:0:17:4			Desktop Icon setting Done Now	Onsite
7189	11-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C111220230078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-12-2023 16:24	12-11-2023 16:41	0:0:17:0			Printer Received After PLA Court Now	Onsite
7190	11-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C111220230077		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-12-2023 16:24	12-11-2023 16:41	0:0:17:27			Printer Received After PLA Court Now	Onsite
7191	11-12-2023	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C111220230076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-12-2023 16:18	12-11-2023 16:46	0:0:28:13			Check printer drivers in pc ok check	Onsite
7192	11-12-2023	OTHERS	Andrews Ganj	Enforcem	C111220230075		Hardware	System	MS Office	File	LOW	Closed	11-12-2023 16:15	12-11-2023 16:35	0:0:20:0			MS office issue	Onsite
7193	11-12-2023	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	HR	C111220230074		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 16:15	12-11-2023 16:15	0:0:0:46			Issue Resolved	Onsite
7194	11-12-2023	NEHRU PLACE CSO	First Floor - E Block	BPI	C111220230072		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 16:14	12-11-2023 16:15	0:0:1:27			Issue Resolved	Onsite
7195	11-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C111220230073		Hardware	PC	Not working at all	No power	LOW	Closed	11-12-2023 16:14	12-11-2023 16:45	0:0:31:22			Check power cable cross with TFT ok	Onsite
7196	11-12-2023	OTHERS	Andrews Ganj	Enforcem	C111220230071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:12	12-11-2023 16:36	0:0:24:0			mail issue	Onsite
7197	11-12-2023	OTHERS	Andrews Ganj	Enforcem	C111220230070		Network	LAN Issue	LAN Issue	Others	LOW	Closed	11-12-2023 16:11	12-11-2023 16:37	0:0:25:33			link connectivity issue	Onsite
7198	11-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C111220230069		Hardware	MOUSE	Not working	Other	LOW	Closed	11-12-2023 16:11	12-11-2023 16:41	0:0:30:26			Mouse replaced.	Onsite
7199	11-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C111220230068		Hardware	System	MS Office	Software	LOW	Closed	11-12-2023 16:10	12-11-2023 16:41	0:0:30:48			MS office reinstalled.	Onsite
7200	11-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C111220230066		Hardware	PC	Network Not Working	Other	LOW	Closed	11-12-2023 16:09	12-11-2023 16:40	0:0:31:11			Reconnect lan cable.	Onsite
7201	11-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C111220230067		Hardware	PC	System Password issue	Others	LOW	Closed	11-12-2023 16:09	12-11-2023 16:12	0:0:2:57			Issue resolved	Onsite
7202	11-12-2023	NEHRU PLACE	W Block GK 1	O-M	C111220230064		Hardware	PC	Not working at all	No power	LOW	Closed	11-12-2023 16:09	12-11-2023 16:40	0:0:31:24			Power cable reconnected.	Onsite
7203	11-12-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C111220230065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:09	12-11-2023 16:12	0:0:3:33			Issue resolved	Onsite
7204	11-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C111220230063		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 16:08	12-11-2023 16:12	0:0:4:28			Issue resolved	Onsite
7205	11-12-2023	NEHRU PLACE	W Block GK 1	O-M	C111220230061		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	11-12-2023 16:07	12-11-2023 16:40	0:0:32:52			temp file ,cache & cookies deleted.	Onsite
7206	11-12-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C111220230062		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-12-2023 16:07	12-11-2023 16:23	0:0:15:58			check printer driver ok , paper remove	Onsite
7207	11-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C111220230060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:06	12-11-2023 16:12	0:0:5:37			Issue resolved	Onsite
7208	11-12-2023	OTHERS	Andrews Ganj	Enforcem	C111220230059		Hardware	Printer	Paper Pickup	Others	LOW	Closed	11-12-2023 16:06	12-11-2023 16:37	0:0:30:49			Printer installed	Onsite
7209	11-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C111220230056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:05	12-11-2023 16:39	0:0:33:49			Mail reinstalled.	Onsite
7210	11-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C111220230057		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-12-2023 16:05	12-11-2023 16:12	0:0:6:28			Issue resolved	Onsite
7211	11-12-2023	OTHERS	Andrews Ganj	Enforcem	C111220230058		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	11-12-2023 16:05	12-11-2023 16:37	0:0:31:58			scanner installed	Onsite
7212	11-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C111220230055		Hardware	PC	TFT	Power	LOW	Closed	11-12-2023 16:05	12-11-2023 16:22	0:0:17:7			TFT having no display , check power	Onsite
7213	11-12-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	ADMIN	C111220230054		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 16:04	12-11-2023 16:11	0:0:7:0			Issue resolved	Onsite
7214	11-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C111220230052		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	11-12-2023 16:04	12-11-2023 16:22	0:0:18:0			check laptop lan drivers ok but patch	Onsite
7215	11-12-2023	OTHERS	HUDCO Grid	PROTECTI	C111220230053		Hardware	PC	Restart Problem	Hardware	LOW	Closed	11-12-2023 16:04	12-11-2023 16:38	0:0:34:26			Pc booting issue	Onsite
7216	11-12-2023	NEHRU PLACE CSO	Second Floor - D Block	ETG	C111220230051		Hardware	PC	Network Not Working	Other	LOW	Closed	11-12-2023 16:03	12-11-2023 16:11	0:0:7:58			Issue resolved	Onsite
7217	11-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C111220230050		Hardware	System	Other Software	New	LOW	Closed	11-12-2023 16:01	12-11-2023 16:11	0:0:9:49			Issue resolved	Onsite
7218	11-12-2023	NEHRU PLACE CSO	Ground Floor	SAFETY	C111220230049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 16:00	12-11-2023 16:11	0:0:11:16			Issue resolved	Onsite
7219	11-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C111220230047		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-12-2023 15:58	12-11-2023 16:11	0:0:12:10			Issue resolved	Onsite
7220	11-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C111220230046		Network	Link	Link Connectivity Issue	Device	LOW	Closed	11-12-2023 15:57	12-11-2023 17:19	0:1:22:5			Device reboot.	Onsite
7221	11-12-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C111220230045		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	11-12-2023 15:56	12-11-2023 16:10	0:0:14:25			Issue resolved	Onsite
7222	11-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C111220230044		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 15:49	12-11-2023 17:09	0:1:19:59			added on windows credentials	Remote
7223	11-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C111220230043		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-12-2023 15:49	12-11-2023 17:08	0:1:19:0			Mail has been sent to lotus team for	Remote
7224	11-12-2023	VASANT KUNJ	C 8	O-M	C111220230042		Hardware	PC	Not working at all	Others	LOW	Closed	11-12-2023 15:47	12-11-2023 16:57	0:1:10:5			Windows issue has been resolved	Onsite
7225	11-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C111220230041		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 15:44	12-11-2023 16:55	0:1:11:31			Password has been reseted from the	Remote
7226	11-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C111220230040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-12-2023 15:41	12-11-2023 15:41	0:0:0:28			install the printer	Onsite
7227	11-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	OM-EHV	C111220230039		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	11-12-2023 15:40	12-11-2023 15:42	0:0:1:42			check the printer and log the call	Onsite
7228	11-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C111220230038		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	11-12-2023 15:39	12-11-2023 15:42	0:0:3:11			install the os	Onsite
7229	11-12-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C111220230037		Hardware	PC	Network Not Working	Other	LOW	Closed	11-12-2023 15:38	12-11-2023 15:43	0:0:4:58			install the pc and printer	Onsite
7230	11-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C111220230036		Hardware	System	Other Software	Browser	LOW	Closed	11-12-2023 15:22	12-11-2023 16:32	0:1:9:42			Change the proxy server now issue	
7231	11-12-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C111220230035		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	11-12-2023 15:21	12-11-2023 16:33	0:1:11:30			Reinsert the ram on other slot now	
7232	11-12-2023	ALAKNANDA	Giri Nagar	MMG	C111220230034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 15:20	12-11-2023 16:34	0:1:13:40			Change from server to local and	
7233	11-12-2023	ALAKNANDA	Giri Nagar	MMG	C111220230033		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	11-12-2023 15:17	12-11-2023 16:34	0:1:17:20			Change the tray from A5 to A4 now	
7234	11-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C111220230032		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	11-12-2023 15:16	12-11-2023 16:35	0:1:19:23			Install the keypad drive now issue	
7235	11-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C111220230031		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 15:11	12-11-2023 16:36	0:1:24:24			Change the password now issue	
7236	11-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C111220230029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-12-2023 14:18	12-11-2023 15:09	0:0:51:23			Resolved..	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7237	11-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C111220230030		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	11-12-2023 14:18	12-11-2023 15:09	0:0:51:19			Resolved..	Onsite
7238	11-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C111220230028		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 14:17	12-11-2023 15:09	0:0:52:9			PDF software updated.	Remote
7239	11-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C111220230026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-12-2023 14:16	12-11-2023 15:08	0:0:52:26			LAN cable loose.	Remote
7240	11-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C111220230027		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-12-2023 14:16	12-11-2023 15:08	0:0:52:13			Printer paper clear.	Remote
7241	11-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C111220230025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 14:15	12-11-2023 15:08	0:0:52:43			Mail sent to lotus support.	Remote
7242	11-12-2023	PALAM	Mangla Puri Complaint Center	O-M	C111220230024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 13:59	12-11-2023 15:12	0:1:12:59			Work space Rename.	Onsite
7243	11-12-2023	NEHRU PLACE	20 No Building	BUSINESS/	C111220230022		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	11-12-2023 12:17	12-11-2023 14:17	0:1:59:58			IP change issue resolved	Onsite
7244	11-12-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C111220230021		Hardware	PC	Restart Problem	Heating	MEDIUM	Closed	11-12-2023 12:08	12-11-2023 12:58	0:0:50:7			pc processor fan jaam .Clean the dust	Onsite
7245	11-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C111220230020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-12-2023 12:04	12-11-2023 12:20	0:0:16:18			Resolved	Onsite
7246	11-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C111220230019		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-12-2023 12:01	12-11-2023 12:21	0:0:19:57			Resolved	Onsite
7247	11-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C111220230018		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	11-12-2023 12:00	12-11-2023 12:21	0:0:20:40			Resolved	Onsite
7248	11-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C111220230017		Hardware	System	Other Software	software	LOW	Closed	11-12-2023 11:59	12-11-2023 12:21	0:0:21:50			Resolved	Onsite
7249	11-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C111220230016		Hardware	PC	Not working at all	Others	LOW	Closed	11-12-2023 11:58	12-11-2023 12:22	0:0:23:56			Resolved	Onsite
7250	11-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	CHD	C111220230015		Hardware	PC	Not working at all	Others	LOW	Closed	11-12-2023 11:55	12-11-2023 12:22	0:0:27:0			Resolved	Onsite
7251	11-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C111220230014		Hardware	Printer	Paper Pickup	Others	LOW	Closed	11-12-2023 11:54	12-11-2023 13:21	0:1:27:15			Printer lan cable crimp.	Onsite
7252	11-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C111220230013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-12-2023 11:52	12-11-2023 13:22	0:1:29:18			Do Mail Archive & compact.	Onsite
7253	11-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C111220230012		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	11-12-2023 11:51	12-11-2023 13:22	0:1:30:59			Take follow up issue resolve by	Onsite
7254	11-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C111220230011		Hardware	System	Other Software	Browser	MEDIUM	Closed	11-12-2023 11:49	12-11-2023 12:52	0:1:3:52			Google Chrome update and resolved	Onsite
7255	11-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C111220230010		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	11-12-2023 11:43	12-11-2023 12:52	0:1:8:27			pc ip reconfigure and issue resolved.	Onsite
7256	11-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C111220230009		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-12-2023 11:41	12-11-2023 12:51	0:1:10:3			Lotus mail software reinstalled.	Onsite
7257	11-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C111220230008		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	11-12-2023 11:39	12-11-2023 12:49	0:1:10:14			printer paper removed and issue	Onsite
7258	11-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	LEGAL	C111220230007		Hardware	PC	TFT	Power	LOW	Closed	11-12-2023 11:22	12-11-2023 12:37	0:1:14:48			standby TFT Provided Issue Resolved	Onsite
7259	11-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C111220230006		Hardware	PC	Not working at all	No power	LOW	Closed	11-12-2023 11:19	12-11-2023 12:36	0:1:17:12			Power Socket Change & RAM Cleaning	Onsite
7260	11-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C111220230005		Hardware	System	Other Software	New	LOW	Closed	11-12-2023 11:18	12-11-2023 12:35	0:1:17:3			JAVA Software Update Now Working	Onsite
7261	11-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C111220230004		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-12-2023 11:14	12-11-2023 12:12	0:0:57:26			printer reconnected issue resolved..	Onsite
7262	11-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C111220230003		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	11-12-2023 11:13	12-11-2023 12:12	0:0:59:17			ram slot changed in pc now is working	Onsite
7263	11-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C111220230002		Hardware	Laptop	System Password issue	Others	LOW	Closed	11-12-2023 11:12	12-11-2023 12:11	0:0:59:41			password reset issue resolved..	Onsite
7264	11-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C111220230001		Hardware	Laptop	System Password issue	Password	LOW	Closed	11-12-2023 11:11	12-11-2023 12:11	0:0:59:47			password reset issue resolved..	Onsite
7265	12-12-2023	SAKET	Adchini	BUSINESS/	C131220230004		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	13-12-2023 11:56	12/13/2023 12:41:59 PM	0:0:45:56			some key not work	Onsite
7266	12-12-2023	KHANPUR	Durga Vihar, A 68	DSK	C121220230157		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-12-2023 19:03	12-12-2023 19:33	0:0:29:48			after mail unlocked issue resolved	Onsite
7267	12-12-2023	KHANPUR	Durga Vihar, A 68	DSK	C121220230156		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-12-2023 19:02	12-12-2023 19:32	0:0:30:41			after mail unlocked issue resolved	Onsite
7268	12-12-2023	KHANPUR	Durga Vihar, A 68	DSK	C121220230155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-12-2023 19:01	12-12-2023 19:32	0:0:31:12			after paper jam clear issue resolved	Onsite
7269	12-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C121220230154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 19:00	12-12-2023 19:31	0:0:31:51			after mail archive issue resolved	Onsite
7270	12-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C121220230153		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-12-2023 18:53	12-12-2023 19:17	0:0:23:43			after printer driver update issue	Onsite
7271	12-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C121220230152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 18:52	12-12-2023 19:17	0:0:24:57			after mail archive issue resolved	Onsite
7272	12-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C121220230151		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	12-12-2023 17:55	12-12-2023 18:17	0:0:21:15			Printer issue resolved	Onsite
7273	12-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C121220230150		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-12-2023 17:41	12-12-2023 18:36	0:0:55:22			Printer software installation.	Onsite
7274	12-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C121220230149		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-12-2023 17:40	12/13/2023 5:30:32 PM	0:23:50:2			call Close By Sanjay & Subhash	Onsite
7275	12-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C121220230148		Network	Link	Link Connectivity Issue	Others	LOW	Closed	12-12-2023 17:38	12-12-2023 18:37	0:0:58:13			Patch cable change.	Onsite
7276	12-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C121220230147		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-12-2023 17:36	12/13/2023 5:30:56 PM	0:23:54:8			call Close By Sanjay & Subhash	Onsite
7277	12-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C121220230146		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	12-12-2023 17:36	12-12-2023 18:19	0:0:42:28			Printer issue resolved	Onsite
7278	12-12-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C121220230145		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-12-2023 17:36	12-12-2023 18:37	0:1:1:17			Usb data cable change.	Onsite
7279	12-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C121220230143		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-12-2023 17:33	12/13/2023 5:31:24 PM	0:23:57:32			call Close By Sanjay & Subhash	Onsite
7280	12-12-2023	OTHERS	VSNL	BUSINESS/	C121220230142		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 17:33	12-12-2023 17:54	0:0:20:43			PDS Software re-installed	Onsite
7281	12-12-2023	OTHERS	VSNL	RCM	C121220230140		Hardware	PC	System Password issue	Password	LOW	Closed	12-12-2023 17:32	12-12-2023 17:53	0:0:21:11			Password reset	Onsite
7282	12-12-2023	OTHERS	VSNL	BUSINESS/	C121220230141		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-12-2023 17:32	12-12-2023 17:53	0:0:20:58			printer Driver installed	Onsite
7283	12-12-2023	OTHERS	VSNL	QUALITY	C121220230139		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 17:31	12-12-2023 17:52	0:0:21:38			SAP re-installed	Onsite
7284	12-12-2023	OTHERS	VSNL	QUALITY	C121220230138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 17:30	12-12-2023 17:52	0:0:21:56			New Replace Create	Onsite
7285	12-12-2023	OTHERS	VSNL	O-M	C121220230137		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	12-12-2023 17:29	12-12-2023 17:52	0:0:22:55			Clean RAM issue resolve	Onsite
7286	12-12-2023	OTHERS	VSNL	O-M	C121220230136		Hardware	UPS	Backup	Ticket	LOW	Closed	12-12-2023 17:28	12-12-2023 17:51	0:0:23:14			Vendor come and resolve this issue	Onsite
7287	12-12-2023	VASANT KUNJ	B 1	O-M	C121220230135		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 17:09	12-12-2023 17:19	0:0:10:10			Mail password changed	Remote
7288	12-12-2023	VASANT KUNJ	Bijwasan	O-M	C121220230134		Hardware	PC	TFT	Others	LOW	Closed	12-12-2023 17:07	12-12-2023 17:29	0:0:22:1			RAM clean and reinserted on	Onsite
7289	12-12-2023	VASANT KUNJ	Bijwasan	O-M	C121220230133		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-12-2023 17:03	12-12-2023 17:18	0:0:15:39			Mail has been sent to lotus team for	Remote
7290	12-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C121220230131		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-12-2023 16:59	12-12-2023 17:17	0:0:18:0			Mouse Replaced.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7291	12-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C121220230132		Hardware	Laptop	Not working at all	HW	LOW	Closed	12-12-2023 16:59	12-12-2023 17:24	0:0:24:53			issue resolved	Onsite
7292	12-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C121220230130		Hardware	System	MS Office	File Not	LOW	Closed	12-12-2023 16:58	12-12-2023 17:17	0:0:19:27			Reboot pc and open again	Onsite
7293	12-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C121220230129		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 16:56	12-12-2023 17:21	0:0:24:39			reconfigure ads user	Onsite
7294	12-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C121220230128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 16:55	12-12-2023 17:21	0:0:26:45			all mail archive and start reactivate	Onsite
7295	12-12-2023	NEHRU PLACE CSO	First Floor - C Block	IT	C121220230127		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	12-12-2023 16:54	12-12-2023 17:23	0:0:29:40			issue resolved	Onsite
7296	12-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C121220230126		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 16:53	12-12-2023 17:23	0:0:30:18			issue resolved	Onsite
7297	12-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C121220230125		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-12-2023 16:52	12-12-2023 17:22	0:0:29:43			Paper jam issue	Onsite
7298	12-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C121220230124		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 16:52	12-12-2023 17:23	0:0:31:28			issue resolved	Onsite
7299	12-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C121220230123		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 16:48	12-12-2023 17:23	0:0:34:33			issue resolved	Onsite
7300	12-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C121220230122		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 16:48	12-12-2023 17:23	0:0:34:56			issue resolved	Onsite
7301	12-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C121220230121		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	12-12-2023 16:46	12-12-2023 17:23	0:0:36:8			issue resolved	Onsite
7302	12-12-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C121220230120		Hardware	Laptop	System Password issue	Password	LOW	Closed	12-12-2023 16:46	12-12-2023 17:22	0:0:36:40			issue resolved	Onsite
7303	12-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C121220230119		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 16:45	12-12-2023 17:21	0:0:36:17			issue resolved	Onsite
7304	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230116		Hardware	System	Other Software	Adobe	LOW	Closed	12-12-2023 16:44	12-12-2023 16:47	0:0:2:58			Ms office not working issue resolved	Onsite
7305	12-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	CORPORA	C121220230117		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 16:44	12-12-2023 17:21	0:0:37:10			issue resolved	Onsite
7306	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230118		Hardware	MOUSE	Not working	Other	LOW	Closed	12-12-2023 16:44	12-12-2023 16:47	0:0:2:32			Mouse not working issue resolved	Onsite
7307	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230115		Hardware	System	MS Office	File	LOW	Closed	12-12-2023 16:43	12-12-2023 16:46	0:0:3:8			Ms excel not working issue resolved	Onsite
7308	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230114		Hardware	System	MS Office	File	LOW	Closed	12-12-2023 16:43	12-12-2023 16:46	0:0:3:24			Ms office not working issue resolved	Onsite
7309	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230113		Hardware	System	MS Office	Software	LOW	Closed	12-12-2023 16:42	12-12-2023 16:45	0:0:3:15			Ms excel not working issue resolved	Onsite
7310	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230112		Hardware	System	Other Software	Adobe	LOW	Closed	12-12-2023 16:42	12-12-2023 16:45	0:0:3:25			google chrome not working issue	Onsite
7311	12-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C121220230111		Hardware	System	Other Software	Adobe	LOW	Closed	12-12-2023 16:39	12-12-2023 16:45	0:0:5:54			Ms office not working issue resolved	Onsite
7312	12-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C121220230110		Hardware	System	Other Software	Browser	MEDIUM	Closed	12-12-2023 16:37	12-12-2023 16:58	0:0:21:3			After reinstall chrome browser issue	Remote
7313	12-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C121220230109		Hardware	PC	Hanging/Slow processing	Heating	MEDIUM	Closed	12-12-2023 16:36	12-12-2023 17:04	0:0:27:24			CPU fan stuck due to dust after clean	Onsite
7314	12-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C121220230108		Hardware	System	MS Office	Software	MEDIUM	Closed	12-12-2023 16:33	12-12-2023 17:04	0:0:31:24			After reinstall Excel software issue	Remote
7315	12-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C121220230107		Hardware	Laptop	System Password issue	Others	LOW	Closed	12-12-2023 16:27	12-12-2023 16:29	0:0:1:58			Issue Resolved	Onsite
7316	12-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C121220230106		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	12-12-2023 16:27	12-12-2023 16:29	0:0:2:48			Issue Resolved	Onsite
7317	12-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C121220230104		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	12-12-2023 16:25	12-12-2023 17:25	0:1:0:19			change keyboard and issue resolved	Onsite
7318	12-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C121220230105		Hardware	PC	System Password issue	Others	LOW	Closed	12-12-2023 16:25	12-12-2023 16:29	0:0:3:44			Issue Resolved	Onsite
7319	12-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C121220230103		Hardware	Laptop	Network Not Working	Network	LOW	Closed	12-12-2023 16:23	12-12-2023 16:29	0:0:6:9			Issue Resolved	Onsite
7320	12-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C121220230102		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	12-12-2023 16:22	12-12-2023 17:25	0:1:2:21			pc physical clean	Onsite
7321	12-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C121220230101		Hardware	Laptop	Hanging/Slow processing	Hardware	LOW	Closed	12-12-2023 16:22	12-12-2023 16:29	0:0:7:10			Issue Resolved	Onsite
7322	12-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C121220230100		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	12-12-2023 16:20	12-12-2023 16:37	0:0:16:47			Pc restart	Onsite
7323	12-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C121220230096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 16:19	12-12-2023 16:29	0:0:9:39			Issue Resolved	Onsite
7324	12-12-2023	SARITA VIHAR	Jullena	BUSINESS/	C121220230098		Network	Link	Link Connectivity Issue	Earthing	MEDIUM	Closed	12-12-2023 16:19	12-12-2023 16:32	0:0:12:18			Earthing checked and update to	Onsite
7325	12-12-2023	JANAK PURI	I A 1 Janakpuri	O-M	C121220230099		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-12-2023 16:19	12-12-2023 17:06	0:0:46:53			Clean ram now working fine	Onsite
7326	12-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C121220230097		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 16:19	12-12-2023 17:06	0:0:47:1			Driver reinstalled	Onsite
7327	12-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C121220230095		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	12-12-2023 16:19	12-12-2023 16:37	0:0:18:48			keyboard changed	Onsite
7328	12-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C121220230094		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-12-2023 16:18	12-12-2023 16:28	0:0:10:4			Issue Resolved	Onsite
7329	12-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	MMG	C121220230093		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	12-12-2023 16:18	12-12-2023 16:38	0:0:20:17			Printer paper jam cline	Onsite
7330	12-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C121220230090		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 16:17	12-12-2023 16:23	0:0:6:20			P96 password changed.	Onsite
7331	12-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C121220230091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 16:17	12-12-2023 17:04	0:0:46:50			Mail password changed	Remote
7332	12-12-2023	NEHRU PLACE CSO	First Floor - E Block	CES	C121220230092		Hardware	PC	System Password issue	Others	LOW	Closed	12-12-2023 16:17	12-12-2023 16:28	0:0:10:52			Issue Resolved	Onsite
7333	12-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C121220230089		Hardware	PC	Hanging/Slow processing	Physical	HIGH	Closed	12-12-2023 16:17	12-12-2023 16:40	0:0:22:58			lan cable changed	Onsite
7334	12-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C121220230087		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 16:16	12-12-2023 16:23	0:0:6:58			P96 password changed.	Onsite
7335	12-12-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C121220230088		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-12-2023 16:16	12-12-2023 16:28	0:0:11:27			Issue Resolved	Onsite
7336	12-12-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C121220230086		Hardware	PC	Restart Problem	Others	HIGH	Closed	12-12-2023 16:15	12-12-2023 16:37	0:0:21:7			power point changed	Onsite
7337	12-12-2023	OTHERS	Andrews Ganj	Enforcem	C121220230085		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	12-12-2023 16:14	12-12-2023 16:16	0:0:2:11			Laptop slow issue	Onsite
7338	12-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C121220230083		Hardware	UPS	Backup	Over	MEDIUM	Closed	12-12-2023 16:13	12-12-2023 17:23	0:1:10:3			Issue resolved	Onsite
7339	12-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C121220230084		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 16:13	12-12-2023 16:23	0:0:9:16			ESS password changed.	Onsite
7340	12-12-2023	OTHERS	Andrews Ganj	Enforcem	C121220230082		Hardware	System	Other Software	New	LOW	Closed	12-12-2023 16:13	12-12-2023 16:16	0:0:3:14			SAP Issue	Onsite
7341	12-12-2023	OTHERS	Andrews Ganj	Enforcem	C121220230081		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-12-2023 16:12	12-12-2023 16:16	0:0:4:31			PC booting issue	Onsite
7342	12-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C121220230080		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 16:12	12-12-2023 16:22	0:0:10:41			ESS password changed.	Onsite
7343	12-12-2023	OTHERS	Andrews Ganj	Enforcem	C121220230079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-12-2023 16:11	12-12-2023 16:17	0:0:5:48			Printer installation	Onsite
7344	12-12-2023	OTHERS	Andrews Ganj	Enforcem	C121220230078		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 16:10	12-12-2023 16:17	0:0:6:37			SAP issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7345	12-12-2023	OTHERS	PLA Court	Enforcem	C121220230077		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-12-2023 16:09	12-12-2023 16:16	0:0:6:53			PC issue	Onsite
7346	12-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C121220230076		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	12-12-2023 16:06	12-12-2023 16:20	0:0:14:17			RAM clean & re-insert	Onsite
7347	12-12-2023	SAKET	Jonapur CC	O-M	C121220230075		Hardware	UPS	Backup	No Power	LOW	Closed	12-12-2023 15:45	12-12-2023 16:09	0:0:23:41			UPS installed	Onsite
7348	12-12-2023	NEHRU PLACE	20 No Building	C-M	C121220230074		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	12-12-2023 15:37	12-12-2023 16:05	0:0:27:36			DIENOTES RUN, MAIL RESTART	Onsite
7349	12-12-2023	NIZAMUDDIN	Lajpat Nagar 3	O-M	C121220230073		Hardware	Laptop	System Password issue	Others	LOW	Closed	12-12-2023 15:34	12-12-2023 16:22	0:0:47:35			System password changed.	Onsite
7350	12-12-2023	NEHRU PLACE	20 No Building	C-M	C121220230072		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-12-2023 15:32	12-12-2023 16:04	0:0:32:10			lAN CABLE RE-INSERT	Onsite
7351	12-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C121220230071		Hardware	System	Other Software	New	LOW	Closed	12-12-2023 15:28	12-12-2023 16:22	0:0:53:37			Team viewer updated 15.	Onsite
7352	12-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C121220230070		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-12-2023 15:26	12-12-2023 16:21	0:0:54:48			Scanner configured.	Onsite
7353	12-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C121220230069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 15:25	12-12-2023 16:02	0:0:36:59			Lotus mail hang now working.	Onsite
7354	12-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C121220230068		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	12-12-2023 15:24	12/15/2023 10:15:57	2:18:51:35			Phone lan not working pls send lan	Onsite
7355	12-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C121220230067		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-12-2023 15:20	12-12-2023 15:21	0:0:0:57			install the printer	Onsite
7356	12-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C121220230066		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-12-2023 15:19	12-12-2023 15:22	0:0:2:58			cealn the ram and reinsert it.	Onsite
7357	12-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C121220230065		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-12-2023 15:18	12-12-2023 15:23	0:0:4:10			ticket logged with vendor	Onsite
7358	12-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C121220230063		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 15:17	12-12-2023 16:16	0:0:59:29			Change proxy setting now working	Remote
7359	12-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C121220230064		NON-SAP	Others	Others	Others	LOW	Closed	12-12-2023 15:17	12-12-2023 16:13	0:0:56:1			reinstall the office	Onsite
7360	12-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C121220230062		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-12-2023 15:17	12-12-2023 15:50	0:0:32:37			Scanner issue resolved as reqd.	Onsite
7361	12-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C121220230061		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-12-2023 15:17	12-12-2023 16:14	0:0:57:5			replace the driver	Onsite
7362	12-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C121220230058		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	12-12-2023 15:16	12-12-2023 16:18	0:1:2:6			Ticket logged with vendor now	Onsite
7363	12-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C121220230060		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 15:16	12-12-2023 16:17	0:1:0:29			Change proxy setting now working	Remote
7364	12-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C121220230059		Hardware	PC	System Password issue	Password	LOW	Closed	12-12-2023 15:16	12-12-2023 15:49	0:0:33:19			Password changed as reqd.	Onsite
7365	12-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C121220230057		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 15:15	12-12-2023 16:17	0:1:2:13			Change proxy setting now working	Remote
7366	12-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C121220230056		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-12-2023 15:14	12-12-2023 16:16	0:1:1:23			Done network troubleshooting now	Onsite
7367	12-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C121220230055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 15:14	12-12-2023 15:49	0:0:34:41			Mail configured as reqd.	Onsite
7368	12-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C121220230054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 15:13	12-12-2023 15:48	0:0:35:2			Mail configured as reqd.	Onsite
7369	12-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C121220230053		Hardware	System	Other Software	New	LOW	Closed	12-12-2023 15:12	12-12-2023 15:48	0:0:36:9			Webex issue resolved	Onsite
7370	12-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C121220230052		Hardware	System	Other Software	New	LOW	Closed	12-12-2023 15:11	12-12-2023 15:48	0:0:36:35			Issue resolved after update	Onsite
7371	12-12-2023	ALAKNANDA	Giri Nagar	MMG	C121220230051		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 15:10	12-12-2023 15:53	0:0:42:58			Reset the password now issue	Remote
7372	12-12-2023	ALAKNANDA	CR Park HR Office	HR	C121220230049		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-12-2023 15:09	12-12-2023 15:52	0:0:43:25			Boot with primary booting device now	Onsite
7373	12-12-2023	ALAKNANDA	CR Park HR Office	HR	C121220230050		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 15:09	12-12-2023 15:53	0:0:43:16			Team Viewer password removed now	Onsite
7374	12-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C121220230047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 15:08	12-12-2023 15:51	0:0:43:43			Create the new archive now issue	Remote
7375	12-12-2023	ALAKNANDA	Giri Nagar	MMG	C121220230048		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 15:08	12-12-2023 15:52	0:0:43:33			Installed the analyser now issue	Remote
7376	12-12-2023	SAKET	Malviya Nagar CC	O-M	C121220230046		Hardware	PC	Not working at all	No power	LOW	Closed	12-12-2023 15:07	12-12-2023 15:25	0:0:17:4			Power ext. issue	Onsite
7377	12-12-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C121220230045		Hardware	System	Other Software	proxy	LOW	Closed	12-12-2023 15:06	12-12-2023 15:51	0:0:44:14			Change the host file now issue	Onsite
7378	12-12-2023	SAKET	Adchini	BUSINESS/	C121220230044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 15:04	12-12-2023 15:22	0:0:18:6			Create new replica	Onsite
7379	12-12-2023	SAKET	Adchini	Recovery	C121220230043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 15:03	12-12-2023 15:21	0:0:18:13			Mail fornt set	Onsite
7380	12-12-2023	SAKET	Adchini	CHD	C121220230042		Hardware	PC	Not working at all	Others	LOW	Closed	12-12-2023 15:02	12-12-2023 15:20	0:0:17:46			PC installed	Onsite
7381	12-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C121220230041		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	12-12-2023 15:01	12-12-2023 15:20	0:0:18:50			Clean RAM and reindtalled	Onsite
7382	12-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C121220230038		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	12-12-2023 13:56	12-12-2023 14:29	0:0:32:56			print issue resolved after change the	Onsite
7383	12-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C121220230037		Hardware	System	Other Software	Adobe	LOW	Closed	12-12-2023 13:56	12-12-2023 14:28	0:0:32:33			issue resolved after change the	Onsite
7384	12-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C121220230036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-12-2023 13:56	12-12-2023 14:28	0:0:32:29			archive create and issue resolved	Onsite
7385	12-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C121220230039		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-12-2023 13:56	12-12-2023 14:30	0:0:33:37			keyboard change and issue resolved	Onsite
7386	12-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C121220230035		Hardware	PC	TFT	Power	LOW	Closed	12-12-2023 13:55	12-12-2023 14:28	0:0:32:30			issue resolved change the power	Onsite
7387	12-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C121220230034		Hardware	System	MS Office	File Not	MEDIUM	Closed	12-12-2023 13:53	12-12-2023 14:50	0:0:56:23			MS office software reinstalled.	Remote
7388	12-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C121220230033		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-12-2023 13:49	12-12-2023 14:48	0:0:58:28			Lotus mail software reinstalled.	Remote
7389	12-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C121220230032		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	12-12-2023 13:48	12-12-2023 14:45	0:0:57:22			keyboard change issue resolved	Onsite
7390	12-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C121220230031		Hardware	Printer	No display on Panel	Printer	MEDIUM	Closed	12-12-2023 13:45	12-12-2023 14:45	0:0:59:52			POWER EXCITATION BOARD NOT	Onsite
7391	12-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C121220230030		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-12-2023 13:44	12-12-2023 14:43	0:0:58:58			New Archive file create request.	Remote
7392	12-12-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C121220230029		Hardware	System	Other Software	software	MEDIUM	Closed	12-12-2023 13:43	12-12-2023 14:41	0:0:57:57			IOMS SOFTWARE UPDATE.	Remote
7393	12-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C121220230028		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	12-12-2023 13:42	12-12-2023 14:40	0:0:57:50			change the mouse issue resolved.	Onsite
7394	12-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C121220230027		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 13:28	12-12-2023 14:02	0:0:34:55			Team viewer activity done.	Onsite
7395	12-12-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C121220230025		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	12-12-2023 13:27	12-12-2023 14:24	0:0:57:7			Ram Dust clean.	Onsite
7396	12-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C121220230026		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 13:27	12-12-2023 14:02	0:0:35:31			Team viewer activity done.	Onsite
7397	12-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C121220230024		Hardware	System	Other Software	Browser	LOW	Closed	12-12-2023 13:18	12-12-2023 14:25	0:1:6:30			Ess password Password Reset.	Onsite
7398	12-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C121220230023		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 13:13	12-12-2023 14:02	0:0:49:12			Team viewer activity done.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7399	12-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C121220230021		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-12-2023 13:12	12-12-2023 14:25	0:1:13:50			User Print became faulty attach on	Onsite
7400	12-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C121220230022		Hardware	Scanner	Scaning issue	Ticket	LOW	Closed	12-12-2023 13:12	12-12-2023 14:02	0:0:49:40			USB cable faulty.	Onsite
7401	12-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C121220230020		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-12-2023 13:11	12-12-2023 14:26	0:1:15:9			User Print became faulty attach on	Onsite
7402	12-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C121220230019		Hardware	System	Other Software	software	LOW	Closed	12-12-2023 13:10	12-12-2023 14:01	0:0:50:59			Mozilla installed.	Onsite
7403	12-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C121220230018		Hardware	MOUSE	Not working	Other	LOW	Closed	12-12-2023 13:10	12-12-2023 14:01	0:0:51:23			Mouse battery replaced.	Onsite
7404	12-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C121220230017		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-12-2023 13:09	12-12-2023 14:26	0:1:17:6			User Print became faulty attach on	Onsite
7405	12-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C121220230016		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-12-2023 11:53	12/13/2023 5:31:50 PM	1:5:37:59			call Close By Sanjay & Subhash	Onsite
7406	12-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C121220230015		Hardware	PC	Not working at all	No power	MEDIUM	Closed	12-12-2023 11:43	12-12-2023 12:14	0:0:31:4			After discharge power hold start	
7407	12-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C121220230014		Network	LAN Issue	LAN Issue	Port	LOW	Closed	12-12-2023 11:36	12/13/2023 5:32:07 PM	1:5:55:35			call Close By Sanjay & Subhash	Onsite
7408	12-12-2023	SAKET	Fatehpur Beri CC	O-M	C121220230012		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-12-2023 11:32	12-12-2023 11:54	0:0:22:9			Sharing printer issue resolved(N/W &	Onsite
7409	12-12-2023	SAKET	Jonapur CC	O-M	C121220230013		Network	Link	Link Connectivity Issue	ISP Cable	LOW	Closed	12-12-2023 11:32	12-12-2023 11:55	0:0:22:11			Fiber cut call logged to vendor	Onsite
7410	12-12-2023	SAKET	Fatehpur Beri CC	O-M	C121220230011		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	12-12-2023 11:31	12-12-2023 11:52	0:0:21:30			Reassign	Onsite
7411	12-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	IT	C121220230010		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-12-2023 10:58	12/20/2023 10:08:44	7:23:10:43			Patch Cable in DSK Incharge Mr Raj	Onsite
7412	12-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C121220230009		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-12-2023 10:33	12-12-2023 10:59	0:0:25:59			Printer reconnected issue resolved	
7413	12-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C121220230008		Hardware	MOUSE	Not working	Hardware	HIGH	Closed	12-12-2023 10:24	12-12-2023 14:06	0:3:41:27			Issue resolved	Onsite
7414	12-12-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C121220230007		Hardware	PC	TFT	Others	LOW	Closed	12-12-2023 10:18	12-12-2023 10:33	0:0:14:59			cable fau;lty	Onsite
7415	12-12-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C121220230006		Network	Link	Link Connectivity Issue	Power	LOW	Closed	12-12-2023 10:16	12-12-2023 12:35	0:2:19:24			Power restored, issue resolved.	Onsite
7416	12-12-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C121220230005		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	12-12-2023 10:14	12-12-2023 10:34	0:0:19:30			resolved	Onsite
7417	12-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C121220230004		Hardware	PC	Not working at all	Others	LOW	Closed	12-12-2023 10:10	12-12-2023 10:34	0:0:24:7			resolved	Onsite
7418	12-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C121220230003		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-12-2023 10:09	12-12-2023 10:34	0:0:25:10			need to send to nhp	Onsite
7419	12-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C121220230001		Hardware	PC	TFT	Others	LOW	Closed	12-12-2023 10:09	12-12-2023 10:35	0:0:26:34			setting issue	Onsite
7420	12-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C121220230002		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-12-2023 10:09	12-12-2023 10:35	0:0:25:52			resolved	Onsite
7421	13-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C141220230134		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	14-12-2023 17:09	12/14/2023 5:20:17 PM	0:0:10:26			scanning done removed temp files	Onsite
7422	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230032		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 13:30	12/14/2023 1:36:37 PM	0:0:5:48			Ms office not working issue resolved	Onsite
7423	13-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131220230168		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-12-2023 18:57	12/13/2023 7:00:35 PM	0:0:3:16			issue resolved	Onsite
7424	13-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131220230166		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 18:56	12/13/2023 7:00:18 PM	0:0:4:1			issue resolved	Onsite
7425	13-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131220230167		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-12-2023 18:56	12/13/2023 7:00:27 PM	0:0:3:39			issue resolved	Onsite
7426	13-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C131220230165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-12-2023 18:55	12/13/2023 7:00:04 PM	0:0:4:53			issue resolved	Onsite
7427	13-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C131220230164		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-12-2023 18:52	12/13/2023 6:59:54 PM	0:0:6:56			issue resolved	Onsite
7428	13-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C131220230163		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 18:51	12/13/2023 6:59:44 PM	0:0:8:26			issue resolved	Onsite
7429	13-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C131220230162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 18:50	12/13/2023 6:59:29 PM	0:0:9:1			issue resolved	Onsite
7430	13-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C131220230160		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-12-2023 18:49	12/13/2023 6:59:07 PM	0:0:10:1			issue resolved	Onsite
7431	13-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C131220230161		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 18:49	12/13/2023 6:59:18 PM	0:0:9:38			issue resolved	Onsite
7432	13-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C131220230159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 18:47	12/13/2023 6:58:30 PM	0:0:10:42			issue resolved	Onsite
7433	13-12-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C131220230158		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-12-2023 17:46	12/13/2023 5:50:59 PM	0:0:4:20			paper remove and call closed	Onsite
7434	13-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C131220230156		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	13-12-2023 17:40	12/13/2023 5:56:31 PM	0:0:16:21			Scanner connected as reqd.	Onsite
7435	13-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C131220230157		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-12-2023 17:40	12/13/2023 5:57:24 PM	0:0:16:25			Lan issue resolved as reqd.	Onsite
7436	13-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C131220230155		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	13-12-2023 17:35	12/13/2023 6:13:01 PM	0:0:37:11			Keyboard usb cable plugin plugout.	Onsite
7437	13-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C131220230154		Hardware	System	Other Software	proxy	LOW	Closed	13-12-2023 17:33	12/13/2023 5:33:45 PM	0:0:0:45			Issue Resolved	Onsite
7438	13-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C131220230149		Hardware	Laptop	System Password issue	Others	LOW	Closed	13-12-2023 17:30	12/13/2023 5:33:19 PM	0:0:3:16			Issue Resolved	Onsite
7439	13-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C131220230150		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-12-2023 17:30	12/13/2023 5:31:37 PM	0:0:1:13			Driver reinsatall.	Remote
7440	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230151		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-12-2023 17:30	12/13/2023 5:50:04 PM	0:0:19:40			mail install done call closed	Onsite
7441	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 17:30	12/13/2023 5:50:24 PM	0:0:19:42			mail archive done and call closed	Onsite
7442	13-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C131220230153		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	13-12-2023 17:30	12/13/2023 5:33:32 PM	0:0:2:40			Issue Resolved	Onsite
7443	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230146		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 17:29	12/13/2023 5:49:11 PM	0:0:20:0			backup done and call closed	Onsite
7444	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230148		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 17:29	12/13/2023 5:49:43 PM	0:0:19:57			data backup done and cal closed	Onsite
7445	13-12-2023	OTHERS	VSNL	BUSINESS/	C131220230147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 17:29	12/13/2023 5:34:10 PM	0:0:4:34			new location issue resolve	Onsite
7446	13-12-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C131220230145		Hardware	MOUSE	Not working	Working	LOW	Closed	13-12-2023 17:29	12/13/2023 5:44:29 PM	0:0:15:22			Working after cleaning	Onsite
7447	13-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C131220230144		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-12-2023 17:29	12/13/2023 6:13:42 PM	0:0:44:37			New Archive create.	Onsite
7448	13-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C131220230141		Hardware	Printer	Image Issue	Light	LOW	Closed	13-12-2023 17:28	12/13/2023 5:44:03 PM	0:0:15:27			Printer cartridge changed	Onsite
7449	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-12-2023 17:28	12/13/2023 5:44:30 PM	0:0:16:20			installation done and call closed	Onsite
7450	13-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C131220230139		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	13-12-2023 17:28	12/13/2023 5:32:23 PM	0:0:4:12			Clean printer tray and restart.	Onsite
7451	13-12-2023	OTHERS	VSNL	BUSINESS/	C131220230143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 17:28	12/13/2023 5:32:55 PM	0:0:4:6			remove paper issue resolve	Onsite
7452	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230140		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-12-2023 17:28	12/13/2023 5:48:25 PM	0:0:20:2			archive mapped done and call closed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7453	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230142		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 17:28	12/13/2023 5:48:50 PM	0:0:20:11			sap install and call closed	Onsite
7454	13-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C131220230136		Hardware	System	Other Software	Browser	LOW	Closed	13-12-2023 17:27	12/13/2023 5:43:38 PM	0:0:15:59			Update the browser	Onsite
7455	13-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C131220230137		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	13-12-2023 17:27	12/13/2023 5:42:52 PM	0:0:14:53			issue resolved after install the OS	Onsite
7456	13-12-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C131220230135		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-12-2023 17:27	12/13/2023 5:32:43 PM	0:0:5:11			Printer IP reconfigure.	Onsite
7457	13-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C131220230134		Hardware	PC	Network Not Working	Network	LOW	Closed	13-12-2023 17:26	12/13/2023 5:43:06 PM	0:0:17:0			Re-start the N/W switch	Onsite
7458	13-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C131220230131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 17:25	12/13/2023 5:40:40 PM	0:0:15:37			after mail new archived created issue	Onsite
7459	13-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C131220230133		Hardware	System	Other Software	proxy	LOW	Closed	13-12-2023 17:25	12/13/2023 5:41:18 PM	0:0:15:38			after host file update issue resolved	Onsite
7460	13-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C131220230132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 17:25	12/13/2023 5:41:12 PM	0:0:15:37			Lotus S/W re-installed & configured	Onsite
7461	13-12-2023	SAKET	Jonapur CC	O-M	C131220230129		Hardware	UPS	Backup	Battery	LOW	Closed	13-12-2023 17:24	12/13/2023 5:39:25 PM	0:0:15:18			UPS issue in Aya Nagar CC	Onsite
7462	13-12-2023	SAKET	Malviya Nagar	HR	C131220230130		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 17:24	12/13/2023 5:40:05 PM	0:0:15:5			Paper removed from printer	Onsite
7463	13-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C131220230128		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-12-2023 17:23	12/13/2023 5:40:04 PM	0:0:16:41			after printer reinstall issue resolved	Onsite
7464	13-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C131220230127		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 17:23	12/13/2023 5:31:59 PM	0:0:8:59			Jam paper has been cleared	Onsite
7465	13-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C131220230126		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	13-12-2023 17:20	12/13/2023 5:33:30 PM	0:0:12:37			Scanner power issue resolved	Onsite
7466	13-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C131220230125		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	13-12-2023 17:20	12/13/2023 5:39:48 PM	0:0:19:26			after scanner reinstall issue resolved	Onsite
7467	13-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C131220230124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 17:19	12/13/2023 6:14:00 PM	0:0:54:35			Mail installation & configuration.	Onsite
7468	13-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C131220230123		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-12-2023 17:19	12/13/2023 5:39:08 PM	0:0:19:44			after mail password reset issue	Onsite
7469	13-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C131220230122		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 17:18	12/13/2023 5:38:43 PM	0:0:20:24			after paper jam clear issue resolved	Onsite
7470	13-12-2023	VASANT KUNJ	Kapashera	O-M	C131220230121		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-12-2023 17:16	12/13/2023 5:28:32 PM	0:0:11:39			Mail sent to lotus team for mail	Remote
7471	13-12-2023	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C131220230120		Hardware	System	Other Software	Browser	LOW	Closed	13-12-2023 17:14	12/13/2023 5:27:53 PM	0:0:13:0			SAP P96 reconfigured	Remote
7472	13-12-2023	OTHERS	VSNL	O-M	C131220230119		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-12-2023 17:04	12/13/2023 5:31:54 PM	0:0:27:29			data Tranter	Onsite
7473	13-12-2023	OTHERS	VSNL	KCC/MLCC	C131220230118		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 17:02	12/13/2023 5:30:52 PM	0:0:28:30			issue resolve	Onsite
7474	13-12-2023	OTHERS	VSNL	KCC/MLCC	C131220230117		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 17:01	12/13/2023 5:30:28 PM	0:0:28:46			Driver remove and re-installed	Onsite
7475	13-12-2023	SAKET	Malviya Nagar Grid	OM-EHV	C131220230116		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	13-12-2023 16:56	12/13/2023 4:57:12 PM	0:0:1:9			Clean temp file and restart PC	Onsite
7476	13-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C131220230115		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	13-12-2023 16:55	12/13/2023 5:15:30 PM	0:0:19:41			Pc restart and mail issue resolved.	Remote
7477	13-12-2023	SAKET	Chhatarpur CC	O-M	C131220230114		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-12-2023 16:55	12/13/2023 4:56:39 PM	0:0:1:34			Clean RAM and reinstalled	Onsite
7478	13-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C131220230112		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	13-12-2023 16:53	12/13/2023 5:14:56 PM	0:0:21:30			reinstalled printer driver problem	Remote
7479	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230113		Network	LAN Issue	LAN Issue	New	LOW	Closed	13-12-2023 16:53	12/15/2023 5:07:48 PM	2:0:14:7			Phone Lan point installation	Onsite
7480	13-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C131220230111		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	13-12-2023 16:52	12/13/2023 5:14:15 PM	0:0:22:8			c drive disk cleanup and prefetch file	Remote
7481	13-12-2023	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C131220230110		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	13-12-2023 16:50	12/13/2023 5:13:12 PM	0:0:22:42			swich port hang restart the switch and	Onsite
7482	13-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C131220230109		Hardware	Scanner	Scaning issue	Hardware	MEDIUM	Closed	13-12-2023 16:49	12/13/2023 5:11:51 PM	0:0:22:35			scanner usb cable change. Problem	Onsite
7483	13-12-2023	OTHERS	Andrews Ganj	Enforcem	C131220230107		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	13-12-2023 16:46	12/13/2023 4:49:15 PM	0:0:3:8			PC booting issue	Onsite
7484	13-12-2023	OTHERS	HUDCO Grid	PROTECTI	C131220230108		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 16:46	12/13/2023 4:48:23 PM	0:0:1:32			MS office issue	Remote
7485	13-12-2023	OTHERS	Andrews Ganj	Enforcem	C131220230106		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-12-2023 16:45	12/13/2023 4:50:00 PM	0:0:4:38			Laptop booting issue	Onsite
7486	13-12-2023	OTHERS	Andrews Ganj	Enforcem	C131220230105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 16:44	12/13/2023 4:50:21 PM	0:0:6:10			Printer issue	Onsite
7487	13-12-2023	OTHERS	Andrews Ganj	Enforcem	C131220230104		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 16:43	12/13/2023 4:50:31 PM	0:0:7:8			Printer issue	Onsite
7488	13-12-2023	OTHERS	HUDCO Grid	PROTECTI	C131220230102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 16:42	12/13/2023 4:48:39 PM	0:0:6:23			Mail issue	Remote
7489	13-12-2023	OTHERS	Andrews Ganj	Enforcem	C131220230103		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	13-12-2023 16:42	12/13/2023 4:48:57 PM	0:0:6:5			Pc sent to NHP	Onsite
7490	13-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C131220230101		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 16:29	12/13/2023 5:38:26 PM	0:1:9:16			after printer reinstall issue resolved	Onsite
7491	13-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C131220230100		Hardware	PC	TFT	Power	LOW	Closed	13-12-2023 16:27	12/13/2023 5:38:04 PM	0:1:10:28			after power cable change issue	Onsite
7492	13-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C131220230099		Hardware	System	MS Office	File Not	LOW	Closed	13-12-2023 16:17	12/13/2023 4:33:05 PM	0:0:15:46			File corrupted	Onsite
7493	13-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C131220230098		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 16:14	12/13/2023 4:31:54 PM	0:0:17:37			Lotus server problem.	Onsite
7494	13-12-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C131220230097		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-12-2023 16:08	12/13/2023 4:09:28 PM	0:0:0:38			install the pc	Onsite
7495	13-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C131220230096		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	13-12-2023 16:06	12/13/2023 4:11:25 PM	0:0:5:24			check the laptop and reinsert the HDD	Onsite
7496	13-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C131220230094		NON-SAP	Others	Others	Others	LOW	Closed	13-12-2023 16:04	12/13/2023 4:15:17 PM	0:0:10:45			configure the attendance card	Onsite
7497	13-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C131220230095		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-12-2023 16:04	12/13/2023 4:43:44 PM	0:0:38:48			Lan driver ok trace lan cable from	Onsite
7498	13-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C131220230093		Hardware	Scanner	Scaning issue	Others	LOW	Closed	13-12-2023 16:03	12/13/2023 4:16:16 PM	0:0:13:5			change the usb cable	Onsite
7499	13-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C131220230092		Telecome	Instrumen	IP	Others	LOW	Closed	13-12-2023 16:02	12/13/2023 4:16:48 PM	0:0:14:22			install the phone	Onsite
7500	13-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C131220230091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 16:01	12/13/2023 4:43:18 PM	0:0:41:51			printer driver reinstall again and set IP	Onsite
7501	13-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C131220230090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 15:59	12/13/2023 4:42:52 PM	0:0:43:44			Lotus mails error archive set again	Onsite
7502	13-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C131220230088		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-12-2023 15:46	12/13/2023 4:37:41 PM	0:0:51:31			LAN cable Faulty Cable Replaced Now	Onsite
7503	13-12-2023	OTHERS	VSNL	MMG	C131220230087		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	13-12-2023 15:39	12/13/2023 4:13:29 PM	0:0:34:6			Power cable replaced issue resolve	Onsite
7504	13-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C131220230086		Hardware	PC	System Password issue	Others	HIGH	Closed	13-12-2023 15:39	12/13/2023 4:53:41 PM	0:1:14:21			Password changed	
7505	13-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C131220230085		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	13-12-2023 15:38	12/13/2023 4:52:51 PM	0:1:14:27			Printer jam clien	
7506	13-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C131220230084		Hardware	PC	Restart Problem	Others	HIGH	Closed	13-12-2023 15:37	12/13/2023 4:51:49 PM	0:1:14:4			Pc password reset	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7507	13-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C131220230083		Hardware	System	Other Software	software	HIGH	Closed	13-12-2023 15:36	12/13/2023 4:50:51 PM	0:1:13:57			Sap reinstalled	
7508	13-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C131220230082		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	13-12-2023 15:36	12/13/2023 4:50:00 PM	0:1:13:49			Usb port changed	
7509	13-12-2023	OTHERS	VSNL	KCC/MLCC	C131220230081		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	13-12-2023 15:34	12/15/2023 10:04:47	1:18:30:14			Call Close By sanjay	Onsite
7510	13-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C131220230080		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 15:31	12/13/2023 3:44:48 PM	0:0:13:19			New driver installations resolved	Onsite
7511	13-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C131220230079		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-12-2023 15:30	12/13/2023 3:44:30 PM	0:0:14:20			New driver installations resolved	Onsite
7512	13-12-2023	NIZAMUDDIN	Lodhi Road	O-M	C131220230078		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 15:28	12/13/2023 3:44:21 PM	0:0:15:41			New driver installations resolved	Onsite
7513	13-12-2023	NIZAMUDDIN	Jangpura	O-M	C131220230077		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-12-2023 15:27	12/13/2023 3:44:12 PM	0:0:16:37			New driver installations resolved	Onsite
7514	13-12-2023	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C131220230076		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-12-2023 15:25	12/13/2023 4:09:39 PM	0:0:44:34			RAM cleaning & reinstalled.	Onsite
7515	13-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C131220230075		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 15:23	12/13/2023 4:09:19 PM	0:0:45:55			removed the paper from printer.	Onsite
7516	13-12-2023	NEHRU PLACE	W Block GK 1	O-M	C131220230074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 15:22	12/13/2023 4:08:56 PM	0:0:46:19			Archive location setting changed.	Onsite
7517	13-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C131220230073		Hardware	PC	Network Not Working	Other	LOW	Closed	13-12-2023 15:22	12/13/2023 3:45:06 PM	0:0:22:34			proxy change	Onsite
7518	13-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C131220230072		Hardware	System	Other Software	Browser	LOW	Closed	13-12-2023 15:21	12/13/2023 4:08:29 PM	0:0:47:15			team viewer upadted.	Onsite
7519	13-12-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C131220230071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 15:19	12/13/2023 4:08:12 PM	0:0:48:15			mail installed & reconfigured.	Onsite
7520	13-12-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C131220230070		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	13-12-2023 15:19	12/13/2023 4:07:47 PM	0:0:48:30			OS 10 Installed.	Onsite
7521	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230069		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	13-12-2023 15:16	12/13/2023 3:45:56 PM	0:0:29:47			Keyboard not working issue resolved	Onsite
7522	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230068		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	13-12-2023 15:15	12/13/2023 3:45:37 PM	0:0:30:11			Mouse not working issue resolved	Onsite
7523	13-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C131220230067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 15:15	12/13/2023 3:34:59 PM	0:0:19:46			Change from server to local replica	Remote
7524	13-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C131220230066		Hardware	UPS	Backup	Ticket	LOW	Closed	13-12-2023 15:14	12/13/2023 4:06:56 PM	0:0:51:58			Ticked logged with vendor.	Onsite
7525	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230063		Hardware	System	MS Office	File	LOW	Closed	13-12-2023 15:14	12/13/2023 3:45:02 PM	0:0:30:46			Ms office not working issue resolved	Onsite
7526	13-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C131220230064		Hardware	System	MS Office	File Not	LOW	Closed	13-12-2023 15:14	12/13/2023 3:34:29 PM	0:0:20:1			Copy the file and paste to new Excel	Onsite
7527	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230065		Hardware	System	Other Software	Adobe	LOW	Closed	13-12-2023 15:14	12/13/2023 3:45:18 PM	0:0:30:30			google chrome not working issue	Onsite
7528	13-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C131220230059		Hardware	PC	Not working at all	Others	LOW	Closed	13-12-2023 15:13	12/13/2023 3:33:49 PM	0:0:20:38			Boot with HDD now issue resolved	Onsite
7529	13-12-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	Sustainabi	C131220230060		Hardware	Laptop	Hanging/Slow processing	Hardware	LOW	Closed	13-12-2023 15:13	12/13/2023 4:06:30 PM	0:0:53:11			temp. cache & cookies are deleted.	Onsite
7530	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230061		Hardware	System	Other Software	Adobe	LOW	Closed	13-12-2023 15:13	12/13/2023 3:44:26 PM	0:0:31:4			Google chrome not working issue	Onsite
7531	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230062		Hardware	System	MS Office	File	LOW	Closed	13-12-2023 15:13	12/13/2023 3:44:44 PM	0:0:30:57			adobe not working issue resolved	Onsite
7532	13-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C131220230057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 15:12	12/13/2023 3:33:23 PM	0:0:20:55			Create the new workspace now issue	Remote
7533	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230058		Hardware	System	Other Software	Adobe	LOW	Closed	13-12-2023 15:12	12/13/2023 3:43:39 PM	0:0:30:56			IP msg not working issue resolved	Onsite
7534	13-12-2023	R.K.PURAM	Bhikaiji Cama Place	O-M	C131220230055		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 15:11	12/13/2023 4:05:29 PM	0:0:53:49			MS office reinstalled.	Onsite
7535	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230054		Hardware	System	Internet Issue	Internet	LOW	Closed	13-12-2023 15:11	12/13/2023 3:42:54 PM	0:0:31:32			Internet not working issue resolved	Onsite
7536	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230056		Hardware	System	MS Office	File	LOW	Closed	13-12-2023 15:11	12/13/2023 3:43:15 PM	0:0:31:16			Ms office not working issue resolved	Onsite
7537	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230053		Hardware	System	MS Office	File	LOW	Closed	13-12-2023 15:10	12/13/2023 3:42:38 PM	0:0:32:5			Google chrome not working issue	Onsite
7538	13-12-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C131220230052		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	13-12-2023 15:10	12/13/2023 4:43:42 PM	0:1:33:15			Clean ram jam now working fine	Onsite
7539	13-12-2023	R.K.PURAM	Dhaula Kuan	O-M	C131220230051		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-12-2023 15:10	12/13/2023 4:05:03 PM	0:0:54:52			RAM Cleaning & reinsert the RAM.	Onsite
7540	13-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C131220230049		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	13-12-2023 15:09	12/13/2023 3:18:43 PM	0:0:9:18			After remove paper and change	Onsite
7541	13-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C131220230050		Hardware	System	MS Office	File	LOW	Closed	13-12-2023 15:09	12/13/2023 3:42:21 PM	0:0:32:26			Ms office not working issue resolved	Onsite
7542	13-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C131220230047		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	13-12-2023 15:08	12/13/2023 3:17:40 PM	0:0:9:11			After clear stuck mail and compact	Remote
7543	13-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C131220230048		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-12-2023 15:08	12/13/2023 4:04:36 PM	0:0:55:57			LAN cable replaced.	Onsite
7544	13-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C131220230046		Hardware	PC	Restart Problem	Others	LOW	Closed	13-12-2023 15:07	12/13/2023 4:05:09 PM	0:0:58:5			Power cable replace now working fine	Onsite
7545	13-12-2023	NEHRU PLACE	20 No Building	ANALYTIC	C131220230045		Hardware	PC	Network Not Working	No Power	LOW	Closed	13-12-2023 15:06	12/13/2023 3:44:21 PM	0:0:37:42			8 port switch power on	Onsite
7546	13-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C131220230043		Hardware	System	Other Software	proxy	LOW	Closed	13-12-2023 15:06	12/13/2023 4:04:32 PM	0:0:58:20			Change proxy setting now working	Onsite
7547	13-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C131220230044		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-12-2023 15:06	12/13/2023 4:04:03 PM	0:0:57:38			USB port changed & reconfigured.	Onsite
7548	13-12-2023	NEHRU PLACE	20 No Building	Energy	C131220230042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 15:04	12/13/2023 3:41:47 PM	0:0:37:19			mail replica change	Onsite
7549	13-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C131220230041		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	13-12-2023 15:04	12/13/2023 4:04:20 PM	0:0:59:57			Run Diagnostic and clean temp files	Onsite
7550	13-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C131220230037		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	13-12-2023 15:03	12/13/2023 3:16:04 PM	0:0:12:45			After replace local replica issue	Remote
7551	13-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C131220230038		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-12-2023 15:03	12/13/2023 3:30:36 PM	0:0:27:6			RAM dust problem.	Onsite
7552	13-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C131220230039		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-12-2023 15:03	12/13/2023 4:03:53 PM	0:1:0:23			Create local replica now working fine	Remote
7553	13-12-2023	NEHRU PLACE	20 No Building	Energy	C131220230040		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 15:03	12/13/2023 3:41:26 PM	0:0:37:53			M-cube reinstall	Onsite
7554	13-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C131220230035		Hardware	System	Other Software	software	LOW	Closed	13-12-2023 15:02	12/13/2023 3:41:09 PM	0:0:38:28			P92 setting change	Onsite
7555	13-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C131220230036		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	13-12-2023 15:02	12/13/2023 3:30:07 PM	0:0:27:20			Temp file deleted and antivirus	Onsite
7556	13-12-2023	SARITA VIHAR	Badarpur	OM-DIV	C131220230033		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	13-12-2023 15:01	12/13/2023 4:07:33 PM	0:1:6:20			After repair os issue resolved	
7557	13-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C131220230034		Hardware	System	Other Software	proxy	LOW	Closed	13-12-2023 15:01	12/13/2023 4:03:21 PM	0:1:1:45			Change proxy setting now working	Remote
7558	13-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C131220230032		Hardware	System	Other Software	New	MEDIUM	Closed	13-12-2023 14:59	12/13/2023 3:12:24 PM	0:0:13:6			After recreate CAS.exe issue resolved	Remote
7559	13-12-2023	SARITA VIHAR	Jasola Grid	OM-DIV	C131220230031		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	13-12-2023 14:57	12/13/2023 3:11:51 PM	0:0:14:47			After update printer driver issue	Remote
7560	13-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C131220230030		Hardware	System	Other Software	New	MEDIUM	Closed	13-12-2023 14:56	12/13/2023 3:11:28 PM	0:0:15:27			After reinstall Chrome borwser issue	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7561	13-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C131220230029		Hardware	PC	Network Not Working	Other	LOW	Closed	13-12-2023 14:52	12/13/2023 2:52:35 PM	0:0:0:22			resolved	Onsite
7562	13-12-2023	SARITA VIHAR	Jullena	BUSINESS/	C131220230028		Network	Link	Link Connectivity Issue	Earthing	MEDIUM	Closed	13-12-2023 14:51	12/13/2023 3:10:34 PM	0:0:19:13			Site checked earthing is ok update to	Onsite
7563	13-12-2023	ALAKNANDA	G Block Kalkaji	O-M	C131220230027		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-12-2023 14:25	12/13/2023 3:32:04 PM	0:1:6:48			Change the port now issue resolved	Onsite
7564	13-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C131220230026		Hardware	UPS	Backup	No Power	LOW	Closed	13-12-2023 14:24	12/13/2023 3:31:30 PM	0:1:7:8			After On the MCB now issue resolved	Onsite
7565	13-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C131220230025		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-12-2023 13:38	12/13/2023 3:05:20 PM	0:1:26:45			Printer configured as reqd.	Remote
7566	13-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C131220230024		Hardware	System	Other Software	Browser	LOW	Closed	13-12-2023 13:37	12/13/2023 3:04:59 PM	0:1:27:51			Issue resolved as reqd.	Remote
7567	13-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C131220230023		Hardware	PC	System Password issue	Others	LOW	Closed	13-12-2023 13:36	12/13/2023 3:04:35 PM	0:1:28:4			working after unlock, issue resolved.	Remote
7568	13-12-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C131220230022		Telecome	Instrumen	SIP	Others	LOW	Closed	13-12-2023 13:35	12/13/2023 3:04:06 PM	0:1:28:23			working after login, issue resolved.	Onsite
7569	13-12-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C131220230021		Telecome	CCTV	Camera	Others	LOW	Closed	13-12-2023 13:05	12/13/2023 2:02:56 PM	0:0:57:53			power cable of nvr replaced now issue	Onsite
7570	13-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C131220230020		Hardware	System	Other Software	New	LOW	Closed	13-12-2023 13:03	12/13/2023 1:16:15 PM	0:0:12:49			BSP installed issue resolved..	Onsite
7571	13-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C131220230019		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 12:53	12/13/2023 1:37:47 PM	0:0:44:20			Jam Paper Removed.	Onsite
7572	13-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C131220230018		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	13-12-2023 12:52	12/13/2023 1:38:13 PM	0:0:45:52			Restart token machine.	Onsite
7573	13-12-2023	PALAM	Mangla Puri Complaint Center	OM-DIV	C131220230017		Hardware	PC	TFT	Black Spot	LOW	Closed	13-12-2023 12:50	12/13/2023 1:38:34 PM	0:0:48:29			TFT Replaced.	Onsite
7574	13-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C131220230016		Hardware	PC	TFT	Black Spot	LOW	Closed	13-12-2023 12:48	12/13/2023 1:38:54 PM	0:0:50:1			TFT Replaced.	Onsite
7575	13-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C131220230015		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	13-12-2023 12:46	12/13/2023 1:39:16 PM	0:0:53:6			Keyboard Replaced.	Onsite
7576	13-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C131220230014		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 12:03	12/13/2023 1:01:10 PM	0:0:57:50			Paper removed	Onsite
7577	13-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C131220230012		Hardware	PC	TFT	Others	LOW	Closed	13-12-2023 12:02	12/13/2023 1:00:50 PM	0:0:58:36			Projector Installation done	Onsite
7578	13-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C131220230013		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 12:02	12/13/2023 1:01:42 PM	0:0:58:47			Paper setting in printer properties	Onsite
7579	13-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C131220230011		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-12-2023 12:00	12/13/2023 1:42:10 PM	0:1:41:16			email unlock probelm resolved	Onsite
7580	13-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C131220230010		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 11:58	12/13/2023 1:41:19 PM	0:1:42:24			paper jam problem resolved	Onsite
7581	13-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C131220230009		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-12-2023 11:58	12/13/2023 1:40:47 PM	0:1:42:31			paper jam problem resolved	Onsite
7582	13-12-2023	SAKET	Adchini	BUSINESS/	C131220230008		Hardware	System	Other Software	Adobe	LOW	Closed	13-12-2023 11:58	12/13/2023 12:43:54 PM	0:0:45:52			Adobe not open	Onsite
7583	13-12-2023	SAKET	Adchini	BUSINESS/	C131220230007		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	13-12-2023 11:57	12/13/2023 12:43:06 PM	0:0:45:35			LAN reconnected from PC side	Onsite
7584	13-12-2023	SAKET	Adchini	CHD	C131220230006		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 11:57	12/13/2023 12:42:45 PM	0:0:45:41			mail not work	Onsite
7585	13-12-2023	SAKET	Adchini	CUSTOME	C131220230005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-12-2023 11:56	12/13/2023 12:42:23 PM	0:0:45:48			mail password forget	Onsite
7586	13-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C131220230003		Hardware	System	Other Software	New	LOW	Closed	13-12-2023 11:18	12/13/2023 11:38:44 AM	0:0:20:36			add qms pasword now issue	Onsite
7587	13-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C131220230002		Hardware	System	Other Software	proxy	LOW	Closed	13-12-2023 11:17	12/13/2023 11:38:20 AM	0:0:20:21			issue resolved..	Onsite
7588	13-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C131220230001		Hardware	PC	Network Not Working	Other	LOW	Closed	13-12-2023 10:59	12/13/2023 12:12:18 PM	0:1:12:47			issue resolved after change cable from	Onsite
7589	14-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C151220230048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 15:03	12/15/2023 3:20:34 PM	0:0:16:44			add printer again set IP lan and install	Onsite
7590	14-12-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C141220230171		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	14-12-2023 18:56	12/21/2023 10:06:47 AM	6:15:10:15			LAN cable not working.	Onsite
7591	14-12-2023	OTHERS	VSNL	RCM	C141220230170		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 17:27	12/14/2023 5:54:47 PM	0:0:26:50			oracle TNS replaced issue resolve	Onsite
7592	14-12-2023	OTHERS	VSNL	RCM	C141220230169		Hardware	PC	Restart Problem	Others	LOW	Closed	14-12-2023 17:27	12/14/2023 5:54:21 PM	0:0:27:12			SMPS replaced Issue resolve	Onsite
7593	14-12-2023	OTHERS	VSNL	KCC/MLCC	C141220230168		Hardware	System	Other Software	Adobe	LOW	Closed	14-12-2023 17:25	12/14/2023 5:53:44 PM	0:0:28:42			Adobe Installed issue resolve	Onsite
7594	14-12-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C141220230167		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	14-12-2023 17:24	12/14/2023 5:44:25 PM	0:0:19:35			AFTER PC IP FILL ISSUE RESOLVED	Onsite
7595	14-12-2023	OTHERS	VSNL	KCC/MLCC	C141220230166		Hardware	System	MS Office	File	LOW	Closed	14-12-2023 17:24	12/14/2023 5:53:15 PM	0:0:28:54			MS office re-installed issue resolve	Onsite
7596	14-12-2023	OTHERS	VSNL	KCC/MLCC	C141220230164		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-12-2023 17:23	12/14/2023 5:52:29 PM	0:0:29:24			printer Driver Installed issue resolve	Onsite
7597	14-12-2023	OTHERS	VSNL	KCC/MLCC	C141220230165		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 17:23	12/14/2023 5:52:51 PM	0:0:29:12			Archive some mails issue resolve	Onsite
7598	14-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C141220230161		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-12-2023 17:22	12/14/2023 5:48:59 PM	0:0:26:42			mail issue resolved after unlock the id	Onsite
7599	14-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C141220230162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-12-2023 17:22	12/14/2023 5:25:33 PM	0:0:3:12			issue resolved	Onsite
7600	14-12-2023	OTHERS	VSNL	KCC/MLCC	C141220230163		Hardware	PC	System Password issue	Password	LOW	Closed	14-12-2023 17:22	12/14/2023 5:52:07 PM	0:0:29:39			Password change issue resolve	Onsite
7601	14-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C141220230159		Hardware	MOUSE	Not working	Other	LOW	Closed	14-12-2023 17:21	12/14/2023 5:48:20 PM	0:0:26:46			mouse changed and issue resolved	Onsite
7602	14-12-2023	OTHERS	VSNL	O-M	C141220230158		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-12-2023 17:21	12/14/2023 5:51:26 PM	0:0:30:10			Cartridge replaced issue resolve	Onsite
7603	14-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C141220230157		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 17:21	12/14/2023 5:48:05 PM	0:0:27:1			issue resolved after after wifi setting	Onsite
7604	14-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C141220230160		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-12-2023 17:21	12/14/2023 5:48:39 PM	0:0:26:39			issue resolved after archive all mails	Onsite
7605	14-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	IT	C141220230156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 17:20	12/14/2023 5:25:12 PM	0:0:4:29			issue resolved	Onsite
7606	14-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C141220230155		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	14-12-2023 17:20	12/14/2023 5:47:41 PM	0:0:27:1			mail install on phone issue resolved	Onsite
7607	14-12-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C141220230153		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	14-12-2023 17:19	12/14/2023 5:46:46 PM	0:0:27:44			issue resolved after remove the paper	Onsite
7608	14-12-2023	NEHRU PLACE CSO	First Floor - E Block	BUSINESS/	C141220230154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 17:19	12/14/2023 5:25:02 PM	0:0:5:30			issue resolved	Onsite
7609	14-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C141220230151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-12-2023 17:16	12/14/2023 5:21:56 PM	0:0:5:39			printer not working driver install done	Onsite
7610	14-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C141220230152		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	14-12-2023 17:16	12/14/2023 5:24:51 PM	0:0:7:55			issue resolved	Onsite
7611	14-12-2023	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C141220230150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-12-2023 17:15	12/14/2023 5:24:41 PM	0:0:8:57			issue resolved	Onsite
7612	14-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C141220230149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 17:15	12/14/2023 5:21:26 PM	0:0:6:0			Lotus password error reset and create	Onsite
7613	14-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C141220230148		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	14-12-2023 17:14	12/14/2023 5:24:30 PM	0:0:10:4			issue resolved	Onsite
7614	14-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C141220230145		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	14-12-2023 17:13	12/14/2023 5:20:37 PM	0:0:7:15			printer error , set ip again and lan	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7615	14-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C141220230146		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 17:13	12/14/2023 5:43:49 PM	0:0:30:23			AFTER GOOGLE CHROME UPDATE	Onsite
7616	14-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C141220230147		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	14-12-2023 17:13	12/14/2023 5:20:57 PM	0:0:6:58			5 kva ups line faulty replaced mcb by	Onsite
7617	14-12-2023	NEHRU PLACE CSO	First Floor - B Block	CIVIL	C141220230144		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	14-12-2023 17:12	12/14/2023 5:24:13 PM	0:0:11:44			issue resolved	Onsite
7618	14-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C141220230143		Hardware	Scanner	Scaning issue	Others	LOW	Closed	14-12-2023 17:12	12/14/2023 5:48:11 PM	0:0:35:53			File saving path changed	Remote
7619	14-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C141220230142		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	14-12-2023 17:11	12/14/2023 5:23:58 PM	0:0:12:6			issue resolved	Onsite
7620	14-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C141220230141		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-12-2023 17:11	12/19/2023 9:53:21 AM	4:16:41:35			Call Close by Sanjay	Onsite
7621	14-12-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C141220230140		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 17:11	12/14/2023 5:23:49 PM	0:0:12:35			issue resolved	Onsite
7622	14-12-2023	VASANT KUNJ	Kapashera	O-M	C141220230139		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-12-2023 17:11	12/14/2023 5:45:53 PM	0:0:34:45			Printer driver installed	Onsite
7623	14-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C141220230136		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-12-2023 17:10	12/14/2023 5:23:26 PM	0:0:13:24			issue resolved	Onsite
7624	14-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C141220230137		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-12-2023 17:10	12/14/2023 5:43:22 PM	0:0:32:43			AFTER PRINTER REINSTALL ISSUE	Onsite
7625	14-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C141220230138		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-12-2023 17:10	12/14/2023 5:23:36 PM	0:0:12:54			issue resolved	Onsite
7626	14-12-2023	VASANT KUNJ	D 4	O-M	C141220230135		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-12-2023 17:10	12/14/2023 5:46:50 PM	0:0:36:48			Printer driver installed	Onsite
7627	14-12-2023	VASANT KUNJ	D 4	O-M	C141220230133		Hardware	PC	Hanging/Slow processing	Harddisk	LOW	Closed	14-12-2023 17:08	12/14/2023 5:44:46 PM	0:0:35:58			User has been backuped	Onsite
7628	14-12-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C141220230132		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-12-2023 17:06	12/14/2023 5:09:07 PM	0:0:2:24			Issue Resolved	Onsite
7629	14-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C141220230131		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-12-2023 17:05	12/14/2023 5:09:01 PM	0:0:3:29			Issue Resolved	Onsite
7630	14-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C141220230130		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-12-2023 17:04	12/14/2023 5:08:55 PM	0:0:4:6			Issue Resolved	Onsite
7631	14-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C141220230129		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 17:04	12/14/2023 5:39:48 PM	0:0:35:22			Sharing file settings changed	Onsite
7632	14-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C141220230128		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-12-2023 17:04	12/14/2023 5:08:41 PM	0:0:4:28			Issue Resolved	Onsite
7633	14-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C141220230125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 17:03	12/14/2023 5:39:06 PM	0:0:35:58			Mail password changed	Onsite
7634	14-12-2023	NEHRU PLACE CSO	Third Floor - B Block	IT	C141220230127		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	14-12-2023 17:03	12/14/2023 5:08:31 PM	0:0:4:51			Issue Resolved	Onsite
7635	14-12-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C141220230126		Network	Link	Link Connectivity Issue	Power	LOW	Closed	14-12-2023 17:03	12/14/2023 5:48:33 PM	0:0:44:58			Building power issue resolved, now	Onsite
7636	14-12-2023	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C141220230124		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-12-2023 17:02	12/14/2023 5:08:18 PM	0:0:5:44			Issue Resolved	Onsite
7637	14-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C141220230123		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-12-2023 17:01	12/14/2023 5:08:11 PM	0:0:6:41			Issue Resolved	Onsite
7638	14-12-2023	NEHRU PLACE CSO	First Floor - C Block	IT	C141220230122		Hardware	Laptop	Not working at all	Others	LOW	Closed	14-12-2023 17:00	12/14/2023 5:08:02 PM	0:0:7:29			Issue Resolved	Onsite
7639	14-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C141220230120		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	14-12-2023 16:58	12/14/2023 5:07:42 PM	0:0:9:16			Issue Resolved	Onsite
7640	14-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C141220230121		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 16:58	12/14/2023 5:07:52 PM	0:0:8:57			Issue Resolved	Onsite
7641	14-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C141220230119		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-12-2023 16:41	12/14/2023 5:04:16 PM	0:0:22:51			Change signature now working	Remote
7642	14-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C141220230118		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-12-2023 16:40	12/14/2023 5:06:09 PM	0:0:25:56			New lan installed by lan team now	Onsite
7643	14-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C141220230117		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-12-2023 16:39	12/14/2023 5:05:42 PM	0:0:26:0			Change printer taflon through vendor	Onsite
7644	14-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C141220230116		Hardware	System	Other Software	proxy	LOW	Closed	14-12-2023 16:39	12/14/2023 5:05:07 PM	0:0:26:2			Change proxy setting now working	Remote
7645	14-12-2023	SAKET	Malviya Nagar Grid	OM-EHV	C141220230114		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	14-12-2023 16:38	12/14/2023 4:43:11 PM	0:0:5:2			LAN reconnected from both side	Onsite
7646	14-12-2023	JANAK PURI	Sagar Pur Grid	O-M	C141220230115		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	14-12-2023 16:38	12/14/2023 5:04:46 PM	0:0:26:35			Clean ram and run diagnostic now	Onsite
7647	14-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C141220230112		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-12-2023 16:36	12/14/2023 5:47:56 PM	0:1:11:53			Issue resolved as reqd.	Onsite
7648	14-12-2023	SAKET	Adchini	CIVIL	C141220230113		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	14-12-2023 16:36	12/14/2023 4:46:29 PM	0:0:10:13			LAN not work	Onsite
7649	14-12-2023	SAKET	Adchini	BUSINESS/	C141220230111		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 16:35	12/14/2023 4:45:44 PM	0:0:10:21			chrome not open	Remote
7650	14-12-2023	SAKET	Adchini	SAFETY	C141220230109		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 16:34	12/14/2023 4:45:22 PM	0:0:10:50			Zip file not open	Remote
7651	14-12-2023	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C141220230110		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 16:34	12/14/2023 5:47:38 PM	0:1:12:42			Issue resolved as reqd.	Remote
7652	14-12-2023	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C141220230108		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 16:33	12/14/2023 5:47:27 PM	0:1:14:6			Issue resolved as reqd.	Remote
7653	14-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C141220230107		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 16:22	12/14/2023 4:53:24 PM	0:0:30:33			SAP patch file update.	Onsite
7654	14-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C141220230106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 16:20	12/14/2023 4:55:27 PM	0:0:34:48			all mail archive and create new replica	Onsite
7655	14-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C141220230105		Hardware	MOUSE	Not working	Other	LOW	Closed	14-12-2023 16:19	12/14/2023 4:58:19 PM	0:0:38:54			USb connect on another port.	Onsite
7656	14-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C141220230104		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-12-2023 16:18	12/14/2023 4:59:04 PM	0:0:40:47			Keyboard replaced.	Onsite
7657	14-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C141220230103		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-12-2023 16:15	12/14/2023 4:58:47 PM	0:0:42:50			Wrong location added.	Onsite
7658	14-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C141220230102		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 16:15	12/14/2023 4:55:46 PM	0:0:40:39			Google chrome update.	Onsite
7659	14-12-2023	NEHRU PLACE	W Block GK 1	O-M	C141220230101		Hardware	PC	Not working at all	No power	LOW	Closed	14-12-2023 16:13	12/14/2023 5:00:41 PM	0:0:47:32			Power cable changed.	Onsite
7660	14-12-2023	NEHRU PLACE	W Block GK 1	O-M	C141220230100		Hardware	Laptop	Hanging/Slow processing	Hardware	LOW	Closed	14-12-2023 16:10	12/14/2023 5:00:21 PM	0:0:49:51			Temp. , cache & cookies delete .	Onsite
7661	14-12-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C141220230099		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	14-12-2023 16:09	12/14/2023 4:59:31 PM	0:0:49:58			Window 10 installed.	Onsite
7662	14-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C141220230098		Hardware	PC	Not working at all	No power	LOW	Closed	14-12-2023 16:08	12/14/2023 4:59:14 PM	0:0:50:14			Power reconnect .	Onsite
7663	14-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C141220230097		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	14-12-2023 16:08	12/14/2023 4:58:53 PM	0:0:50:48			Paper tray reinsert properly.	Onsite
7664	14-12-2023	SAKET	Adchini	BUSINESS/	C141220230095		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 16:06	12/14/2023 4:41:50 PM	0:0:35:46			reset web browser setting	Onsite
7665	14-12-2023	SAKET	Adchini	BUSINESS/	C141220230096		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 16:06	12/14/2023 4:42:22 PM	0:0:35:33			phone SIM net issue	Onsite
7666	14-12-2023	SAKET	Adchini	Recovery	C141220230094		Hardware	PC	Not working at all	No power	LOW	Closed	14-12-2023 16:05	12/14/2023 4:40:58 PM	0:0:35:19			press power button for few second	Onsite
7667	14-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Resource	C141220230093		Network	LAN Issue	LAN Issue	Lan Cable	HIGH	Closed	14-12-2023 15:58	12/15/2023 10:04:25	0:18:6:3			FYi	Onsite
7668	14-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C141220230092		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 15:52	12/14/2023 4:32:17 PM	0:0:39:49			Team viewer activity done.	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7669	14-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C141220230091		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 15:51	12/14/2023 4:32:09 PM	0:0:40:58			Team viewer activity done.	Onsite
7670	14-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C141220230090		Hardware	MOUSE	Not working	Hardware	LOW	Closed	14-12-2023 15:50	12/14/2023 4:31:59 PM	0:0:41:30			Mouse replaced.	Onsite
7671	14-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C141220230089		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-12-2023 15:49	12/14/2023 4:31:46 PM	0:0:42:35			Cable replaced.	Onsite
7672	14-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C141220230088		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 15:47	12/14/2023 4:31:32 PM	0:0:44:0			Team viewer activity done.	Onsite
7673	14-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C141220230087		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 15:46	12/14/2023 4:31:13 PM	0:0:44:23			Google chrome updated.	Onsite
7674	14-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C141220230086		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	14-12-2023 15:46	12/14/2023 4:30:47 PM	0:0:44:25			Printer paper clear.	Onsite
7675	14-12-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C141220230085		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	14-12-2023 15:36	12/14/2023 6:55:21 PM	0:3:18:23			LAN cable not working	Onsite
7676	14-12-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C141220230084		Hardware	PC	Not working at all	Others	LOW	Closed	14-12-2023 15:36	12/14/2023 4:30:44 PM	0:0:53:58				
7677	14-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C141220230083		Hardware	PC	Hanging/Slow processing	Hanging/S	HIGH	Closed	14-12-2023 15:33	12/14/2023 4:44:23 PM	0:1:10:28			vires scan	Onsite
7678	14-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C141220230082		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	14-12-2023 15:32	12/14/2023 4:44:58 PM	0:1:12:15			mail reinstall	Onsite
7679	14-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C141220230081		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	14-12-2023 15:31	12/14/2023 4:45:39 PM	0:1:13:41			replace keyboard	Onsite
7680	14-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	MMG	C141220230080		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	14-12-2023 15:30	12/14/2023 4:47:15 PM	0:1:16:18			keyboard replace	Onsite
7681	14-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C141220230079		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-12-2023 15:29	12/14/2023 4:43:39 PM	0:1:13:55			Printer jam cline	Onsite
7682	14-12-2023	NEHRU PLACE	20 No Building	HR	C141220230078		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	14-12-2023 15:27	12/14/2023 4:27:35 PM	0:0:59:38			Lotus Traveller installation done	Onsite
7683	14-12-2023	NEHRU PLACE	20 No Building	HR	C141220230077		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 15:26	12/14/2023 3:52:40 PM	0:0:25:41			laptop connect to projector done,	Onsite
7684	14-12-2023	OTHERS	Andrews Ganj	Enforcem	C141220230076		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-12-2023 15:25	12/14/2023 4:24:36 PM	0:0:59:2			Pc slow issue	Onsite
7685	14-12-2023	OTHERS	Andrews Ganj	Enforcem	C141220230074		Hardware	PC	Restart Problem	Others	LOW	Closed	14-12-2023 15:24	12/14/2023 4:25:14 PM	0:1:1:13			pc booting issue	Onsite
7686	14-12-2023	NEHRU PLACE	20 No Building	HR	C141220230075		Hardware	System	Other Software	proxy	LOW	Closed	14-12-2023 15:24	12/14/2023 3:52:11 PM	0:0:27:20			workline hr site open, issue resolved	Onsite
7687	14-12-2023	OTHERS	Andrews Ganj	Enforcem	C141220230073		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	14-12-2023 15:22	12/14/2023 4:25:47 PM	0:1:3:28			UPS complaint logged to Vendor	Onsite
7688	14-12-2023	OTHERS	Andrews Ganj	Enforcem	C141220230072		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 15:21	12/14/2023 4:26:25 PM	0:1:4:42			SAP Issue	Onsite
7689	14-12-2023	OTHERS	Andrews Ganj	Enforcem	C141220230071		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	14-12-2023 15:21	12/14/2023 4:24:08 PM	0:1:2:53			Faulty printer sent to NHP	Onsite
7690	14-12-2023	NEHRU PLACE	20 No Building	BUSINESS/	C141220230070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 15:20	12/14/2023 3:51:42 PM	0:0:30:59			all mail archive, issue resolved	Onsite
7691	14-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C141220230069		Hardware	System	MS Office	Software	MEDIUM	Closed	14-12-2023 15:12	12/14/2023 4:01:02 PM	0:0:48:3			After reinstall excel issue resolved	Remote
7692	14-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C141220230068		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-12-2023 15:06	12/14/2023 4:02:54 PM	0:0:56:43			After kill multiple process of ibm issue	Onsite
7693	14-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C141220230067		Hardware	System	Other Software	New	MEDIUM	Closed	14-12-2023 15:05	12/14/2023 4:04:33 PM	0:0:59:6			After reset password issue resolved	Onsite
7694	14-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C141220230066		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	14-12-2023 15:04	12/14/2023 4:05:13 PM	0:1:0:51			after cripRj45 connector issue	Onsite
7695	14-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C141220230065		Hardware	System	Other Software	New	MEDIUM	Closed	14-12-2023 15:02	12/14/2023 3:56:19 PM	0:0:53:19			After BSP icon recreated issue	
7696	14-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C141220230064		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-12-2023 14:42	12/14/2023 3:29:56 PM	0:0:47:48			ram slot inter changed now issue	Onsite
7697	14-12-2023	SAKET	Adchini	CIVIL	C141220230063		Hardware	System	MS Office	File Not	LOW	Closed	14-12-2023 14:35	12/14/2023 2:57:07 PM	0:0:21:53			MS Excel file opening issue, default	Onsite
7698	14-12-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C141220230062		Hardware	PC	TFT	Others	LOW	Closed	14-12-2023 14:34	12/14/2023 2:36:27 PM	0:0:2:5			set the display in safe mode	Onsite
7699	14-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C141220230061		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-12-2023 14:33	12/14/2023 2:36:53 PM	0:0:3:34			configure the mail	Remote
7700	14-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C141220230060		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-12-2023 14:32	12/14/2023 2:37:51 PM	0:0:5:36			replace the keyboard	Onsite
7701	14-12-2023	SAKET	Malviya Nagar	HR	C141220230059		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-12-2023 14:29	12/14/2023 3:04:55 PM	0:0:35:6			Power adopter cable faulty, changed	Onsite
7702	14-12-2023	SAKET	MMTC CC	O-M	C141220230058		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	14-12-2023 14:28	12/14/2023 3:04:05 PM	0:0:35:19			IP Address changed	Onsite
7703	14-12-2023	SAKET	Pushp Vihar Sector 3	O-M	C141220230057		Hardware	System	MS Office	Software	LOW	Closed	14-12-2023 14:27	12/14/2023 3:03:44 PM	0:0:35:57			MS Office re-installed	Onsite
7704	14-12-2023	SAKET	D-Block Saket	O-M	C141220230056		Hardware	PC	Not working at all	No power	LOW	Closed	14-12-2023 14:26	12/14/2023 3:03:15 PM	0:0:36:20			Power Extn. faulty, changed	Onsite
7705	14-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C141220230055		Hardware	PC	Not working at all	Others	LOW	Closed	14-12-2023 14:25	12/14/2023 3:01:53 PM	0:0:36:19			PC installed	Onsite
7706	14-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C141220230054		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	14-12-2023 14:12	12/14/2023 3:18:50 PM	0:1:6:12			Mouse scroll clean and mouse	Onsite
7707	14-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C141220230053		Hardware	PC	Not working at all	Others	LOW	Closed	14-12-2023 14:11	12/14/2023 3:44:23 PM	0:1:33:19			Power Cable change.	Onsite
7708	14-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C141220230052		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-12-2023 14:10	12/14/2023 3:17:53 PM	0:1:7:32			Archive the all Mail problem resolved.	Remote
7709	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C141220230051		Network	Link	Link Connectivity Issue	Switch	HIGH	Closed	14-12-2023 14:08	12/15/2023 5:06:10 PM	1:2:57:35			Call Close By Sanjay & Subhash	Onsite
7710	14-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C141220230050		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 14:03	12/14/2023 3:02:23 PM	0:0:58:40			Change the location of CAS shortcut	Remote
7711	14-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C141220230049		Hardware	System	MS Office	Others	LOW	Closed	14-12-2023 14:02	12/14/2023 3:01:54 PM	0:0:58:58			Change the setting now issue resolved	Remote
7712	14-12-2023	ALAKNANDA	CR Park HR Office	HR	C141220230048		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 14:01	12/14/2023 3:01:25 PM	0:0:59:29			Enable the finger print now issue	Onsite
7713	14-12-2023	ALAKNANDA	CR Park HR Office	HR	C141220230047		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 14:01	12/14/2023 3:00:56 PM	0:0:59:38			Change the password now issue	Onsite
7714	14-12-2023	ALAKNANDA	CR Park HR Office	HR	C141220230046		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	14-12-2023 14:00	12/14/2023 3:00:30 PM	0:0:59:53			Restart and boot with HDD now issue	Onsite
7715	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230045		Hardware	Laptop	Not working at all	Others	LOW	Closed	14-12-2023 14:00	12/14/2023 3:44:57 PM	0:1:44:21			Run cleanup & do defragment.	Onsite
7716	14-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C141220230044		Telecome	Instrumen	SIP	Network	LOW	Closed	14-12-2023 13:59	12/14/2023 2:59:44 PM	0:1:0:24			IP Change now issue resolved	Onsite
7717	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230043		Hardware	System	Other Software	Adobe	LOW	Closed	14-12-2023 13:48	12/14/2023 2:58:20 PM	0:1:10:5			Google chrome not working issue	Onsite
7718	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230042		Hardware	System	MS Office	File	LOW	Closed	14-12-2023 13:47	12/14/2023 2:58:02 PM	0:1:10:33			Ms office not working issue resolved	Onsite
7719	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230040		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 13:46	12/14/2023 2:57:25 PM	0:1:11:7			Adobe not working issue resolved	Onsite
7720	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230041		Hardware	System	Other Software	Adobe	LOW	Closed	14-12-2023 13:46	12/14/2023 2:57:43 PM	0:1:10:59			IP msg not working issue resolved	Onsite
7721	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230039		Hardware	System	MS Office	File	LOW	Closed	14-12-2023 13:45	12/14/2023 2:57:04 PM	0:1:11:26			Ms office not working issue resolved	Onsite
7722	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230038		Hardware	System	MS Office	File	LOW	Closed	14-12-2023 13:44	12/14/2023 2:56:44 PM	0:1:11:48			Ms visio 2007 installation issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7723	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 13:42	12/14/2023 2:56:20 PM	0:1:13:37			Email not working issue resolved	Onsite
7724	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230036		Hardware	System	MS Office	File	LOW	Closed	14-12-2023 13:38	12/14/2023 2:54:22 PM	0:1:16:22			Ms office not working issue resolved	Onsite
7725	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230035		Hardware	System	MS Office	Software	LOW	Closed	14-12-2023 13:37	12/14/2023 2:52:32 PM	0:1:15:12			Ms office not working issue resolved	Onsite
7726	14-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C141220230034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 13:34	12/14/2023 2:31:17 PM	0:0:56:40			map the archive	Remote
7727	14-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C141220230033		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	14-12-2023 13:32	12/15/2023 5:07:36 PM	1:3:35:5			Meeting room Lan point not working	Onsite
7728	14-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C141220230031		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-12-2023 12:52	12/14/2023 1:12:50 PM	0:0:20:1			request send to team	Onsite
7729	14-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C141220230030		Hardware	PC	Not working at all	Others	LOW	Closed	14-12-2023 12:52	12/14/2023 1:13:22 PM	0:0:21:9			Network problem resolved	Onsite
7730	14-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C141220230029		Hardware	System	Other Software	software	LOW	Closed	14-12-2023 12:51	12/14/2023 1:13:34 PM	0:0:21:59			resolved	Onsite
7731	14-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C141220230027		Hardware	PC	Not working at all	Others	LOW	Closed	14-12-2023 12:50	12/14/2023 1:14:06 PM	0:0:23:28			Nw problem resolved	Onsite
7732	14-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C141220230028		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	14-12-2023 12:50	12/14/2023 1:13:43 PM	0:0:22:43			resolved	Onsite
7733	14-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C141220230026		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-12-2023 12:50	12/14/2023 1:14:14 PM	0:0:24:11			resolved	Onsite
7734	14-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C141220230025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 12:49	12/14/2023 1:14:30 PM	0:0:24:59			reinstalled resolved	Onsite
7735	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230024		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 12:32	12/14/2023 1:32:44 PM	0:1:0:0			I Card Configure in biometric machine.	Onsite
7736	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230023		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-12-2023 12:28	12/14/2023 1:39:20 PM	0:1:10:42			Printer attach on user Printer.	Onsite
7737	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230022		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-12-2023 12:26	12/14/2023 1:39:51 PM	0:1:13:46			Printer attach on user Printer.	Onsite
7738	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230021		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-12-2023 12:24	12/14/2023 1:40:23 PM	0:1:15:28			Printer attach on user Printer.	Onsite
7739	14-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	KCC/MLCC	C141220230020		Hardware	System	Other Software	Browser	LOW	Closed	14-12-2023 12:09	12/14/2023 12:46:53	0:0:37:46			Issue resolved as required.	
7740	14-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C141220230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-12-2023 12:08	12/14/2023 12:47:44	0:0:39:26			Printer configured as required.	
7741	14-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C141220230018		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-12-2023 12:07	12/14/2023 12:45:49	0:0:38:31			Issue resolved as required.	
7742	14-12-2023	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C141220230017		Hardware	PC	Restart Problem	Others	LOW	Closed	14-12-2023 11:57	12/14/2023 12:38:31	0:0:41:11			updation finished issue resolved..	Onsite
7743	14-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C141220230016		Hardware	System	Other Software	proxy	LOW	Closed	14-12-2023 11:56	12/14/2023 12:09:00	0:0:12:10			ess add proxy setting issue resolved..	Onsite
7744	14-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C141220230015		Hardware	System	Other Software	New	LOW	Closed	14-12-2023 11:56	12/14/2023 12:08:30	0:0:12:12			winrar software reinstalled and issue	Onsite
7745	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C141220230014		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-12-2023 11:36	12/15/2023 5:06:42 PM	1:5:29:45			Biometric network not working	Onsite
7746	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C141220230013		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-12-2023 11:35	12/15/2023 5:07:00 PM	1:5:31:4			Biometric network not working	Onsite
7747	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C141220230012		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-12-2023 11:27	12/15/2023 5:07:13 PM	1:5:40:1			Biometric network not working	Onsite
7748	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	C-M	C141220230011		Hardware	PC	Network Not Working	Network	LOW	Closed	14-12-2023 11:18	12/14/2023 1:10:24 PM	0:1:51:25			Port change punch resolved	Onsite
7749	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C141220230010		Hardware	PC	Network Not Working	No Power	LOW	Closed	14-12-2023 11:18	12/14/2023 1:09:55 PM	0:1:51:54			network cable punch resolved	Onsite
7750	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C141220230009		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-12-2023 11:17	12/14/2023 1:09:26 PM	0:1:52:14			Lan cable punch resolved	Onsite
7751	14-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C141220230008		Hardware	System	Other Software	software	MEDIUM	Closed	14-12-2023 11:16	12/14/2023 11:54:47	0:0:38:9			Reinstalled camera software and issue	Remote
7752	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Billing	C141220230007		Hardware	PC	Network Not Working	Other	LOW	Closed	14-12-2023 11:16	12/14/2023 1:08:53 PM	0:1:52:22			network cable punch resolved	Onsite
7753	14-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C141220230005		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	14-12-2023 11:13	12/14/2023 11:53:57	0:0:40:43			pc ip reconfigure and issue resolved.	Onsite
7754	14-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C141220230006		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-12-2023 11:13	12/14/2023 11:57:19	0:0:43:20			All inbox and sent mail Archive and	Remote
7755	14-12-2023	NEHRU PLACE CSO	First Floor - C Block	IT	C141220230004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-12-2023 11:05	12/14/2023 4:05:37 PM	0:4:59:40			mail configured	Onsite
7756	14-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C141220230003		Network	VPN	VPN Issue	VPN Issue	HIGH	Closed	14-12-2023 10:50	12/21/2023 12:27:56	7:1:37:10			Closed by Asish Vishwanath	Onsite
7757	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230002		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-12-2023 10:39	12/15/2023 10:17:11	0:23:37:12			Lan Cable not working.	Onsite
7758	14-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C141220230001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-12-2023 10:37	12/15/2023 10:17:50	0:23:39:52			Lan Cable not working.	Onsite
7759	15-12-2023	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C181220230052		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	18-12-2023 14:02	12/18/2023 2:22:22 PM	0:0:20:4			PC config and set IP as user pc	Onsite
7760	15-12-2023	OTHERS	VSNL	QUALITY	C151220230154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 17:52	12/15/2023 6:07:42 PM	0:0:14:49			New Replica create issue resolve	Onsite
7761	15-12-2023	OTHERS	VSNL	RCM	C151220230153		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 17:52	12/15/2023 6:07:18 PM	0:0:15:5			SAP Copy past issue resolve	Onsite
7762	15-12-2023	OTHERS	VSNL	RCM	C151220230152		Hardware	System	MS Office	File	LOW	Closed	15-12-2023 17:51	12/15/2023 6:07:00 PM	0:0:15:24			Installed MS office	Onsite
7763	15-12-2023	OTHERS	VSNL	KCC/MLCC	C151220230151		Hardware	System	Other Software	New	LOW	Closed	15-12-2023 17:50	12/15/2023 6:06:37 PM	0:0:15:39			CAS password reset	Onsite
7764	15-12-2023	OTHERS	VSNL	KCC/MLCC	C151220230150		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-12-2023 17:50	12/15/2023 6:06:12 PM	0:0:15:50			Delete temp file and folder	Onsite
7765	15-12-2023	OTHERS	VSNL	KCC/MLCC	C151220230149		Hardware	System	Other Software	New	LOW	Closed	15-12-2023 17:49	12/15/2023 6:05:46 PM	0:0:16:10			Oracle remove and re-installed	Onsite
7766	15-12-2023	OTHERS	VSNL	O-M	C151220230148		Hardware	Scanner	Scaning issue	Others	LOW	Closed	15-12-2023 17:48	12/15/2023 6:05:08 PM	0:0:16:16			Scanner installed other system	Onsite
7767	15-12-2023	OTHERS	VSNL	O-M	C151220230147		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 17:45	12/15/2023 6:04:41 PM	0:0:19:15			Printer Driver installed	Remote
7768	15-12-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	O-M	C151220230146		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-12-2023 17:39	12/15/2023 6:20:40 PM	0:0:41:1			Patch Cable change.	Onsite
7769	15-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C151220230145		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 17:24	12/15/2023 6:21:04 PM	0:0:57:1			I Smart Password reset.	Onsite
7770	15-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C151220230143		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 17:20	12/15/2023 5:22:16 PM	0:0:2:5			issue resolved after create a new	Onsite
7771	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230142		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-12-2023 17:20	12/15/2023 6:21:30 PM	0:1:1:23			Lotus password Reset.	Onsite
7772	15-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C151220230141		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 17:20	12/15/2023 5:22:09 PM	0:0:2:9			issue resolved after create a new	Onsite
7773	15-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C151220230144		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 17:20	12/15/2023 5:22:44 PM	0:0:1:59			issue resolved after reconfigure the	Onsite
7774	15-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C151220230140		Hardware	System	Other Software	proxy	LOW	Closed	15-12-2023 17:19	12/15/2023 5:21:48 PM	0:0:2:14			issue resolved after change the proxy	Onsite
7775	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230139		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-12-2023 17:19	12/15/2023 6:21:53 PM	0:1:2:52			Mouse Replaced.	Onsite
7776	15-12-2023	SARITA VIHAR	Jullena	OM-DIV	C151220230138		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	15-12-2023 17:18	12/15/2023 5:37:44 PM	0:0:18:44			System connected and IP configured	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7777	15-12-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C151220230137		Hardware	UPS	Backup	Others	LOW	Closed	15-12-2023 17:17	12/15/2023 5:21:24 PM	0:0:3:27			mail logged to UPS vendor	Onsite
7778	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230136		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 17:17	12/15/2023 6:22:19 PM	0:1:4:41			Sap ID Creation.	Onsite
7779	15-12-2023	SARITA VIHAR	Jasola Grid	OM-DIV	C151220230135		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-12-2023 17:16	12/15/2023 5:36:18 PM	0:0:19:23			Mail configured call closed	
7780	15-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C151220230134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 17:15	12/15/2023 6:22:38 PM	0:1:6:54			Mail installation & configuration.	Onsite
7781	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C151220230133		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-12-2023 17:07	12/15/2023 5:27:34 PM	0:0:20:28			after mail password reset issue	Onsite
7782	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C151220230132		Hardware	System	MS Office	File Not	LOW	Closed	15-12-2023 17:06	12/15/2023 5:25:46 PM	0:0:19:41			after MS office update issue rsolved	Onsite
7783	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230131		Telecome	Instrumen	Analog	Lan Port	LOW	Closed	15-12-2023 17:05	12/15/2023 5:08:08 PM	0:0:2:15			Landline not working at okhla canteen	Onsite
7784	15-12-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C151220230130		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 17:05	12/15/2023 5:24:11 PM	0:0:18:54			after printer driver update issue	Onsite
7785	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C151220230129		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-12-2023 17:03	12/15/2023 5:21:42 PM	0:0:17:58			after filter keys close issue resolved	Onsite
7786	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C151220230128		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 17:02	12/15/2023 5:20:24 PM	0:0:17:33			after paper jam clear issue resolved	Onsite
7787	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C151220230127		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 17:02	12/15/2023 5:20:11 PM	0:0:18:0			after new mail archive create issue	Onsite
7788	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C151220230126		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	15-12-2023 17:01	12/15/2023 5:16:25 PM	0:0:14:52			after lan cable reinsert issue resolved	Onsite
7789	15-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C151220230125		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 17:00	12/15/2023 5:15:48 PM	0:0:14:51			after paper jam clear issue resolved	Onsite
7790	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230123		Hardware	System	MS Office	File	LOW	Closed	15-12-2023 17:00	12/15/2023 5:07:24 PM	0:0:7:0			Ms office not working issue resolved	Onsite
7791	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230124		Hardware	System	MS Office	File	LOW	Closed	15-12-2023 17:00	12/15/2023 5:07:41 PM	0:0:6:51			Ms excel not working issue resolved	Onsite
7792	15-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C151220230122		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-12-2023 16:58	12/15/2023 5:00:23 PM	0:0:2:18			issue resolved	Onsite
7793	15-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C151220230121		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 16:57	12/15/2023 5:00:13 PM	0:0:3:13			issue resolved	Onsite
7794	15-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C151220230119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 16:56	12/15/2023 5:00:03 PM	0:0:3:40			issue resolved	Onsite
7795	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230118		Hardware	System	MS Office	File	LOW	Closed	15-12-2023 16:56	12/15/2023 5:03:07 PM	0:0:6:59			Ms office not working issue resolved	Onsite
7796	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230120		Hardware	System	Other Software	Adobe	LOW	Closed	15-12-2023 16:56	12/15/2023 5:07:08 PM	0:0:10:18			IP msg not working issue resolved	Onsite
7797	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230115		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-12-2023 16:55	12/15/2023 5:02:37 PM	0:0:7:23			Canteen phone not working issue	Onsite
7798	15-12-2023	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C151220230117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 16:55	12/15/2023 4:59:54 PM	0:0:4:11			issue resolved	Onsite
7799	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230116		Hardware	System	Other Software	Adobe	LOW	Closed	15-12-2023 16:55	12/15/2023 5:02:52 PM	0:0:7:12			IP msg not working issue resolved	Onsite
7800	15-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C151220230113		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	15-12-2023 16:54	12/15/2023 4:59:45 PM	0:0:5:39			issue resolved	Onsite
7801	15-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C151220230114		Hardware	System	MS Office	File	LOW	Closed	15-12-2023 16:54	12/15/2023 5:02:11 PM	0:0:7:53			Ms office not working issue resolved	Onsite
7802	15-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C151220230112		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-12-2023 16:52	12/15/2023 4:59:34 PM	0:0:7:10			issue resolved	Onsite
7803	15-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C151220230111		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 16:51	12/15/2023 4:59:24 PM	0:0:8:20			issue resolved	Onsite
7804	15-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C151220230110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 16:50	12/15/2023 4:58:56 PM	0:0:8:53			issue resolved	Onsite
7805	15-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C151220230109		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 16:49	12/15/2023 4:58:46 PM	0:0:9:11			issue resolved	Onsite
7806	15-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C151220230108		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-12-2023 16:49	12/15/2023 4:58:35 PM	0:0:9:27			issue resolved	Onsite
7807	15-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C151220230107		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-12-2023 16:48	12/15/2023 4:48:48 PM	0:0:0:42			Issue Resolved	Onsite
7808	15-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C151220230105		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-12-2023 16:45	12/15/2023 4:48:40 PM	0:0:3:23			Issue Resolved	Onsite
7809	15-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C151220230106		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-12-2023 16:45	12/18/2023 12:26:37	2:19:40:53			Password issue resolved.	Remote
7810	15-12-2023	SAKET	IGNU Grid	O-M	C151220230104		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-12-2023 16:41	12/15/2023 4:47:09 PM	0:0:5:20			clean RAM and reinstalled	Onsite
7811	15-12-2023	SAKET	Adchini	BUSINESS/	C151220230103		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 16:38	12/15/2023 4:46:36 PM	0:0:8:26			Printer driver installed	Onsite
7812	15-12-2023	SAKET	Adchini	CUSTOME	C151220230102		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 16:37	12/15/2023 4:46:15 PM	0:0:8:55			reset chrome setting	Onsite
7813	15-12-2023	SAKET	Adchini	CIVIL	C151220230101		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	15-12-2023 16:36	12/15/2023 4:45:43 PM	0:0:9:12			LAN not work	Onsite
7814	15-12-2023	SAKET	Adchini	Recovery	C151220230100		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 16:35	12/15/2023 4:44:27 PM	0:0:8:43			printer not work	Onsite
7815	15-12-2023	SAKET	Adchini	DSK	C151220230099		Hardware	System	MS Office	File Not	LOW	Closed	15-12-2023 16:34	12/15/2023 4:43:51 PM	0:0:8:54			excel file not open	Remote
7816	15-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C151220230098		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 16:24	12/15/2023 4:29:33 PM	0:0:5:16			Issue Resolved	Onsite
7817	15-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C151220230097		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	15-12-2023 16:23	12/15/2023 4:29:25 PM	0:0:5:50			Issue Resolved	Onsite
7818	15-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C151220230096		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	15-12-2023 16:22	12/15/2023 4:29:08 PM	0:0:6:20			Issue Resolved	Onsite
7819	15-12-2023	NEHRU PLACE CSO	First Floor - E Block	SCADA	C151220230095		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 16:19	12/15/2023 4:28:59 PM	0:0:9:29			Issue Resolved	Onsite
7820	15-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C151220230094		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	15-12-2023 16:18	12/15/2023 4:28:51 PM	0:0:10:22			Issue Resolved	Onsite
7821	15-12-2023	NEHRU PLACE CSO	Second Floor - D Block	RCM	C151220230092		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-12-2023 16:17	12/15/2023 4:28:27 PM	0:0:11:13			Issue Resolved	Onsite
7822	15-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C151220230091		Hardware	PC	Not working at all	Others	LOW	Closed	15-12-2023 16:17	12/15/2023 4:28:20 PM	0:0:11:7			Issue Resolved	Onsite
7823	15-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C151220230090		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 16:17	12/15/2023 4:28:09 PM	0:0:10:58			Issue Resolved	Onsite
7824	15-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C151220230093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 16:17	12/15/2023 4:28:43 PM	0:0:11:27			Issue Resolved	Onsite
7825	15-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C151220230089		Hardware	System	Other Software	Browser	HIGH	Closed	15-12-2023 16:16	12/15/2023 4:41:28 PM	0:0:24:54			host file changed	Onsite
7826	15-12-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C151220230088		Hardware	System	MS Office	File Not	HIGH	Closed	15-12-2023 16:15	12/15/2023 4:41:56 PM	0:0:26:45			MS office reinstall	Onsite
7827	15-12-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C151220230087		Hardware	PC	Hanging/Slow processing	Hanging/S	HIGH	Closed	15-12-2023 16:14	12/15/2023 4:42:47 PM	0:0:28:35			cline vires and all file cline	Onsite
7828	15-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C151220230086		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	15-12-2023 16:13	12/15/2023 4:43:10 PM	0:0:29:47			printer jam cline	Onsite
7829	15-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C151220230085		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	15-12-2023 16:12	12/15/2023 4:41:01 PM	0:0:28:26			mail archive and mail send	Onsite
7830	15-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C151220230083		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-12-2023 16:11	12/15/2023 4:27:56 PM	0:0:16:55			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7831	15-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C151220230084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-12-2023 16:11	12/15/2023 4:18:18 PM	0:0:6:43			RAM faulty complaint logged.	Onsite
7832	15-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C151220230082		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 16:07	12/15/2023 4:17:54 PM	0:0:10:12			Excel file corrupted.	Onsite
7833	15-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C151220230081		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-12-2023 16:06	12/15/2023 4:17:32 PM	0:0:10:50			Local user deleted.	Onsite
7834	15-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C151220230080		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 16:06	12/15/2023 4:27:45 PM	0:0:21:21			Issue Resolved	Onsite
7835	15-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C151220230079		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-12-2023 16:06	12/15/2023 4:17:20 PM	0:0:11:17			Local user deleted	Onsite
7836	15-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C151220230078		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-12-2023 16:06	12/15/2023 4:27:34 PM	0:0:21:33			Issue Resolved	Onsite
7837	15-12-2023	NEHRU PLACE CSO	Ground Floor	SAFETY	C151220230077		Hardware	USB	USB not Detected	USB	LOW	Closed	15-12-2023 16:06	12/15/2023 4:27:21 PM	0:0:21:21			Issue Resolved	Onsite
7838	15-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C151220230076		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-12-2023 16:05	12/15/2023 4:17:05 PM	0:0:11:42			Account unlocked.	Onsite
7839	15-12-2023	OTHERS	Andrews Ganj	Enforcem	C151220230075		Hardware	System	MS Office	Software	LOW	Closed	15-12-2023 15:54	12/15/2023 3:57:23 PM	0:0:3:18			MS office issue	Onsite
7840	15-12-2023	OTHERS	Andrews Ganj	Enforcem	C151220230074		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 15:53	12/15/2023 3:57:36 PM	0:0:4:10			Printer issue	Onsite
7841	15-12-2023	OTHERS	Andrews Ganj	Enforcem	C151220230073		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 15:52	12/15/2023 3:57:51 PM	0:0:5:32			Printer connected	Onsite
7842	15-12-2023	OTHERS	Andrews Ganj	Enforcem	C151220230072		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 15:51	12/15/2023 3:57:09 PM	0:0:5:34			Printer issue	Onsite
7843	15-12-2023	OTHERS	Andrews Ganj	Enforcem	C151220230071		Hardware	System	Other Software	New	LOW	Closed	15-12-2023 15:49	12/15/2023 3:56:46 PM	0:0:7:24			VPN issue	Onsite
7844	15-12-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C151220230070		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	15-12-2023 15:48	12/15/2023 3:56:30 PM	0:0:7:54			Pc slow issue	Onsite
7845	15-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C151220230069		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-12-2023 15:44	12/20/2023 10:09:05	4:18:24:41			Lan Not working pls send lan team for	Onsite
7846	15-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C151220230068		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 15:42	12/15/2023 5:06:42 PM	0:1:24:38			Mail Reconfigure now working fine	Remote
7847	15-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C151220230067		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 15:35	12/15/2023 4:29:16 PM	0:0:54:13			P92 server change now issue resolved	Remote
7848	15-12-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	BUSINESS/	C151220230066		Hardware	PC	TFT	Color	MEDIUM	Closed	15-12-2023 15:35	12/15/2023 5:28:51 PM	0:1:53:49			TFT HDMI CABLE CHANGE AND TFT	Onsite
7849	15-12-2023	ALAKNANDA	G Block Kalkaji	O-M	C151220230065		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-12-2023 15:34	12/15/2023 4:28:52 PM	0:0:54:32			Change the cartridge now issue	Onsite
7850	15-12-2023	ALAKNANDA	Giri Nagar	MMG	C151220230064		Telecome	Instrumen	IP	Others	LOW	Closed	15-12-2023 15:33	12/15/2023 4:28:17 PM	0:0:54:44			Login with user name and password	Onsite
7851	15-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C151220230063		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 15:32	12/15/2023 3:34:26 PM	0:0:1:47			Ads server join as PC set coming from	Onsite
7852	15-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C151220230062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 15:31	12/15/2023 4:27:51 PM	0:0:56:36			Archive all the mail and compact the	Remote
7853	15-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C151220230061		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 15:31	12/15/2023 3:50:45 PM	0:0:19:31			Jam paper has been cleared	Onsite
7854	15-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C151220230059		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 15:30	12/15/2023 4:27:12 PM	0:0:56:51			Proxy change now issue resolved	Remote
7855	15-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-DIV	C151220230060		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 15:30	12/15/2023 4:24:16 PM	0:0:53:23			Webex opening issue resolved.	Onsite
7856	15-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C151220230057		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 15:19	12/15/2023 3:49:59 PM	0:0:30:40			Browser setting changed	Remote
7857	15-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C151220230058		Network	LAN Issue	LAN Issue	Backbone	LOW	Closed	15-12-2023 15:19	12/15/2023 4:09:57 PM	0:0:50:18			check lan drivers ok then lan cable	Onsite
7858	15-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C151220230056		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-12-2023 15:17	12/15/2023 4:10:34 PM	0:0:52:48			check bios settings set boot device	Onsite
7859	15-12-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C151220230055		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 15:15	12/15/2023 4:11:43 PM	0:0:56:5			Removed paper inside from printer	Onsite
7860	15-12-2023	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C151220230054		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	15-12-2023 15:14	12/15/2023 4:11:11 PM	0:0:57:1			check lan driver ok then check patch	Onsite
7861	15-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C151220230053		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-12-2023 15:12	12/15/2023 3:21:03 PM	0:0:8:33			Ads server join as old cpu replaced	Onsite
7862	15-12-2023	NEHRU PLACE	20 No Building	MMG	C151220230052		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 15:11	12/15/2023 3:52:31 PM	0:0:40:59			printer setting change	Onsite
7863	15-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C151220230051		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	15-12-2023 15:09	12/15/2023 5:27:54 PM	0:2:18:12			Keyboard clean by Air blower and	Onsite
7864	15-12-2023	NEHRU PLACE	20 No Building	C-M	C151220230050		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	15-12-2023 15:07	12/15/2023 3:52:09 PM	0:0:44:56			scanner driver re-install	Onsite
7865	15-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C151220230049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 15:04	12/15/2023 4:00:43 PM	0:0:56:20			Mail reactivate function active.	Onsite
7866	15-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C151220230045		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 15:03	12/15/2023 3:59:52 PM	0:0:56:51			Printer installed with drivers.	Onsite
7867	15-12-2023	NEHRU PLACE	W Block GK 1	O-M	C151220230046		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-12-2023 15:03	12/15/2023 4:00:17 PM	0:0:56:35			RAM cleaning & reinsert.	Onsite
7868	15-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C151220230047		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-12-2023 15:03	12/15/2023 4:46:32 PM	0:1:42:48			Lotus opening issue resolved	Remote
7869	15-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C151220230043		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 15:02	12/15/2023 4:01:22 PM	0:0:59:18			Issue resolved as reqd	Onsite
7870	15-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C151220230044		Hardware	PC	Network Not Working	Other	LOW	Closed	15-12-2023 15:02	12/15/2023 3:59:27 PM	0:0:57:3			LAN cable reinsert.	Onsite
7871	15-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C151220230042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 15:01	12/15/2023 3:59:05 PM	0:0:57:21			Reconfigured Printer.	Onsite
7872	15-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C151220230041		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-12-2023 15:01	12/15/2023 4:23:36 PM	0:1:22:9			Lan & IP issue resolved as reqd.	Onsite
7873	15-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C151220230040		Hardware	PC	Not working at all	Others	LOW	Closed	15-12-2023 15:00	12/15/2023 3:58:46 PM	0:0:58:4			Cable reconnect.	Onsite
7874	15-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C151220230039		Hardware	PC	System Password issue	Others	LOW	Closed	15-12-2023 15:00	12/15/2023 3:32:10 PM	0:0:31:38			Password issue resolved as reqd.	Remote
7875	15-12-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C151220230038		Hardware	System	Other Software	New	LOW	Closed	15-12-2023 15:00	12/15/2023 3:58:28 PM	0:0:58:19			Silverlight installed.	Onsite
7876	15-12-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C151220230036		Hardware	PC	Not working at all	Others	LOW	Closed	15-12-2023 14:59	12/15/2023 3:31:33 PM	0:0:32:18			Bios setting issue resolved as reqd.	Onsite
7877	15-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C151220230037		Hardware	PC	Restart Problem	Patch	LOW	Closed	15-12-2023 14:59	12/15/2023 4:01:01 PM	0:1:1:19			Working after windows update.	Onsite
7878	15-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C151220230035		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 14:58	12/15/2023 3:57:39 PM	0:0:59:11			Workspace rename then mail sending.	Onsite
7879	15-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	Sustainabi	C151220230034		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 14:57	12/15/2023 3:57:15 PM	0:0:59:32			MS office reinstalled.	Onsite
7880	15-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C151220230033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 14:56	12/15/2023 3:56:55 PM	0:1:0:15			LAN Cable reconnect.	Onsite
7881	15-12-2023	NEHRU PLACE	20 No Building	HR	C151220230031		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-12-2023 14:55	12/15/2023 3:51:44 PM	0:0:56:20			PPT share for training PC	Onsite
7882	15-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C151220230032		Network	Link	Link Connectivity Issue	Link	LOW	Closed	15-12-2023 14:55	12/15/2023 3:56:30 PM	0:1:1:5			Link Up by visited airtel vendor.	Onsite
7883	15-12-2023	NEHRU PLACE	20 No Building	KCC/MLCC	C151220230030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 14:53	12/15/2023 3:51:17 PM	0:0:57:18			printer setting change	Onsite
7884	15-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C151220230029		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-12-2023 14:53	12/15/2023 3:48:23 PM	0:0:54:48			RJ45 Crimped then issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7885	15-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C151220230028		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	15-12-2023 14:50	12/15/2023 3:35:26 PM	0:0:44:43			Printer has been sent to nehru place	Onsite
7886	15-12-2023	SAKET	Adchini	BUSINESS/	C151220230027		Hardware	System	Other Software	software	LOW	Closed	15-12-2023 14:23	12/15/2023 2:55:31 PM	0:0:32:16			PDS S/W re-installed	Onsite
7887	15-12-2023	SAKET	Adchini	BUSINESS/	C151220230026		Hardware	System	Other Software	Browser	LOW	Closed	15-12-2023 14:22	12/15/2023 2:54:53 PM	0:0:32:38			Reset browser settings	Onsite
7888	15-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C151220230025		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	15-12-2023 14:20	12/15/2023 3:39:50 PM	0:1:19:10			Ticket logged with vendor for repair	Onsite
7889	15-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C151220230022		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	15-12-2023 14:19	12/15/2023 3:39:02 PM	0:1:19:53			Printer USB Cable replace now	Onsite
7890	15-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C151220230024		Hardware	Printer	Image Issue	Light	LOW	Closed	15-12-2023 14:19	12/15/2023 3:39:26 PM	0:1:19:31			Cartridge replace now working fine	Onsite
7891	15-12-2023	SAKET	D-Block Saket	O-M	C151220230023		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	15-12-2023 14:19	12/15/2023 2:54:21 PM	0:0:34:44			IP Address reconfigured	Onsite
7892	15-12-2023	SAKET	MIG CC	O-M	C151220230020		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	15-12-2023 14:18	12/15/2023 2:52:42 PM	0:0:34:31			Windows startup repaired	Onsite
7893	15-12-2023	SAKET	Jonapur CC	O-M	C151220230021		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	15-12-2023 14:18	12/15/2023 2:53:39 PM	0:0:34:44			Keyboard changed	Onsite
7894	15-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C151220230018		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-12-2023 14:17	12/15/2023 3:38:28 PM	0:1:21:25			Mail Installation now working fine	Remote
7895	15-12-2023	SAKET	Fatehpur Beri CC	O-M	C151220230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-12-2023 14:17	12/15/2023 2:52:05 PM	0:0:34:32			Printer sharing permissions changed	Onsite
7896	15-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C151220230017		Hardware	Laptop	Not working at all	Laptop	LOW	Closed	15-12-2023 14:15	12/15/2023 2:51:27 PM	0:0:35:39			Laptop Battery re-connected	Onsite
7897	15-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C151220230015		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-12-2023 13:23	12/15/2023 1:57:57 PM	0:0:34:56				
7898	15-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C151220230016		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-12-2023 13:23	12/15/2023 1:58:24 PM	0:0:34:52				
7899	15-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C151220230014		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-12-2023 13:22	12/15/2023 1:57:12 PM	0:0:34:40				
7900	15-12-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C151220230013		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	15-12-2023 13:21	12/15/2023 1:56:46 PM	0:0:35:0				
7901	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230012		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	15-12-2023 12:49	12/15/2023 1:54:40 PM	0:1:5:13			Paper size set.	Onsite
7902	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230011		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-12-2023 12:48	12/15/2023 2:00:27 PM	0:1:12:10			Printer software installation.	Onsite
7903	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230010		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-12-2023 12:44	12/15/2023 2:01:48 PM	0:1:17:7			In show unread only do uncheck.	Onsite
7904	15-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C151220230009		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-12-2023 12:37	12/15/2023 2:02:40 PM	0:1:24:48			Power adapter Power cable	Onsite
7905	15-12-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C151220230008		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	15-12-2023 12:32	12/15/2023 1:19:18 PM	0:0:46:41			Mail send to Lotus support for unlock	
7906	15-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C151220230007		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	15-12-2023 12:30	12/15/2023 1:18:20 PM	0:0:47:39			Mail send to Lotus support for reset	
7907	15-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C151220230006		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-12-2023 11:40	12/15/2023 12:11:10	0:0:30:59			Removed JAM Paper From Printer	Onsite
7908	15-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C151220230005		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-12-2023 11:39	12/15/2023 12:10:34	0:0:31:20			Front USB Port wire Change To	Onsite
7909	15-12-2023	NEHRU PLACE CSO	First Floor - C Block	IT	C151220230004		Network	VPN	VPN Rights Issue	VPN Policy	HIGH	Closed	15-12-2023 11:21	12/15/2023 5:08:43 PM	0:5:46:55			FYI	Remote
7910	15-12-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C151220230003		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-12-2023 10:55	12/15/2023 11:30:24	0:0:34:47			ram cleaned and bios reset now pc is	Onsite
7911	15-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C151220230002		Hardware	Attendane	Not working at all	Network	LOW	Closed	15-12-2023 09:53	12/15/2023 10:28:48	0:0:34:48			lan port replaced from switch now	Onsite
7912	15-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C151220230001		Hardware	System	MS Office	Others	LOW	Closed	15-12-2023 09:52	12/15/2023 10:02:57	0:0:10:31			updation not required issue resolved..	Onsite
7913	18-12-2023	PALAM	C2 D,Dabri More Palam Commercial Office	BUSINESS/	C191220230063		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-12-2023 15:11	12/21/2023 10:05:58	1:18:54:32			Call Close By Sanjay	Onsite
7914	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C191220230060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 15:09	12/19/2023 3:55:33 PM	0:0:45:33			Create new workspace now working	Remote
7915	18-12-2023	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C191220230053		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	19-12-2023 14:57	12/19/2023 3:55:54 PM	0:0:58:46			Repalce keyboard now working fine	Onsite
7916	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C191220230047		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-12-2023 14:53	12/19/2023 3:56:27 PM	0:1:2:53			Replace mouse now working fine	Onsite
7917	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C191220230041		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-12-2023 14:49	12/19/2023 3:57:10 PM	0:1:7:13			Replace mouse now working fine	Onsite
7918	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C191220230040		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-12-2023 14:49	12/19/2023 3:57:40 PM	0:1:8:12			Ticket logged with vendor	Onsite
7919	18-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C191220230003		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 12:01	12/19/2023 12:20:45	0:0:18:55			sap server add new P92 and hosts file	Onsite
7920	18-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C181220230194		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:56	12/18/2023 6:00:28 PM	0:0:3:57			issue resolved	Onsite
7921	18-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C181220230193		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:53	12/18/2023 6:00:14 PM	0:0:6:27			issue resolved	Onsite
7922	18-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C181220230192		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:53	12/18/2023 5:59:54 PM	0:0:6:54			issue resolved	Onsite
7923	18-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C181220230191		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	18-12-2023 17:50	12/18/2023 5:59:43 PM	0:0:8:51			issue resolved	Onsite
7924	18-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C181220230190		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 17:49	12/18/2023 5:59:32 PM	0:0:10:10			issue resolved	Onsite
7925	18-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C181220230189		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-12-2023 17:48	12/18/2023 5:59:17 PM	0:0:10:30			issue resolved	Onsite
7926	18-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C181220230188		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-12-2023 17:48	12/18/2023 5:59:08 PM	0:0:10:57			issue resolved	Onsite
7927	18-12-2023	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C181220230187		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	18-12-2023 17:47	12/18/2023 5:58:54 PM	0:0:11:35			issue resolved	Onsite
7928	18-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C181220230186		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 17:46	12/18/2023 6:14:15 PM	0:0:27:44			Mail opening issue resolved.	Remote
7929	18-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C181220230185		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:46	12/18/2023 5:58:39 PM	0:0:12:32			issue resolved	Onsite
7930	18-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C181220230184		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-12-2023 17:45	12/18/2023 5:58:31 PM	0:0:13:19			issue resolved	Onsite
7931	18-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C181220230183		Hardware	MOUSE	Not working	Hardware	LOW	Re-Assign	18-12-2023 17:45					Mouse not working properly, pls	Onsite
7932	18-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C181220230182		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 17:44	12/18/2023 6:12:41 PM	0:0:28:30			Printer confgured as reqd.	Onsite
7933	18-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C181220230181		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	18-12-2023 17:43	12/18/2023 5:58:17 PM	0:0:14:47			issue resolved	Onsite
7934	18-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C181220230180		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	18-12-2023 17:42	12/18/2023 5:58:04 PM	0:0:15:27			issue resolved	Onsite
7935	18-12-2023	NEHRU PLACE CSO	Third Floor - E Block	IT	C181220230178		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:41	12/18/2023 5:57:46 PM	0:0:16:40			issue resolved	Onsite
7936	18-12-2023	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	IT	C181220230179		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	18-12-2023 17:41	12/18/2023 5:57:56 PM	0:0:16:8			issue resolved	Onsite
7937	18-12-2023	OTHERS	VSNL	OM-EHV	C181220230176		Hardware	System	Other Software	Browser	LOW	Closed	18-12-2023 17:39	12/18/2023 5:58:54 PM	0:0:19:17			Chroma remove and re-installed	Onsite
7938	18-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C181220230177		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	18-12-2023 17:39	12/18/2023 5:57:36 PM	0:0:17:43			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7939	18-12-2023	OTHERS	VSNL	OM-EHV	C181220230175		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	18-12-2023 17:38	12/18/2023 5:58:19 PM	0:0:19:30			Change password	Onsite
7940	18-12-2023	OTHERS	VSNL	BUSINESS/	C181220230174		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:37	12/18/2023 5:58:02 PM	0:0:20:19			PDF re-installed	Onsite
7941	18-12-2023	OTHERS	VSNL	KCC/MLCC	C181220230172		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	18-12-2023 17:36	12/18/2023 5:57:19 PM	0:0:20:54			Scan PC and delete temp file and	Onsite
7942	18-12-2023	OTHERS	VSNL	KCC/MLCC	C181220230173		Hardware	System	Other Software	New	LOW	Closed	18-12-2023 17:36	12/18/2023 5:57:40 PM	0:0:20:40			New Shortcut create	Onsite
7943	18-12-2023	OTHERS	VSNL	O-M	C181220230171		Hardware	PC	TFT	Power	LOW	Closed	18-12-2023 17:35	12/18/2023 5:56:44 PM	0:0:21:40			Power cable replaced	Onsite
7944	18-12-2023	OTHERS	VSNL	KCC/MLCC	C181220230170		Hardware	Scanner	Scaning issue	Others	LOW	Closed	18-12-2023 17:34	12/18/2023 5:55:50 PM	0:0:21:30			Installed scanner	Onsite
7945	18-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C181220230169		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-12-2023 17:31	12/18/2023 5:57:23 PM	0:0:26:11			issue resolved	Onsite
7946	18-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C181220230168		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 17:19	12/18/2023 5:54:00 PM	0:0:34:51			issue has been resolved after create	Onsite
7947	18-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C181220230166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 17:18	12/18/2023 5:52:13 PM	0:0:33:58			issue has been resolved after changed	Onsite
7948	18-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C181220230167		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:18	12/18/2023 5:53:08 PM	0:0:34:13			issue has been resolved after set the	Onsite
7949	18-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C181220230164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 17:17	12/18/2023 5:51:18 PM	0:0:33:23			issue has been resolved after create	Onsite
7950	18-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C181220230165		Hardware	Scanner	Scaning issue	Others	LOW	Closed	18-12-2023 17:17	12/18/2023 5:20:56 PM	0:0:2:57			USB cable loose.	Onsite
7951	18-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C181220230162		Hardware	Printer	No display on Panel	Power	LOW	Closed	18-12-2023 17:16	12/18/2023 5:20:15 PM	0:0:3:58			Power cable replace.	Onsite
7952	18-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C181220230163		Hardware	PC	Network Not Working	Other	LOW	Closed	18-12-2023 17:16	12/18/2023 5:49:40 PM	0:0:33:5			issue has been resolved after cleaning	Onsite
7953	18-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C181220230161		Hardware	PC	Restart Problem	Physical	LOW	Closed	18-12-2023 17:15	12/18/2023 5:21:12 PM	0:0:6:2			RAM cleaning.	Onsite
7954	18-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C181220230160		Hardware	PC	Not working at all	No power	LOW	Closed	18-12-2023 17:14	12/18/2023 5:21:33 PM	0:0:7:14			RAM issue.	Onsite
7955	18-12-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C181220230159		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 17:10	12/18/2023 5:57:13 PM	0:0:46:42			issue resolved	Onsite
7956	18-12-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	C-M	C181220230158		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-12-2023 17:06	12/18/2023 5:48:21 PM	0:0:41:55			issue has been resolved after changed	Onsite
7957	18-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C181220230157		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 17:05	12/18/2023 5:06:32 PM	0:0:0:51			Issue Resolved	Onsite
7958	18-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C181220230156		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	18-12-2023 16:56	12/18/2023 10:56:45	0:6:0:13			Resolved	
7959	18-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C181220230155		Hardware	MOUSE	Not working	Hardware	LOW	Closed	18-12-2023 16:54	12/18/2023 10:59:04	0:6:4:55			Resolved	
7960	18-12-2023	SAKET	Adchini	DSK	C181220230154		Hardware	System	MS Office	Software	LOW	Closed	18-12-2023 16:53	12/18/2023 5:29:25 PM	0:0:35:37			MS Office re-installed	Onsite
7961	18-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C181220230153		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-12-2023 16:53	12/18/2023 5:30:19 PM	0:0:36:55			after paper jam clear issue resolved	Onsite
7962	18-12-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C181220230152		Hardware	UPS	Backup	Output	LOW	Closed	18-12-2023 16:52	12/18/2023 5:28:29 PM	0:0:36:17			UPS restart	Onsite
7963	18-12-2023	NIZAMUDDIN	Lodhi Road	O-M	C181220230151		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-12-2023 16:51	12/18/2023 11:00:50	0:6:8:51			Resolved	
7964	18-12-2023	SAKET	Chhatarpur CC	O-M	C181220230150		Hardware	UPS	Backup	Output	LOW	Closed	18-12-2023 16:51	12/18/2023 5:27:46 PM	0:0:36:27			Re-start the UPS	Onsite
7965	18-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C181220230149		Hardware	System	Other Software	proxy	MEDIUM	Closed	18-12-2023 16:50	12/18/2023 5:45:23 PM	0:0:54:33			Adobe Acrobat SOFTWARE reinstalled	Onsite
7966	18-12-2023	SAKET	D-Block Saket	O-M	C181220230148		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	18-12-2023 16:50	12/18/2023 5:27:11 PM	0:0:36:36			Paper removed from printer	Onsite
7967	18-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C181220230147		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	18-12-2023 16:50	12/18/2023 11:02:23	0:6:12:14			Resolved	
7968	18-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C181220230145		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	18-12-2023 16:49	12/18/2023 5:43:37 PM	0:0:54:13			software Mail installation other pc	Onsite
7969	18-12-2023	SAKET	MIG CC	O-M	C181220230146		Hardware	PC	Network Not Working	Other	LOW	Closed	18-12-2023 16:49	12/18/2023 5:26:30 PM	0:0:36:48			RJ45 Replaced	Onsite
7970	18-12-2023	SAKET	Jonapur CC	O-M	C181220230144		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	18-12-2023 16:48	12/18/2023 5:25:41 PM	0:0:36:47			Windows startup repaired at Aya	Onsite
7971	18-12-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C181220230143		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	18-12-2023 16:48	12/18/2023 5:42:26 PM	0:0:53:42			printer driver software reinstalled.	Onsite
7972	18-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C181220230142		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-12-2023 16:48	12/18/2023 11:05:45	0:6:17:35			Resolved	
7973	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230141		Hardware	System	Internet Issue	Internet	LOW	Closed	18-12-2023 16:46	12/18/2023 4:59:47 PM	0:0:13:4			Internet not working issue resolved	Onsite
7974	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230140		Hardware	System	Other Software	Adobe	LOW	Closed	18-12-2023 16:45	12/18/2023 4:59:31 PM	0:0:13:36			Google chrome not working issue	Onsite
7975	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230137		Hardware	System	Other Software	Adobe	LOW	Closed	18-12-2023 16:45	12/18/2023 4:59:14 PM	0:0:13:49			Ms office not working issue resolved	Onsite
7976	18-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C181220230138		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	18-12-2023 16:45	12/21/2023 5:00:03 PM	3:0:14:21			FYI	Onsite
7977	18-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C181220230139		Hardware	System	Other Software	software	MEDIUM	Closed	18-12-2023 16:45	12/18/2023 5:08:20 PM	0:0:22:34			After reinstall pdf file issue resolved	Remote
7978	18-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C181220230136		Hardware	System	MS Office	Software	MEDIUM	Closed	18-12-2023 16:45	12/18/2023 5:41:47 PM	0:0:56:32			MS office software reinstalled.	Remote
7979	18-12-2023	SARITA VIHAR	Shaheen Bagh	OM-DIV	C181220230135		Hardware	PC	Not working at all	Ticket	MEDIUM	Closed	18-12-2023 16:44	12/18/2023 5:10:29 PM	0:0:25:40			SMPS compliant logged to dell vendor	Onsite
7980	18-12-2023	SARITA VIHAR	New Friends Colony	OM-DIV	C181220230134		Hardware	PC	TFT	Black H	MEDIUM	Closed	18-12-2023 16:44	12/18/2023 5:11:27 PM	0:0:27:27			Compliant logged to Karvy vendor for	Onsite
7981	18-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C181220230133		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	18-12-2023 16:43	12/18/2023 5:41:06 PM	0:0:57:55			Printer driver software reinstalled.	Remote
7982	18-12-2023	SAKET	Adchini	CHD	C181220230131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-12-2023 16:42	12/18/2023 4:52:14 PM	0:0:10:11			printer not work	Onsite
7983	18-12-2023	SAKET	Adchini	BUSINESS/	C181220230132		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	18-12-2023 16:42	12/18/2023 4:54:07 PM	0:0:11:30			LAN reconnected from PC side	Onsite
7984	18-12-2023	NEHRU PLACE	20 No Building	C-M	C181220230130		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 16:42	12/18/2023 5:02:13 PM	0:0:20:12			all mail archive, issue resolved	Onsite
7985	18-12-2023	NEHRU PLACE	20 No Building	Energy	C181220230126		Hardware	Laptop	Network Not Working	Network	LOW	Closed	18-12-2023 16:41	12/18/2023 5:01:47 PM	0:0:20:42			8 port switch power issue	Onsite
7986	18-12-2023	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C181220230127		Hardware	Laptop	Network Not Working	Other	LOW	Closed	18-12-2023 16:41	12/18/2023 5:06:19 PM	0:0:24:54			Issue Resolved	Onsite
7987	18-12-2023	SAKET	Adchini	CIVIL	C181220230128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 16:41	12/18/2023 4:51:55 PM	0:0:10:21			Keyboard key issue	Onsite
7988	18-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C181220230129		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	18-12-2023 16:41	12/18/2023 5:38:13 PM	0:0:56:13			Archive file path reconnect and issue	Onsite
7989	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230123		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	18-12-2023 16:40	12/18/2023 4:58:59 PM	0:0:18:58			Instrument faulty issue resolved	Onsite
7990	18-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C181220230124		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	18-12-2023 16:40	12/18/2023 5:37:17 PM	0:0:56:59			Lan Cable replace and issue resolved.	Onsite
7991	18-12-2023	SAKET	Fatehpur Beri CC	O-M	C181220230125		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	18-12-2023 16:40	12/18/2023 4:51:22 PM	0:0:10:41			RJ45 connector recrimp	Onsite
7992	18-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C181220230120		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	18-12-2023 16:39	12/18/2023 5:21:29 PM	0:0:42:11			Printer paper removed and problem	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
7993	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230121		Hardware	System	MS Office	File	LOW	Closed	18-12-2023 16:39	12/18/2023 4:58:08 PM	0:0:18:46			Ms office not working issue resolved	Onsite
7994	18-12-2023	SAKET	Adchini	DSK	C181220230122		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	18-12-2023 16:39	12/18/2023 4:50:39 PM	0:0:11:0			USB cable reconnected from scanner	Onsite
7995	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230119		Hardware	System	Other Software	Adobe	LOW	Closed	18-12-2023 16:38	12/18/2023 4:57:50 PM	0:0:18:59			Google chrome not working issue	Onsite
7996	18-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C181220230118		Hardware	System	MS Office	File	LOW	Closed	18-12-2023 16:38	12/18/2023 4:57:27 PM	0:0:19:23			Ms office not working issue resolved	Onsite
7997	18-12-2023	NIZAMUDDIN	Kilokri	OM-DIV	C181220230117		Hardware	System	Other Software	New	MEDIUM	Closed	18-12-2023 16:37	12/18/2023 5:12:00 PM	0:0:34:37			after re log in issue resolved	Remote
7998	18-12-2023	SAKET	Malviya Nagar	BUSINESS/	C181220230116		Hardware	Laptop	Not working at all	Others	LOW	Closed	18-12-2023 16:36	12/18/2023 4:49:51 PM	0:0:13:45			HDMI cable not available for	Onsite
7999	18-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C181220230115		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-12-2023 16:34	12/18/2023 5:30:09 PM	0:0:55:21			after mail id password reset issue	Onsite
8000	18-12-2023	SAKET	Adchini	BUSINESS/	C181220230114		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	18-12-2023 16:34	12/18/2023 4:47:54 PM	0:0:13:21			SAP not work	Onsite
8001	18-12-2023	SARITA VIHAR	Jullena	OM-DIV	C181220230112		Network	Link	Link Connectivity Issue	Others	MEDIUM	Closed	18-12-2023 16:33	12/18/2023 5:12:20 PM	0:0:38:46			Site visit	Onsite
8002	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C181220230113		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 16:33	12/18/2023 5:45:07 PM	0:1:11:26			issue has been resolved after	Onsite
8003	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C181220230111		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 16:32	12/18/2023 5:43:56 PM	0:1:11:4			issue has been resolved after	Onsite
8004	18-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C181220230110		Hardware	System	Other Software	proxy	LOW	Closed	18-12-2023 16:31	12/18/2023 5:42:33 PM	0:1:11:12			issue has been resolved after set the	Remote
8005	18-12-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C181220230108		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-12-2023 16:30	12/18/2023 5:29:29 PM	0:0:59:5			after paper jam clear issue resolved	Onsite
8006	18-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C181220230109		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 16:30	12/18/2023 5:41:32 PM	0:1:10:49			issue has been resolved after installed	Remote
8007	18-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C181220230107		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	18-12-2023 16:29	12/18/2023 5:29:10 PM	0:0:59:51			after lan cable reinsert issue resolved	Onsite
8008	18-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C181220230106		Telecome	Instrumen	IP	Network	LOW	Closed	18-12-2023 16:28	12/18/2023 5:28:59 PM	0:1:0:28			after lan cable reinsert issue resolved	Onsite
8009	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C181220230105		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	18-12-2023 16:27	12/18/2023 5:40:16 PM	0:1:12:21			issue has been resolved after running	Remote
8010	18-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C181220230104		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-12-2023 16:20	12/18/2023 4:23:25 PM	0:0:3:15			Issue Resolved	Onsite
8011	18-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C181220230103		Hardware	System	Other Software	Browser	LOW	Closed	18-12-2023 16:19	12/18/2023 4:20:39 PM	0:0:1:1			iSMART password reset.	Onsite
8012	18-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C181220230102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 16:19	12/18/2023 4:23:17 PM	0:0:4:0			Issue Resolved	Onsite
8013	18-12-2023	NEHRU PLACE CSO	First Floor - E Block	RCM	C181220230100		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 16:18	12/18/2023 4:22:49 PM	0:0:4:29			Issue Resolved	Onsite
8014	18-12-2023	NEHRU PLACE CSO	First Floor - E Block	RCM	C181220230101		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	18-12-2023 16:18	12/18/2023 4:22:58 PM	0:0:4:5			Issue Resolved	Onsite
8015	18-12-2023	NEHRU PLACE CSO	First Floor - E Block	RCM	C181220230099		Hardware	System	Other Software	New	LOW	Closed	18-12-2023 16:17	12/18/2023 4:22:39 PM	0:0:4:49			Issue Resolved	Onsite
8016	18-12-2023	NEHRU PLACE CSO	First Floor - E Block	RCM	C181220230098		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-12-2023 16:17	12/18/2023 4:22:31 PM	0:0:5:20			Issue Resolved	Onsite
8017	18-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C181220230097		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	18-12-2023 16:16	12/18/2023 4:22:25 PM	0:0:6:25			Issue Resolved	Onsite
8018	18-12-2023	NEHRU PLACE CSO	First Floor - C Block	IT	C181220230096		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-12-2023 16:15	12/18/2023 4:22:11 PM	0:0:6:57			Issue Resolved	Onsite
8019	18-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C181220230095		Hardware	System	MS Office	Others	LOW	Closed	18-12-2023 16:14	12/18/2023 4:22:00 PM	0:0:7:21			Issue Resolved	Onsite
8020	18-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C181220230094		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 16:13	12/18/2023 4:21:34 PM	0:0:8:34			Issue Resolved	Onsite
8021	18-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C181220230092		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-12-2023 16:11	12/18/2023 5:07:42 PM	0:0:56:24			Network is working fine after the link	Onsite
8022	18-12-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C181220230093		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-12-2023 16:11	12/18/2023 4:21:21 PM	0:0:9:23			Issue Resolved	Onsite
8023	18-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C181220230091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 16:11	12/18/2023 4:21:13 PM	0:0:10:9			Issue Resolved	Onsite
8024	18-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C181220230090		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	18-12-2023 16:10	12/18/2023 4:39:05 PM	0:0:28:48			Printer ip changed	Onsite
8025	18-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C181220230089		Hardware	PC	Not working at all	No power	LOW	Closed	18-12-2023 16:09	12/18/2023 4:21:01 PM	0:0:11:11			Issue Resolved	Onsite
8026	18-12-2023	VASANT KUNJ	D 4	O-M	C181220230088		Hardware	System	Other Software	Browser	LOW	Closed	18-12-2023 16:09	12/18/2023 5:01:53 PM	0:0:52:48			Browser settings change	Remote
8027	18-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C181220230087		Hardware	System	Other Software	New	LOW	Closed	18-12-2023 16:08	12/18/2023 4:20:50 PM	0:0:12:0			Issue Resolved	Onsite
8028	18-12-2023	VASANT KUNJ	D 4	O-M	C181220230086		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 16:07	12/18/2023 5:00:18 PM	0:0:53:0			Printer has been connected with	Onsite
8029	18-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C181220230085		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	18-12-2023 16:05	12/18/2023 4:58:28 PM	0:0:53:18			RAM cleaned and reinserted on RAM	Onsite
8030	18-12-2023	VASANT KUNJ	D 4 Masoodpur	OM-EHV	C181220230084		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	18-12-2023 15:59	12/18/2023 4:57:07 PM	0:0:57:22			IP has been assigned	Onsite
8031	18-12-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C181220230083		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	18-12-2023 15:50	12/18/2023 4:39:42 PM	0:0:49:16			ram cline and reconnect	Onsite
8032	18-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C181220230082		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	18-12-2023 15:49	12/18/2023 4:38:39 PM	0:0:49:4			changed keyboard	Onsite
8033	18-12-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	OM-DIV	C181220230081		Hardware	Attendane	Others	Others	LOW	Closed	18-12-2023 15:30	12/18/2023 3:30:53 PM	0:0:0:38			map the attendance card map	Onsite
8034	18-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C181220230080		Hardware	Attendane	Others	Others	LOW	Closed	18-12-2023 15:29	12/18/2023 3:31:55 PM	0:0:2:36			map the attendance card	Onsite
8035	18-12-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C181220230079		Network	Link	Link Connectivity Issue	Others	LOW	Closed	18-12-2023 15:28	12/18/2023 3:31:22 PM	0:0:2:43			flt done and log the call	Onsite
8036	18-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C181220230078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 15:27	12/18/2023 3:32:22 PM	0:0:4:36			install the mail id	Remote
8037	18-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C181220230076		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	18-12-2023 15:26	12/18/2023 3:32:48 PM	0:0:6:4			call logged to vendor	Remote
8038	18-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C181220230077		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	18-12-2023 15:26	12/18/2023 4:39:06 PM	0:1:12:12			Scan the antivirus now issue resolved	Remote
8039	18-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C181220230075		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 15:25	12/18/2023 3:33:12 PM	0:0:7:18			reset the printer and install again	Remote
8040	18-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C181220230074		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	18-12-2023 15:24	12/18/2023 4:38:41 PM	0:1:14:20			Clean the sensor and resart the	Onsite
8041	18-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C181220230073		Hardware	PC	System Password issue	Password	LOW	Closed	18-12-2023 15:23	12/18/2023 4:38:11 PM	0:1:14:30			Reset the password from ADS server	Onsite
8042	18-12-2023	ALAKNANDA	A 12 Kalkaji	O-M	C181220230072		Hardware	Attendane	Others	new	LOW	Closed	18-12-2023 15:22	12/18/2023 4:37:34 PM	0:1:15:21			Registered the new card now issue	Onsite
8043	18-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C181220230071		Hardware	PC	System Password issue	Password	LOW	Closed	18-12-2023 15:21	12/18/2023 4:37:03 PM	0:1:15:37			Reset the password now issue	Onsite
8044	18-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C181220230070		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-12-2023 15:00	12/18/2023 3:43:25 PM	0:0:43:6			Learn User how to do archive from	Onsite
8045	18-12-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C181220230069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-12-2023 14:58	12/18/2023 3:43:54 PM	0:0:45:5			Jam Paper Removed.	Onsite
8046	18-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C181220230068		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	18-12-2023 14:54	12/18/2023 3:44:28 PM	0:0:49:49			Keyboard Replaced.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8047	18-12-2023	OTHERS	HUDCO Grid	Enforcem	C181220230067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 14:38	12/18/2023 3:22:12 PM	0:0:44:2			Mail Issue	Remote
8048	18-12-2023	OTHERS	Andrews Ganj	Enforcem	C181220230066		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-12-2023 14:37	12/18/2023 3:22:48 PM	0:0:45:9			LAN link issue	Remote
8049	18-12-2023	OTHERS	Andrews Ganj	Enforcem	C181220230063		Hardware	PC	Restart Problem	Physical	LOW	Closed	18-12-2023 14:36	12/18/2023 3:23:51 PM	0:0:47:40			Pc booting issue	Onsite
8050	18-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C181220230064		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	18-12-2023 14:36	12/21/2023 10:06:20	2:19:29:59			LAN CAble not working	Onsite
8051	18-12-2023	OTHERS	Andrews Ganj	Enforcem	C181220230065		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	18-12-2023 14:36	12/18/2023 3:23:22 PM	0:0:46:37			PC booting issue	Onsite
8052	18-12-2023	OTHERS	Andrews Ganj	Enforcem	C181220230062		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	18-12-2023 14:35	12/18/2023 3:24:23 PM	0:0:48:41			Pc booting issue	Onsite
8053	18-12-2023	OTHERS	HUDCO Grid	Enforcem	C181220230061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 14:35	12/18/2023 3:22:28 PM	0:0:47:27			Mail Issue	Remote
8054	18-12-2023	OTHERS	PLA Court	Enforcem	C181220230060		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	18-12-2023 14:34	12/18/2023 3:24:57 PM	0:0:50:45			USB issue	Onsite
8055	18-12-2023	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C181220230059		Hardware	System	Other Software	proxy	LOW	Closed	18-12-2023 14:19	12/18/2023 2:24:15 PM	0:0:4:55			Seva kendra portal not open , proxy	Onsite
8056	18-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C181220230058		Hardware	System	Other Software	Adobe	LOW	Closed	18-12-2023 14:10	12/18/2023 2:23:29 PM	0:0:13:2			sap downloaded files not open error	Remote
8057	18-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C181220230056		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-12-2023 14:08	12/18/2023 2:23:56 PM	0:0:15:35			set printer network ip again and driver	Onsite
8058	18-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C181220230057		Hardware	PC	Restart Problem	Physical	LOW	Closed	18-12-2023 14:08	12/18/2023 3:36:22 PM	0:1:27:46			Issue has been resolved after cleaning	Onsite
8059	18-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C181220230055		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 14:07	12/18/2023 3:35:56 PM	0:1:28:0			Issue has been resolved after	Onsite
8060	18-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C181220230054		Hardware	System	Other Software	Adobe	LOW	Closed	18-12-2023 14:06	12/18/2023 2:23:08 PM	0:0:16:29			adobe software expired install new	Onsite
8061	18-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C181220230053		Hardware	Laptop	Network Not Working	Network	LOW	Closed	18-12-2023 14:04	12/18/2023 2:22:47 PM	0:0:18:21			Laptop lan drives ok trace lan cable	Onsite
8062	18-12-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C181220230050		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-12-2023 13:51	12/18/2023 2:36:53 PM	0:0:45:48			updated the printer driver issue	Onsite
8063	18-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C181220230051		Hardware	System	MS Office	File Not	LOW	Closed	18-12-2023 13:51	12/18/2023 2:37:21 PM	0:0:45:36			repair the ms office software issue	Onsite
8064	18-12-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C181220230049		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	18-12-2023 13:50	12/18/2023 2:36:38 PM	0:0:46:2			change the printer ip issue resolved	Onsite
8065	18-12-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C181220230048		Hardware	System	Other Software	Browser	LOW	Closed	18-12-2023 13:49	12/18/2023 2:36:21 PM	0:0:46:56			disable the proxy setting issue	Onsite
8066	18-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C181220230046		Hardware	UPS	Backup	Output	LOW	Closed	18-12-2023 13:48	12/18/2023 2:35:42 PM	0:0:47:21			change the output cable issue	Onsite
8067	18-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C181220230047		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 13:48	12/18/2023 2:35:59 PM	0:0:47:11			reset the password issue resolved	Onsite
8068	18-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C181220230044		Hardware	Laptop	Not working at all	Others	LOW	Closed	18-12-2023 13:47	12/18/2023 2:34:58 PM	0:0:47:39			change the proxy setting issue	Onsite
8069	18-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C181220230045		Hardware	MOUSE	Not working	Sent to	LOW	Closed	18-12-2023 13:47	12/18/2023 2:35:18 PM	0:0:47:34			replaced the mouse from nehru place	Onsite
8070	18-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C181220230042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 13:46	12/18/2023 2:34:18 PM	0:0:48:3			archived the mail and compact from	Onsite
8071	18-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C181220230043		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 13:46	12/18/2023 2:34:40 PM	0:0:47:52			created the new sap p92 logon issue	Onsite
8072	18-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C181220230040		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 13:45	12/18/2023 2:33:42 PM	0:0:48:28			reset the sap p92 id password issue	Onsite
8073	18-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C181220230041		Hardware	PC	TFT	Half	LOW	Closed	18-12-2023 13:45	12/18/2023 2:33:58 PM	0:0:48:14			change the vga cable issue resolved	Onsite
8074	18-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C181220230039		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 13:15	12/18/2023 3:29:47 PM	0:2:14:26			Password problem.	Onsite
8075	18-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C181220230038		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-12-2023 13:14	12/18/2023 3:29:30 PM	0:2:14:42			LAN cable loose.	Onsite
8076	18-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C181220230036		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	18-12-2023 13:13	12/18/2023 3:28:54 PM	0:2:15:28			Antivirus updated.	Onsite
8077	18-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C181220230037		Hardware	PC	TFT	Color	LOW	Closed	18-12-2023 13:13	12/18/2023 3:29:14 PM	0:2:15:15			VGA cable problem.	Onsite
8078	18-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C181220230034		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 13:12	12/18/2023 3:28:01 PM	0:2:15:40			Permission issue.	Onsite
8079	18-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C181220230035		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	18-12-2023 13:12	12/18/2023 3:28:28 PM	0:2:15:36			LAN connector replaced.	Onsite
8080	18-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C181220230033		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 12:33	12/18/2023 1:37:22 PM	0:1:3:46			Printer setting corrected.	Onsite
8081	18-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C181220230032		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	18-12-2023 12:31	12/18/2023 1:38:10 PM	0:1:7:1			Logged with vendor as reqd.	Onsite
8082	18-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C181220230031		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	18-12-2023 12:30	12/18/2023 1:37:52 PM	0:1:7:18			Mail account unlocked as reqd.	Onsite
8083	18-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C181220230030		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	18-12-2023 12:30	12/18/2023 1:38:34 PM	0:1:8:29			Mail account unlocked as reqd.	Onsite
8084	18-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C181220230029		Hardware	System	MS Office	Malfuncti	LOW	Closed	18-12-2023 12:28	12/18/2023 1:36:32 PM	0:1:8:24			MS-office reinstalled as reqd.	Onsite
8085	18-12-2023	NEHRU PLACE	20 No Building	HR	C181220230025		Hardware	System	Other Software	software	LOW	Closed	18-12-2023 12:27	12/18/2023 1:09:14 PM	0:0:42:12			PPT share transfer via TeamViewer	Onsite
8086	18-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C181220230028		Hardware	MOUSE	Not working	Hardware	LOW	Re-Assign	18-12-2023 12:27					mouse to be send to nhp	Onsite
8087	18-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C181220230027		Hardware	System	Other Software	Browser	LOW	Closed	18-12-2023 12:27	12/18/2023 1:36:07 PM	0:1:8:40			Resolved after proxy corrected.	Onsite
8088	18-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C181220230026		Hardware	MOUSE	Not working	Hardware	LOW	Re-Assign	18-12-2023 12:27					mouse to be send to nhp	Onsite
8089	18-12-2023	NEHRU PLACE	20 No Building	HR	C181220230024		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	18-12-2023 12:21	12/18/2023 1:08:36 PM	0:0:47:20			Temp IP configured done	Onsite
8090	18-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C181220230022		Hardware	PC	System Password issue	Password	LOW	Closed	18-12-2023 12:19	12/18/2023 12:26:05 PM	0:0:7:0			resolved	Onsite
8091	18-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C181220230023		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	18-12-2023 12:19	12/18/2023 12:25:57 PM	0:0:6:8			resolved	Onsite
8092	18-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C181220230021		Network	LAN Issue	LAN Issue	Others	LOW	Closed	18-12-2023 12:17	12/18/2023 12:26:12 PM	0:0:8:23			resolved	Onsite
8093	18-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C181220230020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 12:17	12/18/2023 12:26:23 PM	0:0:9:12			resolved	Onsite
8094	18-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C181220230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 12:15	12/18/2023 12:26:30 PM	0:0:10:50			resolved	Onsite
8095	18-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C181220230018		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 11:58	12/18/2023 2:54:07 PM	0:2:55:49			archive installed	Onsite
8096	18-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C181220230017		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-12-2023 11:53	12/18/2023 2:54:32 PM	0:3:0:55			Printer driver installed	Onsite
8097	18-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C181220230016		Hardware	MOUSE	Not working	Working	LOW	Closed	18-12-2023 11:43	12/18/2023 12:43:58 PM	0:1:0:20			working issue resolved..	Onsite
8098	18-12-2023	PALAM	Kailash Puri Complaint Center	BUSINESS/	C181220230015		Hardware	PC	Not working at all	Others	LOW	Closed	18-12-2023 11:35	12/18/2023 12:25:19 PM	0:0:50:9			C-Mos cell Change.	Onsite
8099	18-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C181220230014		Hardware	PC	System Password issue	Others	LOW	Closed	18-12-2023 11:34	12/18/2023 12:42:05 PM	0:1:7:9			Password reset .	Onsite
8100	18-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C181220230013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 11:33	12/18/2023 12:41:10 PM	0:1:7:14			Location setting changed. LJP4	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8101	18-12-2023	PALAM	Kailash Puri Complaint Center	O-M	C181220230012		Hardware	PC	Not working at all	Others	LOW	Closed	18-12-2023 11:33	12/18/2023 12:26:02 PM	0:0:52:13			Clean with blower & paste coolant.	Onsite
8102	18-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C181220230011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-12-2023 11:33	12/18/2023 11:46:31 AM	0:0:13:13			Mail archived & compact.	Onsite
8103	18-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C181220230010		Hardware	System	Other Software	New	LOW	Closed	18-12-2023 11:32	12/18/2023 11:45:59 AM	0:0:13:24			Team viewer 15 updated.	Onsite
8104	18-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C181220230009		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	18-12-2023 11:31	12/18/2023 11:45:37 AM	0:0:14:3			Paper size setting changed.	Onsite
8105	18-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C181220230008		Hardware	PC	Not working at all	Others	LOW	Closed	18-12-2023 11:29	12/18/2023 12:26:19 PM	0:0:57:14			C-Mos cell	Onsite
8106	18-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C181220230007		Hardware	PC	Not working at all	Others	LOW	Closed	18-12-2023 11:27	12/18/2023 12:27:28 PM	0:0:59:34			Clean with blower & paste coolant.	Onsite
8107	18-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C181220230006		Hardware	PC	Not working at all	Others	LOW	Closed	18-12-2023 11:26	12/18/2023 12:27:59 PM	0:1:1:5			Power cable	Onsite
8108	18-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C181220230005		Hardware	PC	System Password issue	Password	HIGH	Closed	18-12-2023 11:02	12/18/2023 3:48:04 PM	0:4:45:26			reset win password	Onsite
8109	18-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C181220230004		Hardware	MOUSE	Not working	Working	HIGH	Closed	18-12-2023 11:01	12/18/2023 3:48:23 PM	0:4:47:3			mouse working	Onsite
8110	18-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C181220230003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-12-2023 10:54	12/18/2023 11:26:14 AM	0:0:31:20			reconnected issue resolved..	Onsite
8111	18-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C181220230002		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	18-12-2023 10:48	12/18/2023 11:25:57 AM	0:0:37:53			usb driver updated and change	Onsite
8112	18-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C181220230001		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	18-12-2023 10:11	12/18/2023 10:19:06 AM	0:0:7:12			reset the mail password issue	Onsite
8113	19-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C201220230051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 14:03	12/20/2023 2:15:16 PM	0:0:11:57			All mails archives empty trash ,	Onsite
8114	19-12-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C201220230027		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-12-2023 12:22	12/20/2023 1:32:12 PM	0:1:9:33			Done network troubleshooting steps	Onsite
8115	19-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C201220230026		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	20-12-2023 12:21	12/20/2023 1:28:14 PM	0:1:6:43			issue has been resolved after clear the	
8116	19-12-2023	OTHERS	VSNL	KCC/MLCC/	C191220230188		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 17:45	12/19/2023 6:02:01 PM	0:0:16:10			M Cube license update issue resolve	Onsite
8117	19-12-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C191220230187		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-12-2023 17:44	12/19/2023 5:50:55 PM	0:0:6:6			issue resolved	Onsite
8118	19-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C191220230186		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	19-12-2023 17:44	12/19/2023 5:50:45 PM	0:0:6:21			issue resolved	Onsite
8119	19-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C191220230185		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	19-12-2023 17:43	12/19/2023 5:50:31 PM	0:0:6:49			issue resolved	Onsite
8120	19-12-2023	OTHERS	VSNL	KCC/MLCC/	C191220230184		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 17:43	12/19/2023 6:01:25 PM	0:0:17:46			PC re-start issue resolve	Onsite
8121	19-12-2023	OTHERS	VSNL	KCC/MLCC/	C191220230183		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 17:43	12/19/2023 6:00:48 PM	0:0:17:41			Remove and re-installed	Onsite
8122	19-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C191220230182		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 17:42	12/19/2023 5:50:05 PM	0:0:7:34			issue resolved	Onsite
8123	19-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C191220230180		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 17:42	12/19/2023 5:49:56 PM	0:0:7:54			issue resolved	Onsite
8124	19-12-2023	OTHERS	VSNL	KCC/MLCC/	C191220230181		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-12-2023 17:42	12/19/2023 6:00:26 PM	0:0:17:58			Petch cable replaced	Onsite
8125	19-12-2023	OTHERS	VSNL	KCC/MLCC/	C191220230179		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	19-12-2023 17:41	12/19/2023 5:59:13 PM	0:0:17:23			Complaint Logged	Onsite
8126	19-12-2023	OTHERS	VSNL	HR	C191220230178		Hardware	PC	System Password issue	Password	LOW	Closed	19-12-2023 17:40	12/19/2023 5:58:46 PM	0:0:17:53			Password reset user Login issue	Onsite
8127	19-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C191220230177		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-12-2023 17:40	12/19/2023 5:45:54 PM	0:0:5:15			Mail restarted	Onsite
8128	19-12-2023	NEHRU PLACE CSO	First Floor - E Block	HR	C191220230176		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 17:39	12/19/2023 5:49:46 PM	0:0:10:12			issue resolved	Onsite
8129	19-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C191220230175		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:38	12/19/2023 5:49:36 PM	0:0:10:42			issue resolved	Onsite
8130	19-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C191220230173		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:37	12/19/2023 5:49:26 PM	0:0:12:1			issue resolved	Onsite
8131	19-12-2023	OTHERS	VSNL	OET	C191220230174		Network	LAN Issue	LAN Issue	New	LOW	Closed	19-12-2023 17:37	12/26/2023 10:34:34 AM	6:16:56:43			User Tranter Kilokri To VSNL	Onsite
8132	19-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C191220230172		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 17:36	12/19/2023 5:49:16 PM	0:0:13:11			issue resolved	Onsite
8133	19-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	LEGAL	C191220230171		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	19-12-2023 17:34	12/19/2023 5:49:08 PM	0:0:14:16			issue resolved	Onsite
8134	19-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C191220230169		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	19-12-2023 17:33	12/21/2023 3:07:39 PM	1:21:33:52			LAN cable faulty at CMG office	Onsite
8135	19-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C191220230170		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-12-2023 17:33	12/19/2023 5:48:56 PM	0:0:14:56			issue resolved	Onsite
8136	19-12-2023	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C191220230168		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 17:32	12/19/2023 5:48:48 PM	0:0:15:50			issue resolved	Onsite
8137	19-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C191220230167		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-12-2023 17:32	12/19/2023 5:37:22 PM	0:0:5:21			resolved	Onsite
8138	19-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C191220230166		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 17:31	12/19/2023 5:48:38 PM	0:0:16:52			issue resolved	Onsite
8139	19-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C191220230165		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	19-12-2023 17:31	12/19/2023 5:48:26 PM	0:0:17:23			issue resolved	Onsite
8140	19-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C191220230163		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:30	12/19/2023 5:50:30 PM	0:0:20:19			issue resolved after compact the mail	Onsite
8141	19-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C191220230164		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	19-12-2023 17:30	12/19/2023 5:45:07 PM	0:0:14:12			printer issue resolved after change the	Onsite
8142	19-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C191220230162		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-12-2023 17:29	12/19/2023 5:50:09 PM	0:0:20:19			issue resolved after create a new	Onsite
8143	19-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C191220230161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:29	12/19/2023 5:37:07 PM	0:0:8:1			resolved	Onsite
8144	19-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C191220230160		Hardware	System	MS Office	Software	LOW	Closed	19-12-2023 17:28	12/19/2023 5:36:51 PM	0:0:8:46			resolved	Onsite
8145	19-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C191220230159		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	19-12-2023 17:27	12/19/2023 5:49:20 PM	0:0:21:37			issue resolved after remove the paper	Onsite
8146	19-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C191220230158		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-12-2023 17:27	12/19/2023 5:48:41 PM	0:0:21:40			printer issue resolved after reinstall	Onsite
8147	19-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C191220230156		Hardware	Printer	Image Issue	Dark	LOW	Closed	19-12-2023 17:26	12/19/2023 5:36:36 PM	0:0:10:13			resolved	Onsite
8148	19-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C191220230157		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:26	12/19/2023 5:48:09 PM	0:0:21:26			mail issue resolved after create a new	Onsite
8149	19-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C191220230155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 17:25	12/19/2023 5:35:54 PM	0:0:10:35			resolved	Onsite
8150	19-12-2023	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C191220230154		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-12-2023 17:23	12/19/2023 5:45:44 PM	0:0:21:52			issue resolved after re-punch the	Onsite
8151	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230153		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:12	12/19/2023 5:36:12 PM	0:0:24:3			New PC OS install & software	Onsite
8152	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:11	12/19/2023 5:36:05 PM	0:0:24:50			New PC OS install & software	Onsite
8153	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230151		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:10	12/19/2023 5:35:56 PM	0:0:25:24			New PC OS install & software	Onsite
8154	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230150		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:09	12/19/2023 5:35:48 PM	0:0:26:27			New PC OS install & software	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8155	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C191220230149		Hardware	System	Other Software	Browser	LOW	Closed	19-12-2023 17:08	12/19/2023 6:12:58 PM	0:1:4:0			Google crome software installation.	Onsite
8156	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230148		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:08	12/19/2023 5:35:40 PM	0:0:27:8			New PC OS install & software	Onsite
8157	19-12-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C191220230146		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	19-12-2023 17:07	12/19/2023 5:21:28 PM	0:0:14:1			after network cable reinsert issue	Onsite
8158	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230147		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:07	12/19/2023 5:35:33 PM	0:0:27:51			New PC OS install & software	Onsite
8159	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C191220230145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:07	12/19/2023 6:13:41 PM	0:1:6:39			Do Mail archive & compact.	Onsite
8160	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230143		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:06	12/19/2023 5:35:23 PM	0:0:28:53			New PC OS install & software	Onsite
8161	19-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C191220230142		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-12-2023 17:06	12/19/2023 5:19:47 PM	0:0:13:33			after mail id unlock issue resolved	Onsite
8162	19-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C191220230144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:06	12/19/2023 5:20:46 PM	0:0:13:53			after all mail archive issue resolved	Onsite
8163	19-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C191220230140		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-12-2023 17:05	12/19/2023 5:19:15 PM	0:0:13:31			after mail id password change issue	Onsite
8164	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C191220230141		Hardware	PC	Not working at all	Others	LOW	Closed	19-12-2023 17:05	12/19/2023 6:14:01 PM	0:1:8:7			PC Installation On Another place.	Onsite
8165	19-12-2023	NEHRU PLACE	20 No Building	IT	C191220230139		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 17:05	12/19/2023 5:30:21 PM	0:0:25:1			New PC OS install & software	Onsite
8166	19-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C191220230138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 17:05	12/19/2023 5:18:49 PM	0:0:13:32			after all mail archive issue resolved	Onsite
8167	19-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C191220230137		Telecome	Instrumen	IP	Network	LOW	Closed	19-12-2023 17:04	12/19/2023 5:18:25 PM	0:0:13:45			after ip change issue resolved	Onsite
8168	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C191220230135		Hardware	PC	Not working at all	Others	LOW	Closed	19-12-2023 17:02	12/19/2023 6:14:21 PM	0:1:12:16			PC Installation On Another place.	Onsite
8169	19-12-2023	VASANT KUNJ	C 8	O-M	C191220230136		Hardware	System	Other Software	Browser	LOW	Closed	19-12-2023 17:02	12/19/2023 5:45:12 PM	0:0:42:12			Browser setting changed	Remote
8170	19-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C191220230133		Hardware	System	MS Office	File Not	LOW	Closed	19-12-2023 17:01	12/19/2023 5:02:07 PM	0:0:0:31			Issue Resolved	Onsite
8171	19-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C191220230134		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 17:01	12/19/2023 5:44:38 PM	0:0:42:58			Printer jam paper has been removed	Onsite
8172	19-12-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C191220230132		Hardware	System	Other Software	Browser	LOW	Closed	19-12-2023 17:00	12/19/2023 5:44:05 PM	0:0:43:18			Browser change then ESS working fine	Remote
8173	19-12-2023	NAJAF GARH	Najafgarh Dispensary, Desu Colony, Near Sai	OM-DIV	C191220230131		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-12-2023 16:59	12/19/2023 5:45:04 PM	0:0:45:31			HOST FILE UPDATE AND MAIL ISSUE	Remote
8174	19-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C191220230130		Hardware	PC	System Password issue	Password	LOW	Closed	19-12-2023 16:59	12/19/2023 5:43:17 PM	0:0:44:3			Password has been changed	Onsite
8175	19-12-2023	VASANT KUNJ	C 9 Vasant Kunj	Billing	C191220230129		Hardware	PC	Not working at all	No power	LOW	Closed	19-12-2023 16:57	12/19/2023 5:42:46 PM	0:0:44:49			Power issue resovled	Onsite
8176	19-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C191220230128		Hardware	System	Other Software	Adobe	LOW	Closed	19-12-2023 16:53	12/19/2023 5:18:34 PM	0:0:24:55			installed acrobat issue resolved	Onsite
8177	19-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data	C191220230127		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 16:52	12/19/2023 5:18:15 PM	0:0:25:31			update oracle file issue resolved	Onsite
8178	19-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C191220230126		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-12-2023 16:52	12/19/2023 5:17:52 PM	0:0:25:45			change the rz45 issue resolved	Onsite
8179	19-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C191220230125		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	19-12-2023 16:51	12/19/2023 5:16:55 PM	0:0:25:26			replaced the keyboard from nehru	Onsite
8180	19-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C191220230124		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-12-2023 16:50	12/19/2023 5:15:02 PM	0:0:24:14			unlocked email id issue resolved	Onsite
8181	19-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C191220230122		Hardware	System	MS Office	File	LOW	Closed	19-12-2023 16:49	12/19/2023 5:13:07 PM	0:0:24:7			repair ms office issue resolved	Onsite
8182	19-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C191220230123		Hardware	Laptop	Not working at all	Laptop	LOW	Closed	19-12-2023 16:49	12/19/2023 5:13:50 PM	0:0:24:0			clean the trace file and run in safe	Onsite
8183	19-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C191220230121		Hardware	Scanner	Scaning issue	No Power	MEDIUM	Closed	19-12-2023 16:39	12/19/2023 5:43:35 PM	0:1:3:46			scanner power cable replace issue	Onsite
8184	19-12-2023	NEHRU PLACE CSO	Third Floor - A Block	ETG	C191220230119		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-12-2023 16:35	12/19/2023 4:37:55 PM	0:0:2:33			Issue Resolved	Onsite
8185	19-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C191220230120		Hardware	System	Other Software	software	MEDIUM	Closed	19-12-2023 16:35	12/19/2023 5:42:51 PM	0:1:6:57			Adobe Reader software reinstalled	Remote
8186	19-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C191220230117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 16:34	12/19/2023 4:37:48 PM	0:0:3:8			Issue Resolved	Onsite
8187	19-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C191220230118		Hardware	System	Other Software	New	MEDIUM	Closed	19-12-2023 16:34	12/19/2023 4:53:47 PM	0:0:19:2			After update PDS driver and configure	Remote
8188	19-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C191220230116		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-12-2023 16:33	12/19/2023 4:37:40 PM	0:0:3:54			Issue Resolved	Onsite
8189	19-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C191220230115		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	19-12-2023 16:33	12/19/2023 5:40:53 PM	0:1:7:32			CHANGE THE MOUSE ISSUE	Remote
8190	19-12-2023	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C191220230114		Hardware	PC	Network Not Working	Other	LOW	Closed	19-12-2023 16:32	12/19/2023 4:37:29 PM	0:0:4:37			Issue Resolved	Onsite
8191	19-12-2023	NEHRU PLACE CSO	Second Floor - D Block	BPI	C191220230113		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-12-2023 16:31	12/19/2023 4:37:20 PM	0:0:5:56			Issue Resolved	Onsite
8192	19-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C191220230111		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-12-2023 16:30	12/19/2023 4:37:08 PM	0:0:6:59			Issue Resolved	Onsite
8193	19-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C191220230112		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	19-12-2023 16:30	12/19/2023 5:39:20 PM	0:1:8:27			PRINTER DRIVER REINSTTALED AND	Remote
8194	19-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C191220230109		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 16:29	12/19/2023 4:36:55 PM	0:0:7:43			Issue Resolved	Onsite
8195	19-12-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C191220230110		Hardware	System	Other Software	software	MEDIUM	Closed	19-12-2023 16:29	12/19/2023 5:37:21 PM	0:1:7:58			DTM SOFTWARE REINSTTALED ISSUE	Remote
8196	19-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C191220230108		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-12-2023 16:27	12/19/2023 4:36:44 PM	0:0:8:56			Issue Resolved	Onsite
8197	19-12-2023	NEHRU PLACE CSO	Third Floor - A Block	ETG	C191220230107		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-12-2023 16:26	12/19/2023 4:36:37 PM	0:0:10:2			Issue Resolved	Onsite
8198	19-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C191220230106		Hardware	System	Other Software	Browser	LOW	Closed	19-12-2023 16:26	12/19/2023 4:29:45 PM	0:0:3:44			Password reset via web link.	Onsite
8199	19-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C191220230105		Hardware	System	Other Software	proxy	LOW	Closed	19-12-2023 16:25	12/19/2023 4:36:31 PM	0:0:11:0			Issue Resolved	Onsite
8200	19-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C191220230104		Hardware	System	MS Office	File Not	MEDIUM	Closed	19-12-2023 16:20	12/19/2023 4:42:50 PM	0:0:22:28			After repair ms office issue resolved	Remote
8201	19-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C191220230103		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	19-12-2023 16:17	12/19/2023 4:33:52 PM	0:0:16:16			After update printer driver issue	Remote
8202	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230102		Hardware	PC	Not working at all	Driver	LOW	Closed	19-12-2023 16:13	12/19/2023 4:55:52 PM	0:0:42:31			Login issue resolved	Onsite
8203	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230100		Hardware	System	Other Software	Adobe	LOW	Closed	19-12-2023 16:12	12/19/2023 4:55:20 PM	0:0:43:6			Google chrome not working issue	Onsite
8204	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230101		Hardware	System	Other Software	Browser	LOW	Closed	19-12-2023 16:12	12/19/2023 4:55:36 PM	0:0:42:50			IP msg not working issue resolved	Onsite
8205	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230099		Hardware	System	Other Software	Adobe	LOW	Closed	19-12-2023 16:11	12/19/2023 4:54:59 PM	0:0:43:13			Ms office not working issue resolved	Onsite
8206	19-12-2023	NIZAMUDDIN	Kilokri	OM-EHV	C191220230098		Hardware	PC	Not working at all	No power	MEDIUM	Closed	19-12-2023 16:10	12/19/2023 4:33:05 PM	0:0:22:27			After hold start button for 30 second	Onsite
8207	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230097		Hardware	System	MS Office	File	LOW	Closed	19-12-2023 16:08	12/19/2023 4:54:45 PM	0:0:45:51			IP msg not working issue resolved	Onsite
8208	19-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C191220230096		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	19-12-2023 16:06	12/19/2023 4:31:41 PM	0:0:25:37			after remove stuck paper issue	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8209	19-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C191220230095		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 16:05	12/19/2023 5:06:00 PM	0:1:0:57			DATA copy on another pc	Onsite
8210	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230094		Hardware	System	MS Office	File	LOW	Closed	19-12-2023 16:04	12/19/2023 4:54:30 PM	0:0:49:47			Ms office not working issue resolved	Onsite
8211	19-12-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C191220230093		Hardware	System	Internet Issue	Internet	LOW	Closed	19-12-2023 16:03	12/19/2023 5:06:19 PM	0:1:2:21			Change switchport	Onsite
8212	19-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C191220230092		Hardware	System	MS Office	File	LOW	Closed	19-12-2023 16:03	12/19/2023 4:54:14 PM	0:0:50:28			Ms excel not working issue resolved	Onsite
8213	19-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C191220230091		Hardware	Printer	Image Issue	Light	LOW	Closed	19-12-2023 16:02	12/19/2023 5:06:40 PM	0:1:3:46			Cartridge replace	Onsite
8214	19-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C191220230090		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	19-12-2023 16:01	12/19/2023 5:07:03 PM	0:1:5:43			Mobile mail password change	Onsite
8215	19-12-2023	NEHRU PLACE CSO	First Floor - B Block	IT	C191220230089		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 15:48	12/19/2023 4:36:17 PM	0:0:47:38			Issue Resolved	Onsite
8216	19-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C191220230088		Hardware	Laptop	Screen Issue	Others	LOW	Closed	19-12-2023 15:47	12/19/2023 4:36:04 PM	0:0:48:37			Issue Resolved	Onsite
8217	19-12-2023	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C191220230086		Hardware	System	Other Software	proxy	LOW	Closed	19-12-2023 15:46	12/19/2023 4:35:51 PM	0:0:49:46			Issue Resolved	Onsite
8218	19-12-2023	SARITA VIHAR	Jullena	OM-DIV	C191220230087		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-12-2023 15:46	12/19/2023 4:25:00 PM	0:0:38:5			After replace local replica issue	Remote
8219	19-12-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C191220230085		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	19-12-2023 15:45	12/19/2023 4:23:47 PM	0:0:38:17			After crimp RJ45 connector issue	Onsite
8220	19-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C191220230084		Hardware	PC	Not working at all	Physical	LOW	Closed	19-12-2023 15:41	12/19/2023 4:29:19 PM	0:0:48:11			Physical cleaning after that Reinsert	Onsite
8221	19-12-2023	NEHRU PLACE	W Block GK 1	O-M	C191220230083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 15:40	12/19/2023 4:28:29 PM	0:0:48:3			Mail archived & compacted.	Onsite
8222	19-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C191220230081		Network	Link	Link Connectivity Issue	Others	LOW	Closed	19-12-2023 15:39	12/19/2023 4:28:00 PM	0:0:48:37			FLT done after that vendor assign for	Onsite
8223	19-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C191220230082		Hardware	System	Other Software	New	MEDIUM	Closed	19-12-2023 15:39	12/19/2023 3:50:16 PM	0:0:10:46			System join on the ADS sever call	Remote
8224	19-12-2023	NEHRU PLACE	W Block GK 1	O-M	C191220230080		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 15:38	12/19/2023 4:27:05 PM	0:0:48:22			WRAR new file installed.	Onsite
8225	19-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C191220230079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-12-2023 15:37	12/19/2023 4:26:44 PM	0:0:49:4			Reinstalled with drivers.	Onsite
8226	19-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C191220230078		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-12-2023 15:37	12/19/2023 4:26:24 PM	0:0:49:16			Mail id unlocked.	Onsite
8227	19-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C191220230077		Hardware	System	Other Software	Browser	MEDIUM	Closed	19-12-2023 15:32	12/19/2023 3:42:40 PM	0:0:10:4			After change date and time and feed	Remote
8228	19-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C191220230076		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	19-12-2023 15:27	12/19/2023 3:41:43 PM	0:0:14:22			Mail send to lotus support for reset	Remote
8229	19-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C191220230075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 15:26	12/19/2023 3:51:46 PM	0:0:24:50			Create new workplace now working	Remote
8230	19-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C191220230074		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	19-12-2023 15:26	12/19/2023 3:52:06 PM	0:0:25:56			Keyboard replace now working fine	Onsite
8231	19-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C191220230072		Hardware	UPS	Backup	Abnormal	LOW	Closed	19-12-2023 15:25	12/19/2023 4:51:25 PM	0:1:26:24			UPS Change to bypass mode now	Onsite
8232	19-12-2023	SAKET	Adchini	BUSINESS/	C191220230073		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 15:25	12/19/2023 3:58:19 PM	0:0:33:4			P92 Re-configured	Onsite
8233	19-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C191220230071		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 15:24	12/19/2023 4:51:48 PM	0:1:27:34			Clear paper jam now working fine	Onsite
8234	19-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C191220230070		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	19-12-2023 15:19	12/19/2023 3:40:13 PM	0:0:20:16			mail send to lotus support for reset	Remote
8235	19-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C191220230069		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-12-2023 15:16	12/19/2023 3:54:08 PM	0:0:37:21			Change IP Address now working fine	Onsite
8236	19-12-2023	SAKET	Fatehpur Beri CC	O-M	C191220230068		Hardware	PC	TFT	Half	LOW	Closed	19-12-2023 15:15	12/19/2023 4:01:25 PM	0:0:45:29			Reassign	Onsite
8237	19-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C191220230067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 15:15	12/19/2023 3:54:51 PM	0:0:39:34			Create new workspace now working	Remote
8238	19-12-2023	SAKET	Chhatarpur CC	O-M	C191220230066		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-12-2023 15:13	12/19/2023 4:00:55 PM	0:0:46:56			Reassign	Onsite
8239	19-12-2023	SAKET	D-Block Saket	O-M	C191220230064		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	19-12-2023 15:12	12/19/2023 4:00:16 PM	0:0:48:7			Keyboard issue changed	Onsite
8240	19-12-2023	SAKET	D-Block Saket	O-M	C191220230065		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 15:12	12/19/2023 4:00:39 PM	0:0:47:46			Removed paper from printer	Onsite
8241	19-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C191220230062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 15:11	12/19/2023 3:59:08 PM	0:0:47:46			Mail replica replaced	Onsite
8242	19-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C191220230061		Hardware	Printer	Image Issue	Dark	LOW	Closed	19-12-2023 15:10	12/19/2023 3:57:45 PM	0:0:47:2			Clean Printer & cartridge changed	Onsite
8243	19-12-2023	HAUZ KHAAS	Near Aurobindo Market	O-M	C191220230059		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-12-2023 15:06	12/19/2023 3:11:57 PM	0:0:5:18			Due to LAN connector faulty.	Onsite
8244	19-12-2023	HAUZ KHAAS	Near Aurobindo Market	O-M	C191220230058		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	19-12-2023 15:05	12/19/2023 3:11:07 PM	0:0:5:32			OS repaired.	Onsite
8245	19-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C191220230057		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-12-2023 15:04	12/19/2023 3:10:53 PM	0:0:6:20			Complaint logged for new mouse.	Onsite
8246	19-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C191220230056		Hardware	System	Other Software	software	LOW	Closed	19-12-2023 15:02	12/19/2023 3:10:28 PM	0:0:7:29			DLL file installation.	Onsite
8247	19-12-2023	ALAKNANDA	E Block GK 2	O-M	C191220230055		Hardware	System	Other Software	proxy	LOW	Closed	19-12-2023 14:58	12/19/2023 3:37:26 PM	0:0:38:36			Disable proxy now issue resolved	Remote
8248	19-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C191220230052		Hardware	System	Other Software	Browser	LOW	Closed	19-12-2023 14:57	12/19/2023 3:36:18 PM	0:0:39:14			Update the chrome now issue	Remote
8249	19-12-2023	ALAKNANDA	Giri Nagar	MMG	C191220230054		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	19-12-2023 14:57	12/19/2023 3:37:06 PM	0:0:39:7			Clean the temp file and close the back	Remote
8250	19-12-2023	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C191220230051		Hardware	Attendane	Others	Others	LOW	Closed	19-12-2023 14:55	12/19/2023 4:00:04 PM	0:1:4:12			map the card	Onsite
8251	19-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C191220230050		NON-SAP	DSK	Digi Seva Kendra Portal	Others	LOW	Closed	19-12-2023 14:54	12/19/2023 4:00:41 PM	0:1:5:49			clear the cache and reset the browser	Remote
8252	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C191220230049		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 14:54	12/19/2023 4:05:25 PM	0:1:11:16			Removed Jam Paper Now Working	Onsite
8253	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C191220230046		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	19-12-2023 14:53	12/19/2023 4:04:55 PM	0:1:11:39			Delete All Temp Files & Prefetch Files	Onsite
8254	19-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C191220230045		Software	SAP R/3	BSP Finance	Others	LOW	Closed	19-12-2023 14:53	12/19/2023 4:02:22 PM	0:1:9:18			configure the p92	Remote
8255	19-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C191220230048		NON-SAP	CAS	CAS	CAS Bill	LOW	Closed	19-12-2023 14:53	12/19/2023 4:01:37 PM	0:1:7:46			reinstall the cas	Remote
8256	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C191220230044		Hardware	System	Other Software	New	LOW	Closed	19-12-2023 14:52	12/19/2023 4:04:19 PM	0:1:12:6			ENF Image Uploader Installed Now	Onsite
8257	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C191220230042		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	19-12-2023 14:50	12/19/2023 4:03:47 PM	0:1:13:36			Keyboard Change Issue Resolved	Onsite
8258	19-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C191220230043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 14:50	12/19/2023 3:36:00 PM	0:0:45:48			Installed the mail now issue resolved	Remote
8259	19-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C191220230039		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 14:47	12/19/2023 2:51:49 PM	0:0:4:48			issue resolved..	Remote
8260	19-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C191220230038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-12-2023 14:46	12/19/2023 3:09:53 PM	0:0:23:6			Lotus mail settings problem.	Onsite
8261	19-12-2023	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C191220230037		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-12-2023 14:45	12/19/2023 3:14:25 PM	0:0:28:58			power adaptor loose now f8x in	Onsite
8262	19-12-2023	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C191220230036		Hardware	Laptop	Network Not Working	Network	LOW	Closed	19-12-2023 14:44	12/19/2023 3:13:49 PM	0:0:29:24			power adaptor loose now f8x in	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8263	19-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C191220230035		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-12-2023 14:42	12/19/2023 3:12:27 PM	0:0:30:2			LAN issue resolved as reqd.	Onsite
8264	19-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C191220230034		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-12-2023 14:41	12/19/2023 3:12:07 PM	0:0:30:11			LAN issue resolved with help of LAN	Onsite
8265	19-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C191220230033		Hardware	PC	Not working at all	Others	LOW	Closed	19-12-2023 14:41	12/19/2023 3:04:48 PM	0:0:23:30			Webcam issue resolved as reqd.	Onsite
8266	19-12-2023	ALAKNANDA	Giri Nagar	MMG	C191220230032		Hardware	Scanner	Scaning issue	Others	LOW	Closed	19-12-2023 14:40	12/19/2023 3:35:43 PM	0:0:54:44			Installed the new scanner now issue	Onsite
8267	19-12-2023	ALAKNANDA	CR Park HR Office	HR	C191220230031		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-12-2023 14:40	12/19/2023 3:35:13 PM	0:0:55:7			Installed the OS and all software now	Onsite
8268	19-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C191220230030		Network	Internet	Internet Issue	Internet	LOW	Closed	19-12-2023 14:40	12/19/2023 3:03:17 PM	0:0:23:11			Internet issue resolved	Onsite
8269	19-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOMER CARE	C191220230029		Network	VPN	VPN Issue	VPN Issue	MEDIUM	Closed	19-12-2023 14:31	12/21/2023 12:24:51 PM	1:21:53:28			Closed	Onsite
8270	19-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	Billing	C191220230028		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-12-2023 13:48	12/19/2023 2:37:45 PM	0:0:49:30			printer paper jam cline	Onsite
8271	19-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	MMG	C191220230027		Hardware	PC	Restart Problem	Others	HIGH	Closed	19-12-2023 13:47	12/19/2023 2:38:32 PM	0:0:51:4			power point problem	Onsite
8272	19-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	O-M	C191220230026		Hardware	PC	Not working at all	Others	HIGH	Closed	19-12-2023 13:46	12/19/2023 2:40:17 PM	0:0:53:49			ram reconnect	Onsite
8273	19-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas Yojna	O-M	C191220230025		Hardware	PC	System Password issue	Others	HIGH	Closed	19-12-2023 13:45	12/19/2023 2:40:56 PM	0:0:55:13			reset win password	Onsite
8274	19-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near Gurdwara	CHD	C191220230024		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	19-12-2023 13:44	12/19/2023 2:36:51 PM	0:0:52:37			ram reconnect	Onsite
8275	19-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ PET	C191220230023		Hardware	System Software	Other Software	proxy	LOW	Closed	19-12-2023 13:29	12/19/2023 1:48:24 PM	0:0:18:58			proxy settings done in chrome now	Onsite
8276	19-12-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim Vihar East Metro Station	PROTECTION	C191220230022		Hardware	PC	Not working at all	No power	LOW	Closed	19-12-2023 13:26	12/19/2023 1:48:02 PM	0:0:21:18			Check power cable cross with TFT no	Onsite
8277	19-12-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam Nagar,New Delhi-110059	O-M	C191220230021		Hardware	PC	Network Not Working	Other	LOW	Closed	19-12-2023 13:25	12/19/2023 1:26:06 PM	0:0:0:15			resolved	Onsite
8278	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ PET	C191220230020		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-12-2023 13:06	12/19/2023 2:08:11 PM	0:1:1:50			Printer software installation.	Onsite
8279	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ PET	C191220230019		Hardware	System Software	Other Software	New	LOW	Closed	19-12-2023 13:05	12/19/2023 2:08:51 PM	0:1:3:42			Trend Antivirus software installation.	Onsite
8280	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ PET	C191220230018		Hardware	System Software	Other Software	Browser	LOW	Closed	19-12-2023 13:03	12/19/2023 2:09:09 PM	0:1:5:27			Data transfer	Onsite
8281	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ PET	C191220230017		Hardware	System Software	Other Software	Browser	LOW	Closed	19-12-2023 13:02	12/19/2023 2:10:03 PM	0:1:7:24			Take Followup & Provide T.F.	Onsite
8282	19-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near Dashrathpuri Metro Station	BUSINESS/ PET	C191220230016		Telecome	Instrument	Analog	Others	LOW	Closed	19-12-2023 13:01	12/19/2023 2:10:30 PM	0:1:9:6			Lan Cord change.	Onsite
8283	19-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C191220230015		Hardware	KEYBOARD	Not working	Hardware	LOW	Closed	19-12-2023 12:59	12/19/2023 2:11:18 PM	0:1:11:58			Keyboard Change.	Onsite
8284	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C191220230014		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 12:19	12/19/2023 12:38:51 PM	0:0:18:56			Paper Removed	Onsite
8285	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C191220230013		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	19-12-2023 12:18	12/19/2023 12:57:29 PM	0:0:38:59			Printer connectivity issue resolved	Onsite
8286	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C191220230012		Hardware	Laptop	System Password issue	Others	LOW	Closed	19-12-2023 12:17	12/19/2023 12:30:50 PM	0:0:13:9			Password entered without caps	Onsite
8287	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C191220230011		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-12-2023 12:16	12/19/2023 12:58:05 PM	0:0:41:44			Paper removed	Onsite
8288	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C191220230008		Hardware	PC	Network Not Working	Other	LOW	Closed	19-12-2023 12:15	12/19/2023 12:55:48 PM	0:0:40:42			SAp password reset through portal	Onsite
8289	19-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Arya Public School	MMG	C191220230010		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	19-12-2023 12:15	12/19/2023 12:34:00 PM	0:0:18:1			CPU bios settings done with boot	Onsite
8290	19-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C191220230009		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	19-12-2023 12:15	12/19/2023 1:47:36 PM	0:1:31:50			Clean All Temp File & Prefetch Files	Onsite
8291	19-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/ PET	C191220230007		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-12-2023 12:11	12/19/2023 12:33:16 PM	0:0:21:49			Set printer again with Lan IP & install	Onsite
8292	19-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	CUSTOMER CARE	C191220230006		Hardware	System Software	MS Office	File	LOW	Closed	19-12-2023 12:08	12/19/2023 12:23:12 PM	0:0:14:17			MS Excel files not open , install ms	Onsite
8293	19-12-2023	NIZAMUDDIN	Jangpura	O-M	C191220230005		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	19-12-2023 12:07	12/19/2023 1:01:13 PM	0:0:53:31			resolved	Onsite
8294	19-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi Bagh	O-M	C191220230004		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-12-2023 12:07	12/19/2023 12:22:31 PM	0:0:15:10			Clean paper pickup roller & Printer	Onsite
8295	19-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK Complex EWS Flat	DSK	C191220230002		Hardware	System Software	Other Software	software	LOW	Closed	19-12-2023 10:03	12/19/2023 10:20:22 AM	0:0:17:12			reinstalled the pdf issue resolved	Remote
8296	19-12-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak Road	OM-DIV	C191220230001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-12-2023 10:01	12/19/2023 11:14:59 AM	0:1:13:23			Ram slot change after moisture	
8297	20-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C211220230068		Hardware	PC	TFT	Others	LOW	Closed	21-12-2023 14:53	12/21/2023 3:21:37 PM	0:0:28:33			TFT faulty no dislpay , bobbles shows ,	Onsite
8298	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	Finance	C201220230218		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	20-12-2023 17:50	12/20/2023 5:51:43 PM	0:0:1:41			issue resolved	Onsite
8299	20-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Finance	C201220230217		Hardware	System Software	Other Software	proxy	LOW	Closed	20-12-2023 17:49	12/20/2023 5:51:35 PM	0:0:2:6			issue resolved	Onsite
8300	20-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C201220230216		Hardware	System Software	Other Software	New	LOW	Closed	20-12-2023 17:48	12/20/2023 5:51:24 PM	0:0:2:28			issue resolved	Onsite
8301	20-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C201220230215		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-12-2023 17:48	12/20/2023 5:51:12 PM	0:0:2:49			issue resolved	Onsite
8302	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C201220230214		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 17:47	12/20/2023 5:51:04 PM	0:0:3:40			issue resolved	Onsite
8303	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C201220230213		Hardware	System Software	Other Software	software	LOW	Closed	20-12-2023 17:46	12/20/2023 5:50:55 PM	0:0:4:3			issue resolved	Onsite
8304	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C201220230212		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-12-2023 17:46	12/20/2023 5:50:46 PM	0:0:4:20			issue resolved	Onsite
8305	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C201220230211		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 17:45	12/20/2023 5:50:38 PM	0:0:4:59			issue resolved	Onsite
8306	20-12-2023	NEHRU PLACE CSO	Third Floor - B Block	IT	C201220230209		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-12-2023 17:43	12/20/2023 5:50:22 PM	0:0:7:17			issue resolved	Onsite
8307	20-12-2023	NEHRU PLACE CSO	Second Floor - C Block	IT	C201220230210		Hardware	System Software	Other Software	software	LOW	Closed	20-12-2023 17:43	12/20/2023 5:50:30 PM	0:0:6:39			issue resolved	Onsite
8308	20-12-2023	OTHERS	VSNL	KCC/MLCC/	C201220230208		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-12-2023 17:27	12/20/2023 6:01:44 PM	0:0:34:40			Set as default printer issue resolve	Onsite
8309	20-12-2023	OTHERS	VSNL	RCM	C201220230207		Hardware	System Software	Other Software	software	LOW	Closed	20-12-2023 17:26	12/20/2023 6:01:17 PM	0:0:35:3			SAP Password reset resolve	Onsite
8310	20-12-2023	OTHERS	VSNL	RCM	C201220230205		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-12-2023 17:25	12/20/2023 6:00:25 PM	0:0:35:23			Data Backup issue resolve	Onsite
8311	20-12-2023	OTHERS	VSNL	RCM	C201220230206		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-12-2023 17:25	12/20/2023 6:01:00 PM	0:0:35:26			New LAN Cable provide	Onsite
8312	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C201220230204		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 17:24	12/20/2023 5:27:29 PM	0:0:2:57			Issue Resolved	Onsite
8313	20-12-2023	OTHERS	VSNL	KCC/MLCC/	C201220230203		Hardware	System Software	Other Software	software	LOW	Closed	20-12-2023 17:24	12/20/2023 6:00:02 PM	0:0:35:34			Genus Installed	Onsite
8314	20-12-2023	OTHERS	VSNL	O-M	C201220230201		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-12-2023 17:23	12/20/2023 5:59:34 PM	0:0:36:9			Laptop Battery remove issue resolve	Onsite
8315	20-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C201220230202		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	20-12-2023 17:23	12/20/2023 5:27:22 PM	0:0:3:41			Issue Resolved	Onsite
8316	20-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C201220230200		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	20-12-2023 17:22	12/20/2023 5:27:15 PM	0:0:4:17			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8317	20-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C201220230199		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:22	12/20/2023 5:22:50 PM	0:0:0:27			proxy settings done and add new	Onsite
8318	20-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C201220230198		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:22	12/20/2023 5:41:26 PM	0:0:19:13			issue resolved after reinstall the	Onsite
8319	20-12-2023	NEHRU PLACE CSO	First Floor -D Block Conf.Bramapurtra.	C-M	C201220230197		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-12-2023 17:22	12/20/2023 5:27:05 PM	0:0:5:3			Issue Resolved	Onsite
8320	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230196		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:21	12/20/2023 5:41:35 PM	0:0:19:37			issue resolved after reinstall the	Onsite
8321	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230195		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 17:21	12/20/2023 5:42:04 PM	0:0:20:40			issue resolved reinstall the printer	Onsite
8322	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230194		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-12-2023 17:21	12/20/2023 5:42:24 PM	0:0:21:22			issue resolved after create a new	Onsite
8323	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230187		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:20	12/20/2023 5:43:37 PM	0:0:23:34			issue resolved after update the sap	Onsite
8324	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230193		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:20	12/20/2023 5:43:04 PM	0:0:22:28			issue resolved after update the sap	Onsite
8325	20-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C201220230192		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-12-2023 17:20	12/20/2023 5:26:58 PM	0:0:6:29			Issue Resolved	Onsite
8326	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230191		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:20	12/20/2023 5:43:19 PM	0:0:22:59			issue resolved after update the sap	Onsite
8327	20-12-2023	KHANPUR	Durga Vihar, A 68	DSK	C201220230190		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-12-2023 17:20	12/20/2023 5:37:41 PM	0:0:17:27			after paper jam clear issue resolved	Onsite
8328	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230188		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:20	12/20/2023 5:43:28 PM	0:0:23:18			issue resolved after update the sap	Onsite
8329	20-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C201220230189		Hardware	System	Other Software	New	LOW	Closed	20-12-2023 17:20	12/20/2023 5:20:47 PM	0:0:0:37			Sap logon add P96 server new done	Onsite
8330	20-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C201220230186		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:19	12/20/2023 5:43:48 PM	0:0:24:1			issue resolved after update the sap	Onsite
8331	20-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C201220230185		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	20-12-2023 17:19	12/20/2023 5:26:51 PM	0:0:7:7			Issue Resolved	Onsite
8332	20-12-2023	NEHRU PLACE CSO	Third Floor - A Block	RCM	C201220230183		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	20-12-2023 17:18	12/20/2023 5:26:40 PM	0:0:8:21			Issue Resolved	Onsite
8333	20-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C201220230184		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-12-2023 17:18	12/20/2023 5:44:12 PM	0:0:25:47			issue resolved after remove the paper	Onsite
8334	20-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C201220230182		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	20-12-2023 17:16	12/20/2023 5:26:26 PM	0:0:9:29			Issue Resolved	Onsite
8335	20-12-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C201220230181		Hardware	PC	Restart Problem	Hardware	LOW	Closed	20-12-2023 17:15	12/20/2023 5:37:14 PM	0:0:21:38			after ram change issue resolved	Onsite
8336	20-12-2023	NEHRU PLACE CSO	Second Floor - C Block	KCC/MLCC	C201220230180		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-12-2023 17:15	12/20/2023 5:26:19 PM	0:0:10:48			Issue Resolved	Onsite
8337	20-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C201220230179		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-12-2023 17:14	12/20/2023 5:26:10 PM	0:0:11:34			Issue Resolved	Onsite
8338	20-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C201220230178		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	20-12-2023 17:13	12/20/2023 5:26:01 PM	0:0:12:9			Issue Resolved	Onsite
8339	20-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C201220230177		Hardware	PC	Network Not Working	No Power	LOW	Closed	20-12-2023 17:12	12/20/2023 5:25:53 PM	0:0:12:55			Issue Resolved	Onsite
8340	20-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C201220230176		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	20-12-2023 17:11	12/20/2023 5:35:30 PM	0:0:23:37			after mail archive create issue	Onsite
8341	20-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C201220230175		Hardware	System	Other Software	proxy	LOW	Closed	20-12-2023 17:11	12/20/2023 5:25:44 PM	0:0:13:58			Issue Resolved	Onsite
8342	20-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C201220230173		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 17:08	12/20/2023 5:34:03 PM	0:0:25:55			after printer paper jam clear issue	Onsite
8343	20-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C201220230174		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	20-12-2023 17:08	12/20/2023 5:34:52 PM	0:0:25:56			after admin rights provide issue	Onsite
8344	20-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C201220230172		Hardware	System	Other Software	Browser	LOW	Closed	20-12-2023 17:07	12/20/2023 5:31:57 PM	0:0:24:37			after browser change issue resolved	Onsite
8345	20-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C201220230171		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 17:05	12/20/2023 5:51:06 PM	0:0:45:47			issue has been resolved after after	Onsite
8346	20-12-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C201220230170		Hardware	System	MS Office	Others	LOW	Closed	20-12-2023 17:04	12/20/2023 5:50:37 PM	0:0:46:21			issue has been resolved after after	Onsite
8347	20-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C201220230169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 17:03	12/20/2023 5:49:51 PM	0:0:46:35			issue has been resolved after after	Onsite
8348	20-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C201220230168		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	20-12-2023 17:02	12/20/2023 5:49:01 PM	0:0:46:17			issue has been resolved after after	Onsite
8349	20-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C201220230165		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	20-12-2023 17:01	12/20/2023 5:48:35 PM	0:0:46:54			issue has been resolved after after	Onsite
8350	20-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C201220230167		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-12-2023 17:01	12/20/2023 5:19:42 PM	0:0:17:56			Mail has been sent to lotus team for	Remote
8351	20-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C201220230166		Hardware	System	Other Software	Browser	LOW	Closed	20-12-2023 17:01	12/20/2023 5:22:09 PM	0:0:20:28			Sharing PC security allow for everyone	Onsite
8352	20-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C201220230163		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	20-12-2023 17:00	12/20/2023 5:47:49 PM	0:0:47:17			issue has been resolved after after	Onsite
8353	20-12-2023	NEHRU PLACE	W Block GK 1	O-M	C201220230164		Telecome	Instrumen	SIP	Network	LOW	Closed	20-12-2023 17:00	12/20/2023 5:21:35 PM	0:0:20:51			Network LAN cable reconnected.	Onsite
8354	20-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C201220230161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 16:59	12/20/2023 5:20:37 PM	0:0:21:23			Archived & compacted & refunction	Onsite
8355	20-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C201220230162		Hardware	System	Other Software	Browser	LOW	Closed	20-12-2023 16:59	12/20/2023 5:21:13 PM	0:0:21:21			File size reduced then uploaded.	Onsite
8356	20-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C201220230159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 16:58	12/20/2023 5:07:25 PM	0:0:8:48			mail replica replaced	Onsite
8357	20-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C201220230160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 16:58	12/20/2023 5:20:27 PM	0:0:21:45			Archived & compacted & refunction	Onsite
8358	20-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C201220230157		Hardware	System	Other Software	Browser	LOW	Closed	20-12-2023 16:58	12/20/2023 5:19:49 PM	0:0:21:41			P92 password unlocked via web link.	Onsite
8359	20-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C201220230158		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	20-12-2023 16:58	12/20/2023 5:46:35 PM	0:0:48:18			issue has been resolved after after	Onsite
8360	20-12-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C201220230156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 16:54	12/20/2023 5:14:05 PM	0:0:19:27			resolved	Onsite
8361	20-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C201220230155		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	20-12-2023 16:53	12/20/2023 5:17:03 PM	0:0:23:26			resolved	Onsite
8362	20-12-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C201220230154		Hardware	Printer	Image Issue	Light	LOW	Closed	20-12-2023 16:52	12/20/2023 5:16:37 PM	0:0:24:8			resolved	Onsite
8363	20-12-2023	NIZAMUDDIN	Lodhi Road Block 7	OM-EHV	C201220230153		Hardware	Laptop	Hanging/Slow processing	Driver	LOW	Closed	20-12-2023 16:48	12/20/2023 5:16:09 PM	0:0:27:59			resolved	Onsite
8364	20-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C201220230152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-12-2023 16:46	12/20/2023 5:15:26 PM	0:0:29:21			resolved	Onsite
8365	20-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C201220230151		Hardware	PC	Restart Problem	Heating	LOW	Closed	20-12-2023 16:44	12/20/2023 5:14:40 PM	0:0:30:7			resolved	Onsite
8366	20-12-2023	OTHERS	HUDCO Grid	PROTECTI	C201220230150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 16:44	12/20/2023 4:51:15 PM	0:0:6:45			Mail issue	Remote
8367	20-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C201220230148		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	20-12-2023 16:43	12/20/2023 5:14:20 PM	0:0:31:4			resolved	Onsite
8368	20-12-2023	OTHERS	Andrews Ganj	Enforcem	C201220230149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 16:43	12/20/2023 4:51:31 PM	0:0:8:9			mail issue	Remote
8369	20-12-2023	OTHERS	Andrews Ganj	Enforcem	C201220230147		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 16:42	12/20/2023 4:51:52 PM	0:0:9:0			Printer issue	Onsite
8370	20-12-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C201220230145		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-12-2023 16:41	12/20/2023 4:50:38 PM	0:0:9:14			scanner issue	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8371	20-12-2023	OTHERS	Andrews Ganj	Enforcem	C201220230146		Hardware	System	Other Software	New	LOW	Closed	20-12-2023 16:41	12/20/2023 4:50:56 PM	0:0:9:1			SAP Issue	Onsite
8372	20-12-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C201220230144		Network	Link	Link Connectivity Issue	Others	LOW	Closed	20-12-2023 16:40	12/20/2023 4:50:05 PM	0:0:9:19			LAN Is working now	Onsite
8373	20-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C201220230143		Hardware	System	MS Office	File Saving	LOW	Closed	20-12-2023 16:35	12/20/2023 4:41:50 PM	0:0:6:31			Change file path now working fine	Remote
8374	20-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C201220230142		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-12-2023 16:27	12/20/2023 4:39:00 PM	0:0:11:21			Printer driver reinstall.	Onsite
8375	20-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C201220230141		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	20-12-2023 16:26	12/20/2023 4:39:35 PM	0:0:12:49			delete temp, prefetch, and cache files.	Onsite
8376	20-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C201220230140		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	20-12-2023 16:26	12/20/2023 4:40:12 PM	0:0:13:59			RJ45 connector change.	Onsite
8377	20-12-2023	SAKET	Fatehpur Beri CC	O-M	C201220230139		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	20-12-2023 16:23	12/20/2023 5:22:12 PM	0:0:58:26			Reassign	Remote
8378	20-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C201220230138		Hardware	PC	Restart Problem	Hardware	LOW	Closed	20-12-2023 16:22	12/20/2023 4:41:01 PM	0:0:18:35			Power cable change.	Onsite
8379	20-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C201220230137		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-12-2023 16:21	12/20/2023 4:41:17 PM	0:0:19:46			Keyboard replaced.	Onsite
8380	20-12-2023	SAKET	Jonapur CC	O-M	C201220230136		Hardware	UPS	Backup	Others	LOW	Closed	20-12-2023 16:20	12/20/2023 5:20:40 PM	0:0:59:43			Reassign	Onsite
8381	20-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C201220230135		Hardware	System	MS Office	File Saving	LOW	Closed	20-12-2023 16:20	12/20/2023 5:18:49 PM	0:0:58:40			Re-installed the MS Office	Remote
8382	20-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C201220230133		Hardware	System	Other Software	proxy	LOW	Closed	20-12-2023 16:16	12/20/2023 5:25:33 PM	0:1:9:27			Issue Resolved	Onsite
8383	20-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C201220230134		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	20-12-2023 16:16	12/26/2023 10:35:06	5:18:18:12			Need to RJ45 change	Onsite
8384	20-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C201220230131		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	20-12-2023 16:15	12/26/2023 10:33:57	5:18:18:55			Need to RJ45 change	Onsite
8385	20-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C201220230132		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-12-2023 16:15	12/20/2023 4:18:21 PM	0:0:2:52			attach in another usb issue resolved..	Onsite
8386	20-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C201220230130		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	20-12-2023 16:06	12/27/2023 10:02:26	6:17:56:3			please arrange lan team for 1 nos lan	Onsite
8387	20-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C201220230129		Hardware	PC	TFT	Color	MEDIUM	Closed	20-12-2023 16:03	12/20/2023 4:58:54 PM	0:0:55:3			VGA CABLE REPLACE AND ISSUE	Onsite
8388	20-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Dispancer	C201220230128		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	20-12-2023 16:02	12/20/2023 4:57:58 PM	0:0:55:11			mouse scroll clean and issue resolved.	Onsite
8389	20-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C201220230127		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-12-2023 16:01	12/20/2023 4:49:22 PM	0:0:48:19			unlocked the email id issue resolved	Onsite
8390	20-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C201220230126		Hardware	System	Other Software	Adobe	LOW	Closed	20-12-2023 16:00	12/20/2023 4:49:03 PM	0:0:48:41			updated the acrobat flash player issue	Onsite
8391	20-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C201220230125		Hardware	System	Other Software	Browser	MEDIUM	Closed	20-12-2023 15:57	12/20/2023 4:53:38 PM	0:0:55:49			Firefox software reinstalled and issue	Remote
8392	20-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C201220230124		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 15:55	12/20/2023 4:09:13 PM	0:0:14:6			User unlocked.	Onsite
8393	20-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C201220230121		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	20-12-2023 15:54	12/20/2023 4:08:57 PM	0:0:14:40			Complaint logged.	Onsite
8394	20-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C201220230122		Hardware	MOUSE	Not working	Hardware	LOW	Closed	20-12-2023 15:54	12/20/2023 3:57:30 PM	0:0:3:10			change the mouse	Remote
8395	20-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C201220230123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 15:54	12/20/2023 3:57:04 PM	0:0:2:5			install the id file	Remote
8396	20-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C201220230120		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	20-12-2023 15:53	12/20/2023 4:52:46 PM	0:0:58:54			Change the keyboard and issue	Onsite
8397	20-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C201220230119		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	20-12-2023 15:53	12/20/2023 3:56:45 PM	0:0:3:7			check the pc and log the call	Onsite
8398	20-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C201220230118		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 15:53	12/20/2023 4:08:43 PM	0:0:15:12			User unlocked.	Onsite
8399	20-12-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C201220230115		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-12-2023 15:52	12/20/2023 3:56:26 PM	0:0:3:39			unlock the id file	Onsite
8400	20-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C201220230117		Hardware	System	MS Office	Software	MEDIUM	Closed	20-12-2023 15:52	12/20/2023 4:52:10 PM	0:0:59:17			software reinstalled and issue	Remote
8401	20-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C201220230116		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	20-12-2023 15:52	12/20/2023 4:08:03 PM	0:0:15:15			Antivirus updated.	Onsite
8402	20-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C201220230114		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 15:52	12/20/2023 4:06:02 PM	0:0:14:0			Team viewer activity done	Onsite
8403	20-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C201220230112		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 15:51	12/20/2023 4:05:55 PM	0:0:14:26			Team viewer activity done	Onsite
8404	20-12-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C201220230113		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 15:51	12/20/2023 3:56:01 PM	0:0:4:19			check the printer and install again	Onsite
8405	20-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C201220230111		Hardware	PC	Restart Problem	Physical	MEDIUM	Closed	20-12-2023 15:50	12/20/2023 4:50:20 PM	0:0:59:36			RAM CHANG AND ISSUE RESOLVED.	Onsite
8406	20-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C201220230110		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-12-2023 15:50	12/20/2023 3:55:27 PM	0:0:5:6			install the windows	Onsite
8407	20-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C201220230108		Hardware	PC	Restart Problem	Heating	MEDIUM	Closed	20-12-2023 15:49	12/20/2023 4:44:28 PM	0:0:55:17			cpu processor fan jam, CLEAN DUST	Onsite
8408	20-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C201220230107		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-12-2023 15:48	12/20/2023 4:17:10 PM	0:0:28:30			Lan reconnected as reqd.	Onsite
8409	20-12-2023	HAUZ KHAAS	Green Park Market	O-M	C201220230106		Hardware	MOUSE	Not working	Working	LOW	Closed	20-12-2023 15:48	12/20/2023 4:05:38 PM	0:0:17:4			Working after cleaning.	Onsite
8410	20-12-2023	HAUZ KHAAS	Green Park Market	O-M	C201220230105		Hardware	UPS	Backup	Ticket	LOW	Closed	20-12-2023 15:48	12/20/2023 4:05:16 PM	0:0:17:15			Complaint logged.	Onsite
8411	20-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C201220230104		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	20-12-2023 15:47	12/20/2023 4:16:43 PM	0:0:29:40			Tray issue resolved as reqd.	Remote
8412	20-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C201220230103		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-12-2023 15:46	12/20/2023 4:16:18 PM	0:0:30:10			Printer issue resolved as reqd.	Remote
8413	20-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C201220230102		Hardware	PC	TFT	Dim	MEDIUM	Closed	20-12-2023 15:45	12/20/2023 4:41:45 PM	0:0:55:58			TFT DISPLAY RESETTING AND ISSUE	Onsite
8414	20-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C201220230101		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	20-12-2023 15:44	12/20/2023 4:40:24 PM	0:0:55:44			RE CONFIGURING IP ADDRESS	Onsite
8415	20-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C201220230100		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	20-12-2023 15:41	12/20/2023 4:48:08 PM	0:1:6:37			reinstalled the scanner driver issue	Onsite
8416	20-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Data	C201220230099		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	20-12-2023 15:40	12/20/2023 4:46:40 PM	0:1:5:53			updated the pds new driver issue	Onsite
8417	20-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	Dispancer	C201220230098		Hardware	PC	Restart Problem	Physical	LOW	Closed	20-12-2023 15:40	12/20/2023 4:46:21 PM	0:1:6:15			clean the system issue resolved	Onsite
8418	20-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIC	C201220230097		Network	Internet	Internet Issue	Internet	LOW	Closed	20-12-2023 15:39	12/20/2023 4:45:52 PM	0:1:6:25			change the ip address issue resolved	Onsite
8419	20-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C201220230096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 15:38	12/20/2023 4:45:23 PM	0:1:6:25			created the archive folder issue	Onsite
8420	20-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C201220230094		Telecome	Instrumen	Analog	Instrumen	HIGH	Closed	20-12-2023 15:37	12/20/2023 4:44:24 PM	0:1:6:54			change set cord issue resolved	Onsite
8421	20-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C201220230095		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 15:37	12/20/2023 4:44:47 PM	0:1:6:47			updated driver issue resolved	Onsite
8422	20-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C201220230093		Hardware	System	MS Office	Software	LOW	Closed	20-12-2023 15:29	12/20/2023 4:41:43 PM	0:1:12:32			Re installed now issue resolved	Remote
8423	20-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C201220230092		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 15:28	12/20/2023 4:41:17 PM	0:1:12:51			Password change now issue resolved	Remote
8424	20-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C201220230091		Hardware	PC	Restart Problem	Others	LOW	Closed	20-12-2023 15:27	12/20/2023 4:40:55 PM	0:1:13:4			Boot from HDD now issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8425	20-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C201220230090		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 15:26	12/20/2023 4:40:24 PM	0:1:13:58			Install the analyzer again now issue	Remote
8426	20-12-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C201220230089		Hardware	UPS	Backup	Others	LOW	Closed	20-12-2023 15:25	12/20/2023 4:35:27 PM	0:1:9:37			MCB trip now power restore now	Onsite
8427	20-12-2023	ALAKNANDA	A 12 Kalkaji	O-M	C201220230088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-12-2023 15:24	12/20/2023 4:34:27 PM	0:1:9:33			remove the paper from printer now	Onsite
8428	20-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C201220230086		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	20-12-2023 15:18	12/20/2023 3:27:25 PM	0:0:9:23			issue resolved	Onsite
8429	20-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C201220230087		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	20-12-2023 15:18	12/20/2023 3:27:08 PM	0:0:8:28			issue resolved	Onsite
8430	20-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C201220230085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 15:17	12/20/2023 3:27:38 PM	0:0:10:2			mail configured	Onsite
8431	20-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C201220230084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 14:54	12/20/2023 3:27:53 PM	0:0:33:35			mail configuired	Onsite
8432	20-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C201220230083		Hardware	PC	TFT	Others	LOW	Closed	20-12-2023 14:51	12/20/2023 4:13:48 PM	0:1:22:36			Setting change in power options	Remote
8433	20-12-2023	NEHRU PLACE	20 No Building	Energy	C201220230082		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 14:45	12/20/2023 3:04:45 PM	0:0:19:3			Printer driver setting change	Onsite
8434	20-12-2023	NEHRU PLACE	20 No Building	C-M	C201220230081		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-12-2023 14:44	12/20/2023 3:04:25 PM	0:0:20:11			Password reset done	Onsite
8435	20-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C201220230080		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-12-2023 14:42	12/20/2023 4:11:46 PM	0:1:28:46			Jam paper has been removed	Onsite
8436	20-12-2023	NEHRU PLACE	20 No Building	Energy	C201220230079		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	20-12-2023 14:42	12/20/2023 3:04:00 PM	0:0:21:10			Lan cable re-insert	Onsite
8437	20-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C201220230078		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-12-2023 14:42	12/20/2023 3:44:42 PM	0:1:2:34			Done network troubleshooting steps	Onsite
8438	20-12-2023	NEHRU PLACE	20 No Building	MMG	C201220230077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 14:41	12/20/2023 3:03:40 PM	0:0:22:8			New archive create done	Onsite
8439	20-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C201220230076		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	20-12-2023 14:40	12/20/2023 4:12:42 PM	0:1:31:51			Run Diagnostic and clean temp files	Onsite
8440	20-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C201220230075		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 14:39	12/20/2023 3:46:42 PM	0:1:6:51			Reinstalled P92 now working fine	Remote
8441	20-12-2023	VASANT KUNJ	Palam 33KVA Near Airport	O-M	C201220230074		Hardware	System	Other Software	Browser	LOW	Closed	20-12-2023 14:39	12/20/2023 4:10:32 PM	0:1:31:27			Browser setting changed	Remote
8442	20-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C201220230073		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-12-2023 14:36	12/20/2023 3:44:09 PM	0:1:7:14			Clear paper jam now working fine	Onsite
8443	20-12-2023	VASANT KUNJ	Bijwasan	O-M	C201220230072		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-12-2023 14:35	12/20/2023 4:09:51 PM	0:1:34:45			Lan prot change from N/W switch side	Onsite
8444	20-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C201220230071		Hardware	PC	Not working at all	Others	LOW	Closed	20-12-2023 14:28	12/20/2023 3:01:05 PM	0:0:33:0			Pen drive crashed, not working in any	Remote
8445	20-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C201220230070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 14:27	12/20/2023 2:59:35 PM	0:0:32:25			Issue resolved after creation of new	Remote
8446	20-12-2023	SARITA VIHAR	Badarpur	OM-DIV	C201220230069		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	20-12-2023 14:22	12/20/2023 3:32:04 PM	0:1:9:38			After repaired OS issue resolved	
8447	20-12-2023	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C201220230068		Hardware	PC	Network Not Working	Network	LOW	Closed	20-12-2023 14:21	12/20/2023 2:51:39 PM	0:0:30:17			check power in switch on but patch	Onsite
8448	20-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C201220230067		Hardware	System	Other Software	New	MEDIUM	Closed	20-12-2023 14:20	12/20/2023 3:05:01 PM	0:0:44:42			After recreate dtm exe issue resolved	
8449	20-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C201220230065		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	20-12-2023 14:19	12/20/2023 3:04:10 PM	0:0:44:54			After remove paper and replace	
8450	20-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C201220230066		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	20-12-2023 14:19	12/20/2023 4:38:32 PM	0:2:19:9			Printer paper jam cline	Onsite
8451	20-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C201220230063		Hardware	Laptop	Network Not Working	Other	LOW	Closed	20-12-2023 14:18	12/20/2023 2:51:00 PM	0:0:32:26			Lan driver reinstall in laptop set ip	Onsite
8452	20-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C201220230064		Hardware	System	Other Software	software	MEDIUM	Closed	20-12-2023 14:18	12/20/2023 3:07:41 PM	0:0:49:7			After reinstall Sap software issue	Remote
8453	20-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C201220230062		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	20-12-2023 14:18	12/20/2023 4:39:08 PM	0:2:20:44			mail not open mail reinstall	Onsite
8454	20-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C201220230061		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-12-2023 14:17	12/20/2023 3:02:54 PM	0:0:45:27			Mail configured call closed	
8455	20-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C201220230060		Hardware	PC	System Password issue	Others	HIGH	Closed	20-12-2023 14:16	12/20/2023 4:39:27 PM	0:2:23:19			password reset	Onsite
8456	20-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C201220230059		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	20-12-2023 14:15	12/20/2023 4:39:54 PM	0:2:24:40			keyboard changed	Onsite
8457	20-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C201220230058		Hardware	System	Other Software	proxy	HIGH	Closed	20-12-2023 14:14	12/20/2023 4:40:26 PM	0:2:26:4			host file changed	Onsite
8458	20-12-2023	PUNJABI BAGH	B Block Karampura Complaint Center Near	BUSINESS/	C201220230057		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	20-12-2023 14:14	12/20/2023 2:50:28 PM	0:0:36:23			1 kva UPS beep sound comes issue ,	Onsite
8459	20-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C201220230056		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	20-12-2023 14:12	12/20/2023 2:52:04 PM	0:0:39:59			Projector new cable HDMI installation	Onsite
8460	20-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C201220230055		Hardware	System	Other Software	Browser	LOW	Closed	20-12-2023 14:11	12/20/2023 3:17:09 PM	0:1:5:57			Data transfer done	Onsite
8461	20-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C201220230054		Hardware	PC	TFT	Power	LOW	Closed	20-12-2023 14:11	12/20/2023 2:49:08 PM	0:0:38:1			check socket power ok replaced	Onsite
8462	20-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C201220230053		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	20-12-2023 14:07	12/20/2023 2:48:21 PM	0:0:41:13			PC lan driver ok replaced patch cable	Onsite
8463	20-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C201220230052		Hardware	PC	Not working at all	Others	LOW	Closed	20-12-2023 14:04	12/20/2023 3:17:57 PM	0:1:13:26			PC Installation on another table.	Onsite
8464	20-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C201220230050		Hardware	PC	Not working at all	Others	LOW	Closed	20-12-2023 14:03	12/20/2023 3:18:15 PM	0:1:14:56			PC Installation on another table.	Onsite
8465	20-12-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C201220230049		Hardware	PC	Not working at all	Others	LOW	Closed	20-12-2023 13:58	12/20/2023 3:18:30 PM	0:1:20:4			PC Installation on another table.	Onsite
8466	20-12-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C201220230048		Hardware	PC	Not working at all	Others	LOW	Closed	20-12-2023 13:57	12/20/2023 3:18:50 PM	0:1:21:34			PC Installation on another table.	Onsite
8467	20-12-2023	PALAM	Kailash Puri Complaint Center	O-M	C201220230047		Hardware	PC	Not working at all	Others	LOW	Closed	20-12-2023 13:55	12/20/2023 3:19:09 PM	0:1:23:9			PC Installation on another table.	Onsite
8468	20-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C201220230046		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-12-2023 13:50	12/20/2023 2:45:09 PM	0:0:54:31			printer driver installed issue resolved..	Remote
8469	20-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C201220230045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-12-2023 13:50	12/20/2023 2:44:43 PM	0:0:54:43			new archive created issue resolved..	Remote
8470	20-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C201220230044		Hardware	System	Other Software	Browser	MEDIUM	Closed	20-12-2023 13:48	12/20/2023 2:13:32 PM	0:0:24:46			After reinstall chrome broswer issue	Remote
8471	20-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C201220230043		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-12-2023 13:47	12/20/2023 2:14:22 PM	0:0:27:9			After kill multiple process running in	Remote
8472	20-12-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C201220230042		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	20-12-2023 13:46	12/20/2023 2:15:23 PM	0:0:29:16			After Fix connector switch end issue	Onsite
8473	20-12-2023	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C201220230041		Hardware	System	Other Software	New	MEDIUM	Closed	20-12-2023 13:45	12/20/2023 2:15:49 PM	0:0:30:40			After recreated P92 icon issue	Remote
8474	20-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C201220230040		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	20-12-2023 13:44	12/20/2023 2:16:13 PM	0:0:32:5			After clean team file and change	Remote
8475	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230039		Hardware	System	Other Software	Adobe	LOW	Closed	20-12-2023 13:41	12/20/2023 2:08:21 PM	0:0:27:17			pdf not working issue resolved	Onsite
8476	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230037		Hardware	System	Other Software	Adobe	LOW	Closed	20-12-2023 13:40	12/20/2023 2:07:49 PM	0:0:27:40			Google chrome not working issue	Onsite
8477	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230038		Hardware	System	MS Office	File	LOW	Closed	20-12-2023 13:40	12/20/2023 2:08:05 PM	0:0:27:32			Ms office not working issue resolved	Onsite
8478	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230035		Hardware	MOUSE	Not working	Hardware	LOW	Closed	20-12-2023 13:39	12/20/2023 2:07:16 PM	0:0:28:15			Mouse not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8479	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230036		Hardware	System	MS Office	File	LOW	Closed	20-12-2023 13:39	12/20/2023 2:07:32 PM	0:0:27:51			Ms excel not working issue resolved	Onsite
8480	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230034		Hardware	System	Other Software	Adobe	LOW	Closed	20-12-2023 13:38	12/20/2023 2:06:59 PM	0:0:28:30			pdf not working issue resolved	Onsite
8481	20-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C201220230033		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-12-2023 13:38	12/20/2023 3:19:22 PM	0:1:41:10			PC Installation on another table.	Onsite
8482	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230032		Hardware	System	MS Office	File	LOW	Closed	20-12-2023 13:38	12/20/2023 2:06:43 PM	0:0:28:38			Ms excel not working issue resolved	Onsite
8483	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230030		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-12-2023 13:37	12/20/2023 2:06:13 PM	0:0:28:57			Lan not working issue resolved	Onsite
8484	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230031		Hardware	System	Other Software	Adobe	LOW	Closed	20-12-2023 13:37	12/20/2023 2:06:27 PM	0:0:28:46			IP msg not working issue resolved	Onsite
8485	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230029		Hardware	PC	Not working at all	Driver	LOW	Closed	20-12-2023 13:36	12/20/2023 2:05:22 PM	0:0:28:44			PC place transfer issue resolved	Onsite
8486	20-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C201220230028		Hardware	System	MS Office	File	LOW	Closed	20-12-2023 13:35	12/20/2023 2:05:04 PM	0:0:29:13			Ms excel not working issue resolved	Onsite
8487	20-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C201220230024		Hardware	System	Other Software	software	LOW	Closed	20-12-2023 12:11	12/20/2023 12:26:47	0:0:15:30			sap p92 reconfigured issue resolved...	Onsite
8488	20-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Enforcem	C201220230025		Hardware	MOUSE	Not working	Working	LOW	Closed	20-12-2023 12:11	12/20/2023 12:59:49	0:0:47:51			MOUSE USB DRIVER REINSTALLED	Onsite
8489	20-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C201220230023		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-12-2023 12:10	12/20/2023 12:26:25	0:0:15:45			search bar option reset issue	Onsite
8490	20-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	OM-EHV	C201220230022		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-12-2023 12:09	12/20/2023 12:48:53	0:0:39:21			web mail issue not opening in chrome	Onsite
8491	20-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C201220230021		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	20-12-2023 12:05	12/20/2023 12:59:06	0:0:53:49			changed keyboard 19.12.2023	Onsite
8492	20-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C201220230020		Hardware	Printer	Image Issue	Image	LOW	Closed	20-12-2023 11:52	12/20/2023 12:30:48	0:0:38:43			Printer driver replaced	Onsite
8493	20-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C201220230019		Network	LAN Issue	LAN Issue	Port	LOW	Closed	20-12-2023 11:48	12/20/2023 12:30:25	0:0:41:25			LAN Port changed from N/W switch	Onsite
8494	20-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	OM-EHV	C201220230018		Hardware	PC	TFT	Color	LOW	Closed	20-12-2023 11:48	12/20/2023 12:10:16	0:0:21:57			VGA CABBLE CHANGED	Onsite
8495	20-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	BUSINESS/	C201220230017		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	20-12-2023 11:46	12/20/2023 12:02:57	0:0:16:56			Free IP Provided and configured	Onsite
8496	20-12-2023	SAKET	Adchini	O-M	C201220230016		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-12-2023 11:40	12/20/2023 12:29:10	0:0:48:28			New printer installed	Onsite
8497	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230015		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	20-12-2023 11:38	12/20/2023 12:03:37	0:0:25:33			Lotus mail hanging problem.	Onsite
8498	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230014		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	20-12-2023 11:37	12/20/2023 12:03:16	0:0:25:58			HCL verse configuration.	Onsite
8499	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230013		Hardware	System	Other Software	New	LOW	Closed	20-12-2023 11:35	12/20/2023 11:57:58	0:0:22:4			SAP P92 configured.	Onsite
8500	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230012		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	20-12-2023 11:33	12/20/2023 11:51:51	0:0:18:14			CMOS battery faulty.	Onsite
8501	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230011		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	20-12-2023 11:32	12/20/2023 11:48:50	0:0:15:51			Network slow working.	Onsite
8502	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230010		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	20-12-2023 11:32	12/20/2023 11:39:18	0:0:6:56			LAN cable plug in.	Onsite
8503	20-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C201220230009		Telecome	Instrumen	SIP	Others	LOW	Closed	20-12-2023 11:23	12/20/2023 11:38:53	0:0:15:39			Login with user name and password.	Onsite
8504	20-12-2023	SAKET	Adchini	O-M	C201220230007		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-12-2023 11:05	12/20/2023 11:20:18	0:0:15:1			LAN not work	Onsite
8505	20-12-2023	SAKET	Adchini	Recovery	C201220230008		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-12-2023 11:05	12/20/2023 11:20:46	0:0:14:47			LAN not work	Onsite
8506	20-12-2023	SAKET	Adchini	BUSINESS/	C201220230006		Hardware	UPS	Backup	No Power	LOW	Closed	20-12-2023 11:04	12/20/2023 11:19:39	0:0:15:15			no backup	Onsite
8507	20-12-2023	SAKET	C Dot Grid	BUSINESS/	C201220230005		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-12-2023 11:03	12/20/2023 11:19:11	0:0:15:38			DHMI cable collected from NHP	Onsite
8508	20-12-2023	SAKET	Malviya Nagar	BUSINESS/	C201220230004		Hardware	Laptop	Not working at all	Others	LOW	Closed	20-12-2023 11:00	12/20/2023 11:18:32	0:0:18:29			Laptop no connect from projector	Onsite
8509	20-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C201220230003		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-12-2023 10:38	12/27/2023 10:05:09	6:23:26:19			lan cable not working need to	Onsite
8510	20-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C201220230002		Hardware	Printer	Image Issue	Light	LOW	Closed	20-12-2023 10:24	12/20/2023 10:53:48	0:0:29:2			Printer Cartage Replaced Now	Onsite
8511	20-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C201220230001		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	20-12-2023 10:24	12/20/2023 10:53:22	0:0:29:13			Mail Software Repair Now Working	Onsite
8512	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C271220230010		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 12:11	12/27/2023 12:44:40	0:0:32:44			issue has been resolved after	Remote
8513	21-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C261220230045		Hardware	PC	Restart Problem	Hardware	LOW	Closed	26-12-2023 14:49	12/26/2023 4:46:27 PM	0:1:57:11			Issue has been resolved after cleaning	Onsite
8514	21-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C261220230014		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 11:54	12/26/2023 12:57:54	0:1:2:57			Printer settings done paper size tray	Onsite
8515	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C221220230005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 10:14	12/22/2023 10:48:56	0:0:34:29			Issue has been resolved after create	Onsite
8516	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C221220230003		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-12-2023 10:13	12/22/2023 10:47:51	0:0:34:48			Issue has been resolved after activate	Onsite
8517	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C221220230004		Hardware	PC	Not working at all	HW	LOW	Closed	22-12-2023 10:13	12/22/2023 10:48:34	0:0:34:51			Issue has been resolved after installed	Onsite
8518	21-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C211220230180		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-12-2023 17:42	12/21/2023 5:43:50 PM	0:0:1:50			issue resolved	Onsite
8519	21-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C211220230179		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 17:41	12/21/2023 5:50:01 PM	0:0:8:12			after paper jam clear issue resolved	Onsite
8520	21-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C211220230178		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 17:40	12/21/2023 5:43:43 PM	0:0:2:44			issue resolved	Onsite
8521	21-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C211220230177		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 17:40	12/21/2023 5:49:40 PM	0:0:9:2			after mail archived issue resolved	Onsite
8522	21-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C211220230176		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 17:40	12/21/2023 5:43:34 PM	0:0:3:22			issue resolved	Onsite
8523	21-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C211220230175		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-12-2023 17:40	12/21/2023 5:49:14 PM	0:0:9:14			after printer reinstall issue resolved	Onsite
8524	21-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C211220230174		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 17:39	12/21/2023 5:43:27 PM	0:0:4:23			issue resolved	Onsite
8525	21-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C211220230173		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	21-12-2023 17:38	12/21/2023 5:43:20 PM	0:0:4:57			issue resolved	Onsite
8526	21-12-2023	KHANPUR	Durga Vihar, A 68	OM-DIV	C211220230172		Hardware	PC	Hanging/Slow processing	OS/Syste	HIGH	Closed	21-12-2023 17:38	12/21/2023 5:48:46 PM	0:0:10:34			after pc reset issue resolved	Onsite
8527	21-12-2023	NEHRU PLACE CSO	First Floor - B Block	CES	C211220230171		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	21-12-2023 17:37	12/21/2023 5:43:11 PM	0:0:5:21			issue resolved	Onsite
8528	21-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C211220230170		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 17:37	12/21/2023 5:42:58 PM	0:0:5:54			issue resolved	Onsite
8529	21-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C211220230168		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 17:36	12/21/2023 5:42:40 PM	0:0:6:39			issue resolved	Onsite
8530	21-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C211220230169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 17:36	12/21/2023 5:42:49 PM	0:0:6:17			issue resolved	Onsite
8531	21-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C211220230167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-12-2023 17:35	12/21/2023 5:42:32 PM	0:0:7:30			issue resolved	Onsite
8532	21-12-2023	NEHRU PLACE CSO	Second Floor - C Block	Recovery	C211220230166		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-12-2023 17:34	12/21/2023 5:42:24 PM	0:0:8:18			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8533	21-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C211220230165		Hardware	PC	System Password issue	Password	LOW	Closed	21-12-2023 17:29	12/21/2023 5:46:37 PM	0:0:17:23			after system password reset issue	Onsite
8534	21-12-2023	VASANT KUNJ	C 9 Vasant Kunj	O-M	C211220230164		Hardware	PC	TFT	Color	LOW	Closed	21-12-2023 17:28	12/21/2023 6:56:42 PM	0:1:27:43			VGA cable attached properly	Onsite
8535	21-12-2023	OTHERS	VSNL	O-M	C211220230163		Hardware	System	Other Software	Browser	LOW	Closed	21-12-2023 17:18	12/21/2023 6:01:02 PM	0:0:42:12			issue resolve after installed chrome	Onsite
8536	21-12-2023	OTHERS	VSNL	BUSINESS/	C211220230162		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	21-12-2023 17:18	12/21/2023 5:59:57 PM	0:0:41:49			Replaced issue resolve	Onsite
8537	21-12-2023	OTHERS	VSNL	RCM	C211220230161		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 17:17	12/21/2023 5:59:38 PM	0:0:42:12			Installed Adobe issue resolve	Onsite
8538	21-12-2023	OTHERS	VSNL	BUSINESS/	C211220230160		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 17:16	12/21/2023 5:58:16 PM	0:0:41:24			Remove Popper issue resolve	Onsite
8539	21-12-2023	OTHERS	VSNL	OET	C211220230159		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-12-2023 17:15	12/21/2023 5:57:39 PM	0:0:42:12			Driver installed issue resolve	Onsite
8540	21-12-2023	OTHERS	VSNL	O-M	C211220230158		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-12-2023 17:14	12/21/2023 5:57:13 PM	0:0:42:46			power Adopter connect other user	Onsite
8541	21-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C211220230157		Hardware	PC	System Password issue	Others	LOW	Closed	21-12-2023 17:11	12/21/2023 6:54:23 PM	0:1:43:9			Password has been changed	Onsite
8542	21-12-2023	VASANT KUNJ	Kapashera	O-M	C211220230156		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-12-2023 17:10	12/21/2023 6:53:23 PM	0:1:43:6			Temp file has been cleaned	Onsite
8543	21-12-2023	VASANT KUNJ	Kapashera	O-M	C211220230155		Hardware	UPS	Backup	Abnormal	LOW	Closed	21-12-2023 17:09	12/21/2023 6:51:04 PM	0:1:41:54			Sound has stopped after resetting the	Onsite
8544	21-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C211220230154		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	21-12-2023 17:07	12/21/2023 5:09:01 PM	0:0:1:33			QMS issue resolved after change the	Onsite
8545	21-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C211220230153		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	21-12-2023 16:50	12/21/2023 5:06:19 PM	0:0:15:54			run the laptop on save mode and re	Onsite
8546	21-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C211220230150		Network	Link	Link Connectivity Issue	Power Cut	LOW	Closed	21-12-2023 16:49	12/21/2023 5:04:34 PM	0:0:15:18			mcb was trip issue resolved	Onsite
8547	21-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C211220230152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 16:49	12/21/2023 5:04:57 PM	0:0:15:11			archived the mail and compact from	Onsite
8548	21-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C211220230151		Hardware	Printer	Connectivity Issue	Hardware	HIGH	Closed	21-12-2023 16:49	12/21/2023 5:14:52 PM	0:0:25:33			Paper jam clien	Onsite
8549	21-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C211220230149		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 16:48	12/21/2023 5:04:06 PM	0:0:15:39			repair acrobat issue resolved	Onsite
8550	21-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C211220230148		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	21-12-2023 16:47	12/21/2023 5:16:09 PM	0:0:28:34			Ram reconnect	Onsite
8551	21-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C211220230146		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	21-12-2023 16:45	12/21/2023 5:16:41 PM	0:0:30:59			cartage changed	Onsite
8552	21-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C211220230147		Hardware	Printer	Image Issue	Image	LOW	Closed	21-12-2023 16:45	12/21/2023 5:03:52 PM	0:0:18:9			change the cartridge issue resolved	Onsite
8553	21-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C211220230145		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	21-12-2023 16:44	12/21/2023 5:15:45 PM	0:0:31:24			Paper jam cline	Onsite
8554	21-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIC	C211220230144		Network	Internet	Internet Issue	Internet	LOW	Closed	21-12-2023 16:43	12/21/2023 5:03:30 PM	0:0:19:30			internet access given issue resolved	Onsite
8555	21-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIC	C211220230143		Network	Internet	Internet activation	Internet	LOW	Closed	21-12-2023 16:43	12/21/2023 5:03:11 PM	0:0:19:38			internet access given issue resolved	Onsite
8556	21-12-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C211220230142		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	21-12-2023 16:43	12/21/2023 5:14:28 PM	0:0:31:4			changed keyboard	Onsite
8557	21-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C211220230141		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	21-12-2023 16:39	12/21/2023 4:42:14 PM	0:0:3:10			Issue Resolved	Onsite
8558	21-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C211220230140		Hardware	System	Other Software	proxy	LOW	Closed	21-12-2023 16:38	12/21/2023 4:42:03 PM	0:0:3:34			Issue Resolved	Onsite
8559	21-12-2023	NEHRU PLACE CSO	Ground Floor	C-M	C211220230139		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	21-12-2023 16:37	12/21/2023 4:41:52 PM	0:0:4:16			Issue Resolved	Onsite
8560	21-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C211220230138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 16:36	12/21/2023 4:41:42 PM	0:0:5:1			Issue Resolved	Onsite
8561	21-12-2023	NEHRU PLACE CSO	Ground Floor	C-M	C211220230137		Hardware	PC	Not working at all	Harddisk	LOW	Closed	21-12-2023 16:35	12/21/2023 4:41:28 PM	0:0:6:8			Issue Resolved	Onsite
8562	21-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C211220230136		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-12-2023 16:34	12/21/2023 4:41:15 PM	0:0:6:53			Issue Resolved	Onsite
8563	21-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C211220230135		Hardware	Laptop	Network Not Working	Other	LOW	Closed	21-12-2023 16:33	12/21/2023 4:40:59 PM	0:0:7:22			Issue Resolved	Onsite
8564	21-12-2023	NEHRU PLACE CSO	Ground Floor	DSK	C211220230134		Hardware	PC	System Password issue	Others	LOW	Closed	21-12-2023 16:32	12/21/2023 4:40:29 PM	0:0:7:37			Issue Resolved	Onsite
8565	21-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C211220230133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 16:31	12/21/2023 4:40:18 PM	0:0:8:39			Issue Resolved	Onsite
8566	21-12-2023	NEHRU PLACE CSO	Second Floor - B Block	IT	C211220230132		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 16:30	12/21/2023 4:40:10 PM	0:0:10:8			Issue Resolved	Onsite
8567	21-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C211220230131		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-12-2023 16:27	12/21/2023 4:39:46 PM	0:0:12:5			Issue Resolved	Onsite
8568	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C211220230130		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	21-12-2023 16:24	12/21/2023 4:56:37 PM	0:0:31:49			Issue has been resolved after clear the	Onsite
8569	21-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C211220230129		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	21-12-2023 16:24	12/21/2023 5:39:21 PM	0:1:14:43			Cable TJ45 connecter change and	Onsite
8570	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C211220230128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 16:23	12/21/2023 4:56:13 PM	0:0:32:45			Issue has been resolved after create	Onsite
8571	21-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C211220230126		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	21-12-2023 16:19	12/21/2023 5:38:42 PM	0:1:19:37			Clean the keyboard key and keyboard	Onsite
8572	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230127		Hardware	MOUSE	Not working	Hardware	LOW	Closed	21-12-2023 16:19	12/21/2023 4:40:19 PM	0:0:20:50			Mouse replaced.	Onsite
8573	21-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C211220230125		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	21-12-2023 16:17	12/21/2023 4:39:11 PM	0:0:21:34			Scanner power adapter change.	Onsite
8574	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230124		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 16:16	12/21/2023 4:38:20 PM	0:0:21:56			old user delete and all data transfer to	Onsite
8575	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230123		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 16:15	12/21/2023 4:38:00 PM	0:0:22:43			All data transfer to ads user.	Onsite
8576	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230122		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 16:14	12/21/2023 4:37:48 PM	0:0:23:1			All data transfer to ads user.	Onsite
8577	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230121		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 16:12	12/21/2023 4:37:35 PM	0:0:25:32			All data transfer to another user	Onsite
8578	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230120		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-12-2023 16:11	12/21/2023 4:37:20 PM	0:0:26:19			Printer driver installation.	Onsite
8579	21-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C211220230119		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-12-2023 16:10	12/21/2023 4:36:36 PM	0:0:26:15			Printer driver installation.	Onsite
8580	21-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C211220230118		Hardware	Printer	Hardware Issue	Ticket	MEDIUM	Closed	21-12-2023 16:08	12/21/2023 5:37:52 PM	0:1:29:30			printer ticket logged	Onsite
8581	21-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C211220230117		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 16:00	12/21/2023 4:55:17 PM	0:0:55:2			Issue has been resolved after	Onsite
8582	21-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C211220230116		Hardware	OTHERS	CCTV ISSUE	Others	MEDIUM	Closed	21-12-2023 15:55	12/21/2023 5:37:03 PM	0:1:41:48			CP Plus\KVMS Software reinstalled	Onsite
8583	21-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C211220230115		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-12-2023 15:52	12/21/2023 4:15:57 PM	0:0:23:45			Printer installed with drivers.	Onsite
8584	21-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C211220230114		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-12-2023 15:50	12/21/2023 3:51:44 PM	0:0:1:15			create new archive	Onsite
8585	21-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C211220230112		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-12-2023 15:48	12/21/2023 3:53:35 PM	0:0:5:19			clean the ram and reinsert the ram	Onsite
8586	21-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C211220230113		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	21-12-2023 15:48	12/21/2023 4:54:44 PM	0:1:6:5			Issue has been resolved after changed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8587	21-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C211220230111		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	21-12-2023 15:47	12/21/2023 4:15:34 PM	0:0:27:52			LAN Cabled changed.	Onsite
8588	21-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C211220230110		Hardware	MOUSE	Not working	Other	LOW	Closed	21-12-2023 15:47	12/21/2023 3:54:06 PM	0:0:6:48			mouse not faulty	Remote
8589	21-12-2023	NEHRU PLACE	W Block GK 1	O-M	C211220230109		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-12-2023 15:46	12/21/2023 4:15:12 PM	0:0:28:15			Printer setting changed.	Onsite
8590	21-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C211220230107		Hardware	PC	System Password issue	Password	LOW	Closed	21-12-2023 15:46	12/21/2023 4:14:30 PM	0:0:28:22			Password reset .	Onsite
8591	21-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C211220230108		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	21-12-2023 15:46	12/21/2023 4:20:55 PM	0:0:34:37			1 virus cleaned from Vishal rao pc	Onsite
8592	21-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C211220230105		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 15:45	12/21/2023 4:54:15 PM	0:1:9:14			Issue has been resolved after	Onsite
8593	21-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C211220230106		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 15:45	12/21/2023 4:37:29 PM	0:0:51:58			remove paper jam issue resolved..	Onsite
8594	21-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C211220230104		NON-SAP	Others	Others	Others	LOW	Closed	21-12-2023 15:44	12/21/2023 3:55:22 PM	0:0:10:50			install the software	Remote
8595	21-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C211220230103		Software	SAP R/3	BSP Finance	Others	LOW	Closed	21-12-2023 15:43	12/21/2023 3:56:07 PM	0:0:12:18			configure the P96	Remote
8596	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230102		Hardware	MOUSE	Not working	Sent to	MEDIUM	Closed	21-12-2023 15:42	12/21/2023 4:06:39 PM	0:0:23:55			Mouse replaced form head office	Onsite
8597	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230101		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	21-12-2023 15:41	12/21/2023 4:07:33 PM	0:0:26:0			After crimp Rj 45 connector issue	Onsite
8598	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230100		Hardware	System	MS Office	File Not	MEDIUM	Closed	21-12-2023 15:40	12/21/2023 4:08:08 PM	0:0:28:7			After repair excel file issue resolved	Remote
8599	21-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C211220230098		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-12-2023 15:37	12/21/2023 4:53:19 PM	0:1:16:15			Issue has been resolved after clear the	Onsite
8600	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230099		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-12-2023 15:37	12/21/2023 4:08:49 PM	0:0:31:31			After kill multiple process running in	Remote
8601	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230097		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	21-12-2023 15:35	12/21/2023 4:09:54 PM	0:0:34:17			After remove stuck paper and replace	Onsite
8602	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230096		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	21-12-2023 15:33	12/21/2023 4:10:43 PM	0:0:36:58			After Clean temp file and change	Remote
8603	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C211220230095		Hardware	System	Other Software	software	MEDIUM	Closed	21-12-2023 15:32	12/21/2023 4:11:05 PM	0:0:38:16			After reinstall adobe file issue	Remote
8604	21-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C211220230094		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-12-2023 15:28	12/21/2023 4:09:52 PM	0:0:41:10			Delete temp files and downloads now	Remote
8605	21-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C211220230093		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	21-12-2023 15:27	12/21/2023 4:09:15 PM	0:0:41:41			Clean temp files and run diagnostic	Onsite
8606	21-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C211220230091		Network	LAN Issue	LAN Issue	Others	LOW	Closed	21-12-2023 15:26	12/21/2023 4:08:16 PM	0:0:42:16			Phone lan point repair now working	Onsite
8607	21-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C211220230092		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 15:26	12/21/2023 4:08:44 PM	0:0:41:55			Clear paper jam now working fine	Onsite
8608	21-12-2023	JANAK PURI	Sagar Pur Grid	O-M	C211220230090		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 15:25	12/21/2023 5:14:32 PM	0:1:49:12			Clear paper jam now working fine	Onsite
8609	21-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C211220230088		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-12-2023 15:24	12/21/2023 4:30:07 PM	0:1:5:56			Issue has been resolved after clear the	Onsite
8610	21-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C211220230089		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 15:24	12/21/2023 4:30:46 PM	0:1:6:21			Issue has been resolved after set the	Remote
8611	21-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C211220230087		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-12-2023 15:23	12/21/2023 4:29:20 PM	0:1:6:11			Issue has been resolved after clear the	Remote
8612	21-12-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C211220230086		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	21-12-2023 15:22	12/21/2023 4:28:21 PM	0:1:5:47			Issue has been resolved after reset	Remote
8613	21-12-2023	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C211220230085		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	21-12-2023 15:22	12/21/2023 4:27:32 PM	0:1:5:31			Issue has been resolved after changed	Onsite
8614	21-12-2023	PUNJABI BAGH	Punjabi Bagh CPC Store Club Road	BUSINESS/	C211220230084		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 15:18	12/21/2023 3:39:14 PM	0:0:20:28			software corrupt reinstall sap and add	Onsite
8615	21-12-2023	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala	PROTECTI	C211220230083		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	21-12-2023 15:16	12/21/2023 3:38:49 PM	0:0:22:47			printer connection error and lotus not	Onsite
8616	21-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C211220230082		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-12-2023 15:12	12/21/2023 3:38:20 PM	0:0:25:24			PC temp files clean and sap p92 server	Onsite
8617	21-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C211220230081		Hardware	System	MS Office	File	LOW	Closed	21-12-2023 15:09	12/21/2023 3:37:56 PM	0:0:28:19			MS office corrupt install new then all	Onsite
8618	21-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C211220230080		Hardware	PC	Not working at all	Others	LOW	Closed	21-12-2023 15:07	12/21/2023 3:25:29 PM	0:0:17:38			ads login error password reset by	Onsite
8619	21-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C211220230078		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	21-12-2023 15:06	12/21/2023 3:25:21 PM	0:0:18:48			Printer configured call closed	Remote
8620	21-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C211220230079		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-12-2023 15:06	12/21/2023 3:24:45 PM	0:0:17:50			Printer error paper jam and cartage	Onsite
8621	21-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C211220230077		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	21-12-2023 15:05	12/21/2023 3:24:58 PM	0:0:18:59			Printer error paper jam and cartage	Onsite
8622	21-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C211220230076		Hardware	PC	Not working at all	Others	LOW	Closed	21-12-2023 15:01	12/21/2023 3:24:13 PM	0:0:22:38			user login error [password is ok , pc	Onsite
8623	21-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C211220230075		Hardware	System	MS Office	Software	MEDIUM	Closed	21-12-2023 14:59	12/21/2023 3:45:10 PM	0:0:45:41			after reinstall ms office issue resolved	Remote
8624	21-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C211220230074		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-12-2023 14:58	12/21/2023 3:22:35 PM	0:0:24:10			pc set transfer to seva kendra as	Onsite
8625	21-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C211220230073		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-12-2023 14:57	12/21/2023 3:46:12 PM	0:0:49:12			after clear stuck mails and compact	Remote
8626	21-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C211220230071		Hardware	System	Other Software	software	MEDIUM	Closed	21-12-2023 14:56	12/21/2023 3:46:52 PM	0:0:50:44			after reinstall oracle issue resolved	Remote
8627	21-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C211220230072		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 14:56	12/21/2023 3:22:04 PM	0:0:25:37			Lotus mail archives not open issue ,	Onsite
8628	21-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C211220230070		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	21-12-2023 14:54	12/21/2023 3:44:36 PM	0:0:49:55			after clean temp file and change	Remote
8629	21-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C211220230069		Hardware	System	Other Software	software	MEDIUM	Closed	21-12-2023 14:53	12/21/2023 3:28:42 PM	0:0:34:48			After reinstall adobe software issue	Remote
8630	21-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C211220230067		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	21-12-2023 14:52	12/21/2023 3:27:59 PM	0:0:35:4			After update printer driver issue	Remote
8631	21-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C211220230066		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-12-2023 14:52	12/21/2023 3:25:01 PM	0:0:32:48			After replace local replica issue	Remote
8632	21-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C211220230065		Hardware	System	Other Software	New	MEDIUM	Closed	21-12-2023 14:51	12/21/2023 3:08:41 PM	0:0:17:30			P92 icon configure call closed	Remote
8633	21-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C211220230064		Hardware	System	Other Software	Browser	LOW	Closed	21-12-2023 14:42	12/21/2023 3:45:59 PM	0:1:3:24			ADS Server installation.	Onsite
8634	21-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C211220230063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 14:41	12/21/2023 3:49:42 PM	0:1:8:25			Mail installation & configuration	Onsite
8635	21-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C211220230062		Hardware	System	Other Software	Browser	LOW	Closed	21-12-2023 14:40	12/21/2023 3:52:11 PM	0:1:11:47			DLP Software installation.	Onsite
8636	21-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C211220230061		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 14:39	12/21/2023 3:54:17 PM	0:1:14:43			Mota data software installation.	Onsite
8637	21-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C211220230060		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	21-12-2023 14:38	12/21/2023 3:57:16 PM	0:1:18:46			Trend antivirus installation.	Onsite
8638	21-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C211220230059		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-12-2023 14:37	12/21/2023 3:57:56 PM	0:1:20:30			New OS Installation.	Onsite
8639	21-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C211220230058		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-12-2023 14:34	12/21/2023 4:00:07 PM	0:1:25:19			Cartridge change.	Onsite
8640	21-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C211220230057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 14:17	12/21/2023 4:30:42 PM	0:2:13:30			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8641	21-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C211220230056		Hardware	System	Other Software	proxy	MEDIUM	Closed	21-12-2023 13:53	12/21/2023 3:06:35 PM	0:1:13:22			proxy setting restore and issue	Remote
8642	21-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C211220230055		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	21-12-2023 13:52	12/21/2023 3:02:13 PM	0:1:10:10			Win 10 operating system reinstalled	Onsite
8643	21-12-2023	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C211220230054		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	21-12-2023 13:45	12/21/2023 2:59:53 PM	0:1:14:13			Printer driver reinstalled and issue	Onsite
8644	21-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C211220230053		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	21-12-2023 13:44	12/21/2023 2:57:52 PM	0:1:13:22			printer jam paper removed and	Onsite
8645	21-12-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	MMG	C211220230052		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-12-2023 13:43	12/21/2023 2:56:03 PM	0:1:12:23			Dienotes Software run and issue	Remote
8646	21-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C211220230051		Hardware	PC	System Password issue	Password	MEDIUM	Closed	21-12-2023 13:42	12/21/2023 2:52:50 PM	0:1:10:23			pc password reset issue resolved.	Onsite
8647	21-12-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C211220230049		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-12-2023 13:41	12/21/2023 1:42:18 PM	0:0:1:6			resolved	Onsite
8648	21-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C211220230050		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 13:41	12/21/2023 1:42:09 PM	0:0:0:18			resolved	Onsite
8649	21-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C211220230048		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	21-12-2023 12:55	12/21/2023 12:57:00 PM	0:0:1:24			Complaint logged.	Onsite
8650	21-12-2023	HAUZ KHAAS	Green Park Market	O-M	C211220230047		Hardware	MOUSE	Not working	Working	LOW	Closed	21-12-2023 12:53	12/21/2023 12:56:44 PM	0:0:3:43			New mouse replaced.	Onsite
8651	21-12-2023	HAUZ KHAAS	Green Park Market	O-M	C211220230046		Hardware	UPS	Backup	Ticket	LOW	Closed	21-12-2023 12:51	12/21/2023 12:56:09 PM	0:0:4:40			Complaint logged.	Onsite
8652	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230045		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	21-12-2023 12:40	12/21/2023 4:20:59 PM	0:3:40:50			test	Onsite
8653	21-12-2023	NEHRU PLACE	20 No Building	IT	C211220230044		Hardware	PC	Not working at all	No power	LOW	Closed	21-12-2023 12:27	12/21/2023 12:31:32 PM	0:0:3:45			Going to RK puram for meting	Onsite
8654	21-12-2023	NEHRU PLACE	20 No Building	IT	C211220230042		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-12-2023 12:25	12/27/2023 10:04:03 AM	5:21:38:33			lan port not working	Onsite
8655	21-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C211220230043		Hardware	Attendane	Others	Network	LOW	Closed	21-12-2023 12:25	12/21/2023 1:09:12 PM	0:0:43:37			port change from switch now issue	Onsite
8656	21-12-2023	NEHRU PLACE	20 No Building	IT	C211220230041		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-12-2023 12:23	12/27/2023 10:03:19 AM	5:21:40:19			lan Port not working	Onsite
8657	21-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C211220230040		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-12-2023 12:20	12/21/2023 12:30:56 PM	0:0:10:43			Ram clean and re-insert, issue	Onsite
8658	21-12-2023	SAKET	Pushp Vihar Sector 3	O-M	C211220230039		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	21-12-2023 12:08	12/21/2023 12:32:56 PM	0:0:24:47			N/W driver re-installed	Onsite
8659	21-12-2023	SAKET	Malviya Nagar CC	O-M	C211220230038		Network	LAN Issue	LAN Issue	Port	LOW	Closed	21-12-2023 12:07	12/21/2023 12:32:18 PM	0:0:25:1			LAN cable re-insert from N/W switch	Onsite
8660	21-12-2023	SAKET	Malviya Nagar	HR	C211220230037		Hardware	UPS	Backup	Battery	LOW	Closed	21-12-2023 12:06	12/21/2023 12:31:41 PM	0:0:25:1			Battery charging issue re-start the	Onsite
8661	21-12-2023	OTHERS	Andrews Ganj	Enforcem	C211220230036		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-12-2023 12:05	12/21/2023 12:13:51 PM	0:0:7:56			Pc booting issue	Onsite
8662	21-12-2023	OTHERS	Andrews Ganj	Enforcem	C211220230034		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-12-2023 12:05	12/21/2023 12:14:03 PM	0:0:9:2			Printer issue	Onsite
8663	21-12-2023	SAKET	Chhatarpur CC	O-M	C211220230035		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-12-2023 12:05	12/21/2023 12:30:49 PM	0:0:24:58			Keypad & Touchpad driver re-installed	Onsite
8664	21-12-2023	SAKET	Chhatarpur CC	O-M	C211220230033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-12-2023 12:04	12/21/2023 12:29:47 PM	0:0:24:51			Mail Installation & configuration done	Onsite
8665	21-12-2023	OTHERS	HUDCO Grid	PROTECTI	C211220230032		Telecome	Instrumen	Analog	Others	LOW	Closed	21-12-2023 12:04	12/21/2023 12:13:39 PM	0:0:9:39			Telecom Audit	Onsite
8666	21-12-2023	OTHERS	HUDCO Grid	PROTECTI	C211220230031		Network	LAN Issue	LAN Issue	Others	LOW	Closed	21-12-2023 12:03	12/21/2023 12:13:22 PM	0:0:10:12			Connectivity issue	Onsite
8667	21-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C211220230030		Hardware	PC	TFT	Color	LOW	Closed	21-12-2023 11:59	12/21/2023 2:02:03 PM	0:2:2:55			VGA Cable Replaced Now Working	Onsite
8668	21-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C211220230029		Hardware	System	Other Software	software	LOW	Closed	21-12-2023 11:58	12/21/2023 2:01:36 PM	0:2:3:36			Team Viewer Settings Change Now	Onsite
8669	21-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C211220230028		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 11:55	12/21/2023 2:00:57 PM	0:2:5:28			Team Viewer Install Again	Onsite
8670	21-12-2023	SAKET	Fatehpur Beri CC	O-M	C211220230027		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-12-2023 11:54	12/21/2023 11:55:14 AM	0:0:0:59			RJ45 connector recrimp	Onsite
8671	21-12-2023	SAKET	Adchini	DSK	C211220230026		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	21-12-2023 11:50	12/21/2023 11:53:09 AM	0:0:3:4			half scanning	Onsite
8672	21-12-2023	SAKET	Adchini	CIVIL	C211220230025		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-12-2023 11:33	12/21/2023 11:52:46 AM	0:0:19:4			not work	Onsite
8673	21-12-2023	SAKET	Adchini	SAFETY	C211220230024		Hardware	System	MS Office	File	LOW	Closed	21-12-2023 11:32	12/21/2023 11:52:26 AM	0:0:20:15			Excel not open	Remote
8674	21-12-2023	SAKET	Adchini	BUSINESS/	C211220230023		Hardware	System	Other Software	Browser	LOW	Closed	21-12-2023 11:31	12/21/2023 11:51:59 AM	0:0:20:29			DSK portal not open	Remote
8675	21-12-2023	SAKET	Adchini	CHD	C211220230022		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 11:30	12/21/2023 11:51:39 AM	0:0:21:23			Adobe not open	Remote
8676	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230021		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 11:21	12/21/2023 11:40:06 AM	0:0:19:0			Google chrome not working issue	Onsite
8677	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230020		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	21-12-2023 11:20	12/21/2023 11:39:51 AM	0:0:19:34			Email not working issue resolved	Onsite
8678	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230018		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 11:19	12/21/2023 11:39:21 AM	0:0:20:0			Visual studio not working issue	Onsite
8679	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230019		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 11:19	12/21/2023 11:39:35 AM	0:0:19:42			Ms office not working issue resolved	Onsite
8680	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230017		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 11:18	12/21/2023 11:39:04 AM	0:0:20:20			Ms office not working issue resolved	Onsite
8681	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230016		Hardware	System	Other Software	Adobe	LOW	Closed	21-12-2023 11:18	12/21/2023 11:38:50 AM	0:0:20:43			Ms office not working issue resolved	Onsite
8682	21-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C211220230015		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	21-12-2023 11:17	12/21/2023 11:38:33 AM	0:0:20:55			Scanner not working issue resolved	Onsite
8683	21-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C211220230014		Hardware	PC	Not working at all	Sent to	LOW	Closed	21-12-2023 11:00	12/21/2023 11:32:41 AM	0:0:32:29			Physical cleaning & ram clean, issue	Onsite
8684	21-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C211220230013		Telecome	Instrumen	IP	Others	LOW	Closed	21-12-2023 10:57	12/21/2023 11:48:53 AM	0:0:51:23			Issue resolved after showing the call	Onsite
8685	21-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C211220230012		Hardware	System	Other Software	proxy	LOW	Closed	21-12-2023 10:56	12/21/2023 11:47:28 AM	0:0:50:37			Change the password now issue	Remote
8686	21-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C211220230011		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	21-12-2023 10:56	12/21/2023 11:47:05 AM	0:0:50:45			Clean the temp file and close all	Onsite
8687	21-12-2023	ALAKNANDA	CR Park HR Office	HR	C211220230010		Hardware	PC	Restart Problem	Others	LOW	Closed	21-12-2023 10:55	12/21/2023 11:46:26 AM	0:0:50:47			PC connected now issue resolved	Onsite
8688	21-12-2023	ALAKNANDA	Giri Nagar	KCC/MLCC	C211220230009		Hardware	Attendane	Others	Others	LOW	Closed	21-12-2023 10:54	12/21/2023 11:45:47 AM	0:0:51:4			Activate the card in biometric	Onsite
8689	21-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C211220230008		Data Centre	Oracle	Database	Client	LOW	Re-Assign	21-12-2023 10:51					please arrange to installed oracle in	Onsite
8690	21-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C211220230007		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	21-12-2023 10:29	12/21/2023 10:49:20 AM	0:0:19:49			pc cleanup issue resolved..	Onsite
8691	21-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C211220230006		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	21-12-2023 10:29	12/21/2023 10:49:03 AM	0:0:20:2			pc cleanup issue resolved..	Onsite
8692	21-12-2023	SARITA VIHAR	Badarpur	OM-DIV	C211220230005		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	21-12-2023 10:11	12/21/2023 11:54:39 AM	0:1:43:6			After FLT network connectivity issue	
8693	21-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C211220230004		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-12-2023 10:08	12/21/2023 10:14:09 AM	0:0:5:41			printer driver installed now issue	Onsite
8694	21-12-2023	NEHRU PLACE	20 No Building	MMG	C211220230003		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 10:03	12/21/2023 10:58:06 AM	0:0:54:36			lightshot installtion done	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8695	21-12-2023	NEHRU PLACE	20 No Building	MMG	C211220230002		Hardware	System	Other Software	New	LOW	Closed	21-12-2023 10:02	12/21/2023 10:57:43	0:0:55:42			M-cube installation done	Onsite
8696	21-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C211220230001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-12-2023 09:33	12/21/2023 4:59:41 PM	0:7:26:39			Please do the needful.	Onsite
8697	22-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C261220230166		Hardware	PC	Not working at all	No power	LOW	Closed	26-12-2023 17:15	12/26/2023 5:40:29 PM	0:0:25:26			Issue has been resolved after	Onsite
8698	22-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C261220230160		Hardware	PC	TFT	Dim	LOW	Closed	26-12-2023 17:12	12/26/2023 5:40:04 PM	0:0:27:36			Issue has been resolved after changed	Onsite
8699	22-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C261220230151		Hardware	Laptop	System Password issue	Password	LOW	Closed	26-12-2023 17:04	12/26/2023 5:39:33 PM	0:0:34:35			Issue has been resolved after reset	Onsite
8700	22-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C261220230150		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-12-2023 17:03	12/26/2023 5:39:08 PM	0:0:35:16			Issue has been resolved after	Onsite
8701	22-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C261220230149		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-12-2023 17:03	12/26/2023 5:38:55 PM	0:0:35:29			Issue has been resolved after	Onsite
8702	22-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C261220230013		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	26-12-2023 11:51	12/26/2023 12:15:00	0:0:23:2			Issue has been resolved after changed	Onsite
8703	22-12-2023	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C251220230001		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	25-12-2023 13:23	12/25/2023 1:49:00 PM	0:0:25:48			Issue has been resolved after cleaning	Onsite
8704	22-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C221220230189		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-12-2023 18:42	12/22/2023 6:44:04 PM	0:0:1:25			issue resolved	Onsite
8705	22-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C221220230188		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-12-2023 18:41	12/22/2023 6:43:57 PM	0:0:2:31			issue resolved	Onsite
8706	22-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C221220230186		Hardware	MOUSE	Not working	Working	LOW	Closed	22-12-2023 18:40	12/22/2023 6:43:42 PM	0:0:3:37			issue resolved	Onsite
8707	22-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C221220230187		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-12-2023 18:40	12/22/2023 6:43:49 PM	0:0:3:7			issue resolved	Onsite
8708	22-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C221220230185		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	22-12-2023 18:39	12/22/2023 6:43:31 PM	0:0:4:5			issue resolved	Onsite
8709	22-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C221220230183		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-12-2023 18:37	12/22/2023 6:43:02 PM	0:0:5:54			issue resolved	Onsite
8710	22-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C221220230184		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-12-2023 18:37	12/22/2023 6:43:20 PM	0:0:5:33			issue resolved	Onsite
8711	22-12-2023	OTHERS	VSNL	KCC/MLCC	C221220230181		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 17:32	12/22/2023 5:53:55 PM	0:0:21:53			issue resolve	Onsite
8712	22-12-2023	OTHERS	VSNL	KCC/MLCC	C221220230182		Hardware	PC	Not working at all	No power	LOW	Closed	22-12-2023 17:32	12/22/2023 5:55:24 PM	0:0:22:43			SMPS replaced issue resolve	Onsite
8713	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C221220230179		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-12-2023 17:30	12/22/2023 5:36:14 PM	0:0:5:59			after keyboard change issue resolved	Onsite
8714	22-12-2023	OTHERS	VSNL	KCC/MLCC	C221220230180		Hardware	System	Other Software	New	LOW	Closed	22-12-2023 17:30	12/22/2023 5:53:18 PM	0:0:22:54			Oracle remove and re-installed issue	Onsite
8715	22-12-2023	OTHERS	VSNL	RCM	C221220230177		Hardware	MOUSE	Not working	Other	LOW	Closed	22-12-2023 17:29	12/22/2023 5:52:15 PM	0:0:23:7			mouse repaved	Onsite
8716	22-12-2023	OTHERS	VSNL	KCC/MLCC	C221220230178		Hardware	System	Other Software	Adobe	LOW	Closed	22-12-2023 17:29	12/22/2023 5:52:44 PM	0:0:23:1			PDF compress issue resolve	Onsite
8717	22-12-2023	OTHERS	VSNL	RCM	C221220230176		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 17:28	12/22/2023 5:51:52 PM	0:0:23:18			SAP Password reset issue resolve	Onsite
8718	22-12-2023	OTHERS	VSNL	RCM	C221220230175		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 17:28	12/22/2023 5:51:34 PM	0:0:23:25			SAP Password reset issue resolve	Onsite
8719	22-12-2023	OTHERS	VSNL	MMG	C221220230174		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	22-12-2023 17:27	12/22/2023 5:50:51 PM	0:0:23:49			RAM Clean and re-insert PC working	Onsite
8720	22-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C221220230172		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 17:24	12/22/2023 5:26:58 PM	0:0:2:41			Issue Resolved	Onsite
8721	22-12-2023	NEHRU PLACE CSO	Ground Floor	SAFETY	C221220230173		Hardware	PC	Not working at all	Others	LOW	Closed	22-12-2023 17:24	12/22/2023 5:27:14 PM	0:0:2:26			Issue Resolved	Onsite
8722	22-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C221220230171		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 17:23	12/22/2023 5:26:45 PM	0:0:3:40			Issue Resolved	Onsite
8723	22-12-2023	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	ADMIN	C221220230170		Hardware	PC	Not working at all	Others	LOW	Closed	22-12-2023 17:22	12/22/2023 5:26:31 PM	0:0:4:27			Issue Resolved	Onsite
8724	22-12-2023	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C221220230169		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-12-2023 17:20	12/22/2023 5:26:16 PM	0:0:5:38			Issue Resolved	Onsite
8725	22-12-2023	SAKET	Jonapur CC	O-M	C221220230167		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 17:19	12/22/2023 5:21:18 PM	0:0:1:28			windows startup repair	Onsite
8726	22-12-2023	NEHRU PLACE CSO	Third Floor - A Block	RCM	C221220230166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 17:19	12/22/2023 5:25:57 PM	0:0:6:48			Issue Resolved	Onsite
8727	22-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C221220230168		Hardware	System	MS Office	File Not	LOW	Closed	22-12-2023 17:19	12/22/2023 5:26:07 PM	0:0:6:14			Issue Resolved	Onsite
8728	22-12-2023	NEHRU PLACE CSO	Third Floor - B Block	Finance	C221220230165		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 17:18	12/22/2023 5:25:48 PM	0:0:7:24			Issue Resolved	Onsite
8729	22-12-2023	SAKET	Pushp Vihar Sector 3	WORKSHO	C221220230164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 17:18	12/22/2023 5:20:51 PM	0:0:2:48			mail not work	Onsite
8730	22-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C221220230163		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	22-12-2023 17:17	12/22/2023 5:25:37 PM	0:0:7:59			Issue Resolved	Onsite
8731	22-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C221220230162		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	22-12-2023 17:17	12/22/2023 5:25:25 PM	0:0:8:18			Issue Resolved	Onsite
8732	22-12-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C221220230161		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	22-12-2023 17:15	12/22/2023 5:35:47 PM	0:0:20:16			after printer driver update issue	Onsite
8733	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C221220230159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 17:14	12/22/2023 5:35:04 PM	0:0:20:56			after lotus software reinstall issue	Onsite
8734	22-12-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C221220230160		Network	Link	Link Connectivity Issue	Link	LOW	Closed	22-12-2023 17:14	12/22/2023 5:35:28 PM	0:0:20:43			issue resolved help with network	Onsite
8735	22-12-2023	SAKET	Adchini	BUSINESS/	C221220230158		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 17:09	12/22/2023 5:17:10 PM	0:0:7:57			given zip file corrupted	Onsite
8736	22-12-2023	SAKET	Adchini	BUSINESS/	C221220230157		Hardware	PC	TFT	Others	LOW	Closed	22-12-2023 17:08	12/22/2023 5:16:45 PM	0:0:8:21			changed resolution seting from	Onsite
8737	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C221220230155		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-12-2023 17:07	12/22/2023 5:34:05 PM	0:0:26:54			after printer reinstall issue resolved	Onsite
8738	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C221220230156		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	22-12-2023 17:07	12/22/2023 5:34:35 PM	0:0:26:42			after lan cable reinsert issue resolved	Onsite
8739	22-12-2023	SAKET	Adchini	DSK	C221220230153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 17:06	12/22/2023 5:16:05 PM	0:0:10:3			Mail location reset	Onsite
8740	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C221220230154		Hardware	System	MS Office	File	LOW	Closed	22-12-2023 17:06	12/22/2023 5:33:46 PM	0:0:27:9			after file extension change issue	Onsite
8741	22-12-2023	SAKET	Adchini	SAFETY	C221220230152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-12-2023 17:05	12/22/2023 5:15:29 PM	0:0:10:12			windows startup repair	Onsite
8742	22-12-2023	SAKET	Malviya Nagar	BUSINESS/	C221220230151		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-12-2023 17:03	12/22/2023 5:15:01 PM	0:0:11:3			Bluetooth driver reinstalled on trainer	Onsite
8743	22-12-2023	SAKET	Adchini	ADMIN	C221220230150		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-12-2023 17:02	12/22/2023 5:12:37 PM	0:0:9:47			IP changed	Onsite
8744	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C221220230149		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-12-2023 17:02	12/22/2023 5:33:14 PM	0:0:30:48			after paper jam clear and tray size	Onsite
8745	22-12-2023	KHANPUR	Durga Vihar, A 68	DSK	C221220230148		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	22-12-2023 16:59	12/22/2023 5:32:41 PM	0:0:33:1			after lan cable reinsert issue resolved	Onsite
8746	22-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C221220230147		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-12-2023 16:55	12/22/2023 5:31:55 PM	0:0:36:25			after pc temp file delete and pc	Onsite
8747	22-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C221220230146		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-12-2023 16:48	12/22/2023 5:50:03 PM	0:1:1:46			Mail font size decrease	Onsite
8748	22-12-2023	VASANT KUNJ	B 1 Near Police Station	Data	C221220230144		Hardware	PC	TFT	Half	LOW	Closed	22-12-2023 16:46	12/22/2023 5:47:17 PM	0:1:1:14			Display resolution changed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8749	22-12-2023	NIZAMUDDIN	Jangpura	O-M	C221220230145		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-12-2023 16:46	12/22/2023 4:50:21 PM	0:0:4:17			resolved	Onsite
8750	22-12-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C221220230143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-12-2023 16:44	12/22/2023 4:50:02 PM	0:0:5:22			resolved	Onsite
8751	22-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C221220230142		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 16:39	12/22/2023 4:49:40 PM	0:0:10:2			pdf software has been re-installed	Remote
8752	22-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C221220230141		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	22-12-2023 16:32	12/22/2023 4:49:05 PM	0:0:16:25			resolved	Remote
8753	22-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C221220230140		Hardware	System	Other Software	Adobe	LOW	Closed	22-12-2023 16:31	12/22/2023 4:48:41 PM	0:0:17:39			pdf has been reinstalled now its	Onsite
8754	22-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C221220230139		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	22-12-2023 16:29	12/22/2023 4:47:51 PM	0:0:18:33			the keyboard has been replaced now	Onsite
8755	22-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C221220230138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 16:27	12/22/2023 4:46:59 PM	0:0:19:34			resolved	Onsite
8756	22-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C221220230137		Hardware	PC	Not working at all	Others	LOW	Closed	22-12-2023 16:26	12/22/2023 4:35:31 PM	0:0:9:4			CPU On/Off button cleen	Onsite
8757	22-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C221220230136		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-12-2023 16:25	12/22/2023 4:46:37 PM	0:0:20:59			resolved	Onsite
8758	22-12-2023	SAKET	Adchini	BUSINESS/	C221220230135		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 16:25	12/22/2023 4:34:29 PM	0:0:9:4			CAS supporting files copied	Onsite
8759	22-12-2023	SAKET	Adchini	DSK	C221220230134		Telecome	Instrumen	Analog	Others	LOW	Closed	22-12-2023 16:24	12/22/2023 4:33:39 PM	0:0:9:34			AVAYA gateway restart	Onsite
8760	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230133		Hardware	System	MS Office	File	LOW	Closed	22-12-2023 16:23	12/22/2023 4:28:27 PM	0:0:4:54			Ms office not working issue resolved	Onsite
8761	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230132		Hardware	System	MS Office	File	LOW	Closed	22-12-2023 16:23	12/22/2023 4:28:05 PM	0:0:4:58			goolge chrome not working issue	Onsite
8762	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230131		Hardware	System	MS Office	File	LOW	Closed	22-12-2023 16:22	12/22/2023 4:27:41 PM	0:0:5:37			Ms office not working issue resolved	Onsite
8763	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230130		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-12-2023 16:20	12/22/2023 4:27:17 PM	0:0:6:29			Mouse not working issue resolved	Onsite
8764	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230129		Hardware	System	Other Software	Adobe	LOW	Closed	22-12-2023 16:20	12/22/2023 4:24:45 PM	0:0:4:27			pdf not working issue resolved	Onsite
8765	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230128		Hardware	System	Other Software	Adobe	LOW	Closed	22-12-2023 16:19	12/22/2023 4:24:27 PM	0:0:5:6			Google chrome not working issue	Onsite
8766	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230127		Hardware	System	Other Software	Adobe	LOW	Closed	22-12-2023 16:18	12/22/2023 4:24:08 PM	0:0:5:23			Email not working issue resolved	Onsite
8767	22-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C221220230126		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 16:17	12/22/2023 4:20:56 PM	0:0:3:7			Google Chrome Update.	Onsite
8768	22-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C221220230125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 16:16	12/22/2023 4:20:37 PM	0:0:3:43			Change password and restart mail.	Onsite
8769	22-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C221220230124		Hardware	PC	System Password issue	Password	LOW	Closed	22-12-2023 16:14	12/22/2023 4:32:23 PM	0:0:17:54			Password reset from AD	Remote
8770	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C221220230123		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	22-12-2023 16:13	12/22/2023 4:57:52 PM	0:0:44:37			Remove the paper	Onsite
8771	22-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C221220230122		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	22-12-2023 16:12	12/22/2023 4:28:10 PM	0:0:15:31			ip configure done	Onsite
8772	22-12-2023	SAKET	MMTC CC	O-M	C221220230120		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	22-12-2023 16:11	12/22/2023 4:31:53 PM	0:0:20:42			Desktop font size changed	Onsite
8773	22-12-2023	NEHRU PLACE	20 No Building	KCC/MLCC	C221220230121		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	22-12-2023 16:11	12/22/2023 4:27:38 PM	0:0:15:45			proxy change	Onsite
8774	22-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C221220230119		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-12-2023 16:11	12/22/2023 4:39:33 PM	0:0:28:27			After rename workspace issue	Remote
8775	22-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C221220230118		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-12-2023 16:10	12/22/2023 4:40:11 PM	0:0:29:56			After update printer driver issue	Remote
8776	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C221220230117		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	22-12-2023 16:09	12/22/2023 4:58:28 PM	0:0:49:4			Replaced mouse	Onsite
8777	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C221220230116		Hardware	System	Other Software	software	MEDIUM	Closed	22-12-2023 16:08	12/22/2023 4:58:11 PM	0:0:49:39			Google chrome reinstall.	Onsite
8778	22-12-2023	SARITA VIHAR	Pocket B Block	OM-DIV	C221220230115		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-12-2023 16:07	12/22/2023 4:40:56 PM	0:0:33:12			After replace local replica issue	Remote
8779	22-12-2023	SARITA VIHAR	Jullena	OM-DIV	C221220230113		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	22-12-2023 16:06	12/22/2023 5:17:20 PM	0:1:10:50			FLT done with shailender complaint	
8780	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C221220230112		Hardware	Anti virus	ANTI VIRUS	Virus Scan	MEDIUM	Closed	22-12-2023 16:06	12/22/2023 4:23:10 PM	0:0:16:56			pc scan to all drive	Remote
8781	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C221220230114		Hardware	Scanner	Scaning issue	No Power	MEDIUM	Closed	22-12-2023 16:06	12/22/2023 4:26:41 PM	0:0:19:52			Scanner power exaton board out of	Remote
8782	22-12-2023	SAKET	Malviya Nagar	HR	C221220230111		Hardware	PC	TFT	Dim	LOW	Closed	22-12-2023 16:05	12/22/2023 4:29:27 PM	0:0:24:10			Increase the Brightness	Onsite
8783	22-12-2023	SAKET	Malviya Nagar CC	O-M	C221220230110		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-12-2023 16:04	12/22/2023 4:28:04 PM	0:0:23:37			Printer Driver re-installed	Remote
8784	22-12-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C221220230109		Network	Link	Link Connectivity Issue	Link	LOW	Closed	22-12-2023 16:03	12/22/2023 4:19:59 PM	0:0:16:29			Reboot both link POE.	Onsite
8785	22-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C221220230108		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 16:00	12/22/2023 4:19:15 PM	0:0:18:29			reinstall VPN.	Onsite
8786	22-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C221220230107		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-12-2023 15:59	12/22/2023 4:18:38 PM	0:0:19:27			Remove paper.	Onsite
8787	22-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C221220230106		NON-SAP	Others	Others	Others	LOW	Closed	22-12-2023 15:57	12/22/2023 4:02:35 PM	0:0:5:3			data sharing	Remote
8788	22-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C221220230104		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 15:56	12/22/2023 4:01:48 PM	0:0:5:35			issue resolved after change the	Onsite
8789	22-12-2023	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C221220230103		Hardware	Printer	Paper Pickup	Others	LOW	Closed	22-12-2023 15:56	12/22/2023 4:04:00 PM	0:0:7:55			remove the paper and change the	Onsite
8790	22-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C221220230102		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 15:56	12/22/2023 4:02:30 PM	0:0:6:29			issue resolved after update the	Onsite
8791	22-12-2023	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C221220230105		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-12-2023 15:56	12/22/2023 4:03:39 PM	0:0:6:46			check the pc and log the call	Onsite
8792	22-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C221220230101		Hardware	System	Other Software	proxy	LOW	Closed	22-12-2023 15:55	12/22/2023 4:04:39 PM	0:0:8:49			issue resolved after change the host	Onsite
8793	22-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C221220230100		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-12-2023 15:55	12/22/2023 4:04:11 PM	0:0:8:53			mail issue resolved after archive all	Onsite
8794	22-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C221220230099		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-12-2023 15:54	12/22/2023 4:03:40 PM	0:0:9:3			issue resolved after create a new	Onsite
8795	22-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C221220230098		Telecome	Instrumen	IP	Others	LOW	Closed	22-12-2023 15:53	12/22/2023 4:04:27 PM	0:0:10:29			install the ip phone	Onsite
8796	22-12-2023	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C221220230097		Hardware	PC	TFT	Dim	LOW	Closed	22-12-2023 15:53	12/22/2023 4:03:03 PM	0:0:9:17			issue resolved after change the	Onsite
8797	22-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C221220230096		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	22-12-2023 15:52	12/22/2023 4:05:10 PM	0:0:12:33			log the complaint	Onsite
8798	22-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C221220230095		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-12-2023 15:51	12/22/2023 3:58:28 PM	0:0:6:34			install the printer	Remote
8799	22-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C221220230094		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 15:47	12/22/2023 4:31:01 PM	0:0:43:14			Software issue resolved as reqd.	Remote
8800	22-12-2023	OTHERS	Andrews Ganj	Enforcem	C221220230093		Hardware	System	Other Software	New	LOW	Closed	22-12-2023 15:42	12/22/2023 3:50:44 PM	0:0:8:15			SAP installation	Onsite
8801	22-12-2023	OTHERS	Andrews Ganj	Enforcem	C221220230092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 15:40	12/22/2023 3:51:06 PM	0:0:10:17			Archive issue	Onsite
8802	22-12-2023	OTHERS	Andrews Ganj	Enforcem	C221220230091		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 15:39	12/22/2023 3:51:29 PM	0:0:12:19			MS office issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8803	22-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C221220230090		Hardware	PC	TFT	Sent to	LOW	Closed	22-12-2023 15:35	12/22/2023 3:57:32 PM	0:0:22:16			send tft to nehru place issue resolved	Onsite
8804	22-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C221220230089		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-12-2023 15:28	12/22/2023 3:55:01 PM	0:0:27:0			replaced rj45 issue resolved	Onsite
8805	22-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C221220230087		Telecome	Instrumen	Analog	Line	LOW	Closed	22-12-2023 15:27	12/22/2023 3:54:11 PM	0:0:27:5			change cable issue resolved	Onsite
8806	22-12-2023	OTHERS	Andrews Ganj	Enforcem	C221220230088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-12-2023 15:27	12/22/2023 3:51:43 PM	0:0:24:31			Printer issue	Onsite
8807	22-12-2023	OTHERS	Andrews Ganj	Enforcem	C221220230086		Network	Link	Link Connectivity Issue	Ping Drop	LOW	Closed	22-12-2023 15:25	12/22/2023 3:52:08 PM	0:0:26:38			Lan issue	Onsite
8808	22-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C221220230085		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-12-2023 15:23	12/22/2023 4:21:18 PM	0:0:58:5			Clear paper jam now working fine	Onsite
8809	22-12-2023	OTHERS	IIT Grid	Enforcem	C221220230084		Hardware	Printer	Paper Pickup	Others	LOW	Closed	22-12-2023 15:22	12/22/2023 3:50:23 PM	0:0:27:48			Printer installation	Onsite
8810	22-12-2023	JANAK PURI	I A 3 Janakpuri	O-M	C221220230083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 15:22	12/22/2023 4:21:39 PM	0:0:59:36			Reset password now working fine	Remote
8811	22-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C221220230082		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 15:21	12/22/2023 3:47:08 PM	0:0:25:44			reset the mail password issue	Onsite
8812	22-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C221220230081		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-12-2023 15:20	12/22/2023 4:21:59 PM	0:1:1:8			Replace mouse now working ok	Onsite
8813	22-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C221220230080		Hardware	System	Internet policy enhancement	Internet	LOW	Closed	22-12-2023 15:18	12/22/2023 3:46:46 PM	0:0:27:52			there issue with backend server	Onsite
8814	22-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C221220230079		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-12-2023 15:17	12/22/2023 4:22:28 PM	0:1:4:55			Create local replica again now	Remote
8815	22-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C221220230078		Hardware	System	Internet policy enhancement	Internet	LOW	Closed	22-12-2023 15:11	12/22/2023 3:46:38 PM	0:0:35:11			there issue with backend server	Onsite
8816	22-12-2023	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C221220230077		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	22-12-2023 15:10	12/22/2023 4:22:55 PM	0:1:12:11			Clean ram and delete temp files now	Onsite
8817	22-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C221220230076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 15:05	12/22/2023 4:10:22 PM	0:1:4:28			Create new archive now issue	Remote
8818	22-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C221220230075		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 15:05	12/22/2023 4:10:05 PM	0:1:4:48			Password reset now issue resolved	Remote
8819	22-12-2023	NEHRU PLACE	20 No Building	C-M	C221220230074		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-12-2023 15:05	12/22/2023 4:01:31 PM	0:0:56:16			ram clean and re-install	Onsite
8820	22-12-2023	ALAKNANDA	CR I Block Kali Mandir	O-M	C221220230073		Hardware	System	MS Office	Malfuncti	LOW	Closed	22-12-2023 15:04	12/22/2023 4:09:45 PM	0:1:5:2			Create new file now issue resolved	Onsite
8821	22-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C221220230072		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 15:04	12/22/2023 3:45:48 PM	0:0:41:45			there is issue with link configured the	Onsite
8822	22-12-2023	ALAKNANDA	CR I Block Kali Mandir	O-M	C221220230071		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	22-12-2023 15:03	12/22/2023 4:09:16 PM	0:1:5:30			Installed the Lotus traveller on mobile	Onsite
8823	22-12-2023	ALAKNANDA	A 12 Kalkaji	O-M	C221220230070		Hardware	Laptop	Network Not Working	Other	LOW	Closed	22-12-2023 15:03	12/22/2023 4:08:47 PM	0:1:5:44			Installed the driver of LAN now issue	Onsite
8824	22-12-2023	ALAKNANDA	CR Park HR Office	HR	C221220230069		Hardware	PC	System Password issue	Password	LOW	Closed	22-12-2023 15:02	12/22/2023 4:08:21 PM	0:1:6:5			Reset the password now issue	Onsite
8825	22-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C221220230068		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 14:55	12/22/2023 4:00:21 PM	0:1:4:44			Adobe re-installation done	Onsite
8826	22-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C221220230067		Network	LAN Issue	LAN Issue	Port	LOW	Closed	22-12-2023 14:53	12/27/2023 10:04:49	4:19:11:8			Lan point not working	Onsite
8827	22-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C221220230066		Hardware	Printer	Connectivity Issue	Hardware	HIGH	Closed	22-12-2023 14:50	12/22/2023 3:28:02 PM	0:0:37:23			cartage problem	Onsite
8828	22-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C221220230065		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	22-12-2023 14:49	12/22/2023 3:28:32 PM	0:0:38:56			Archive and mail ok	Onsite
8829	22-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C221220230063		Hardware	System	Other Software	Adobe	HIGH	Closed	22-12-2023 14:48	12/22/2023 3:29:24 PM	0:0:41:14			Pdf reinstall	Onsite
8830	22-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C221220230064		Hardware	Printer	Connectivity Issue	Hardware	HIGH	Closed	22-12-2023 14:48	12/22/2023 3:29:04 PM	0:0:40:12			Paper setting changed	Onsite
8831	22-12-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C221220230062		Hardware	PC	System Password issue	Others	HIGH	Closed	22-12-2023 14:47	12/22/2023 3:27:38 PM	0:0:40:16			Profile changed	Onsite
8832	22-12-2023	NEHRU PLACE	20 No Building	ANALYTIC	C221220230061		Hardware	System	Other Software	New	LOW	Closed	22-12-2023 14:46	12/22/2023 3:59:53 PM	0:1:13:30			P92 & P96 installation done	Onsite
8833	22-12-2023	NEHRU PLACE	20 No Building	OET	C221220230060		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	22-12-2023 14:43	12/22/2023 3:59:12 PM	0:1:15:51			IP configure done	Onsite
8834	22-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C221220230059		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	22-12-2023 14:41	12/27/2023 10:04:28	4:19:22:39			Phone lan issue	Onsite
8835	22-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C221220230058		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	22-12-2023 14:32	12/22/2023 3:14:06 PM	0:0:41:25			Antivirus updated.	Onsite
8836	22-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C221220230057		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	22-12-2023 14:31	12/22/2023 3:13:52 PM	0:0:42:37			Antivirus updated.	Onsite
8837	22-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C221220230056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 14:30	12/22/2023 3:13:28 PM	0:0:42:54			New archive created.	Onsite
8838	22-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C221220230055		Hardware	UPS	Backup	Ticket	LOW	Closed	22-12-2023 14:29	12/22/2023 3:13:04 PM	0:0:43:29			Local power problem.	Onsite
8839	22-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C221220230054		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	22-12-2023 14:29	12/22/2023 2:47:39 PM	0:0:18:13			After clean temp file and change	Remote
8840	22-12-2023	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C221220230053		Hardware	PC	Network Not Working	Ticket	LOW	Closed	22-12-2023 14:28	12/22/2023 3:12:37 PM	0:0:43:49			Complaint logged.	Onsite
8841	22-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C221220230052		Hardware	System	MS Office	Others	LOW	Closed	22-12-2023 14:27	12/22/2023 3:12:04 PM	0:0:44:23			MS office installed.	Onsite
8842	22-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C221220230051		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-12-2023 14:26	12/22/2023 3:11:36 PM	0:0:45:14			Complaint logged.	Onsite
8843	22-12-2023	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C221220230050		Hardware	PC	Network Not Working	No Power	LOW	Closed	22-12-2023 14:26	12/22/2023 2:26:53 PM	0:0:0:43			power issue network not working	Onsite
8844	22-12-2023	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C221220230049		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	22-12-2023 14:25	12/22/2023 2:27:19 PM	0:0:1:59			printer not working lan problem	Onsite
8845	22-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C221220230048		Hardware	PC	Not working at all	HW	LOW	Closed	22-12-2023 14:23	12/22/2023 2:27:43 PM	0:0:3:56			cable issue for PC	Onsite
8846	22-12-2023	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C221220230047		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-12-2023 14:22	12/22/2023 2:28:05 PM	0:0:5:8			ram issue	Onsite
8847	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C221220230046		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-12-2023 14:00	12/22/2023 2:55:33 PM	0:0:55:2			Printer driver reinstalled	Remote
8848	22-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C221220230045		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	22-12-2023 13:57	12/22/2023 2:32:55 PM	0:0:34:56			Manual Scan PC .	Onsite
8849	22-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C221220230044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 13:56	12/22/2023 2:32:31 PM	0:0:35:56			Mail reinstalled & reconfigured.	Onsite
8850	22-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C221220230043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 13:55	12/22/2023 2:32:07 PM	0:0:36:27			Archive location changed.	Onsite
8851	22-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C221220230042		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	22-12-2023 13:54	12/22/2023 2:31:47 PM	0:0:36:48			Paper size setting changed.	Onsite
8852	22-12-2023	NEHRU PLACE	W Block GK 1	O-M	C221220230041		Hardware	System	Other Software	New	LOW	Closed	22-12-2023 13:54	12/22/2023 2:31:28 PM	0:0:37:10			Adobe reinstalled.	Onsite
8853	22-12-2023	NEHRU PLACE	W Block GK 1	O-M	C221220230040		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	22-12-2023 13:53	12/22/2023 2:31:05 PM	0:0:37:38			Keyboard replaced by nehru place.	Onsite
8854	22-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C221220230039		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	22-12-2023 13:42	12/22/2023 2:54:56 PM	0:1:12:11			Mouse Change	Onsite
8855	22-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	BUSINESS/	C221220230038		Hardware	OTHERS	CCTV ISSUE	Others	MEDIUM	Closed	22-12-2023 13:41	12/22/2023 2:54:14 PM	0:1:12:45			Camera Software reinstalled	Remote
8856	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C221220230037		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-12-2023 13:35	12/22/2023 2:53:42 PM	0:1:17:48			Archive file new create request	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8857	22-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C221220230036		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	22-12-2023 13:33	12/22/2023 2:53:04 PM	0:1:19:33			Call Closed	Onsite
8858	22-12-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C221220230035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 12:59	12/22/2023 1:48:40 PM	0:0:49:17			Do mail archive & compact.	Onsite
8859	22-12-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C221220230034		Hardware	PC	Not working at all	Others	LOW	Closed	22-12-2023 12:58	12/22/2023 1:49:35 PM	0:0:51:18			C-Mos cell change.	Onsite
8860	22-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C221220230033		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-12-2023 12:57	12/22/2023 1:49:57 PM	0:0:52:53			Ram dust clean.	Onsite
8861	22-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C221220230032		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	22-12-2023 12:56	12/22/2023 1:50:21 PM	0:0:54:20			Restrt qms machine.	Onsite
8862	22-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C221220230031		Hardware	PC	Not working at all	Others	LOW	Closed	22-12-2023 12:54	12/22/2023 1:50:48 PM	0:0:55:58			PC Installation on another table.	Onsite
8863	22-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C221220230030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 12:53	12/22/2023 1:51:19 PM	0:0:57:30			Do mail archive & compact.	Onsite
8864	22-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C221220230029		Hardware	PC	Not working at all	No power	LOW	Closed	22-12-2023 12:52	12/22/2023 1:51:53 PM	0:0:59:9			On\Off button change.	Onsite
8865	22-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C221220230028		Hardware	System	Other Software	software	MEDIUM	Closed	22-12-2023 12:29	12/22/2023 1:10:40 PM	0:0:41:37			After reinstallation chrome broswser	Remote
8866	22-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C221220230027		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	22-12-2023 12:27	12/22/2023 1:53:10 PM	0:1:26:3			After Crimp Rj 45 connector issue	Onsite
8867	22-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C221220230026		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	22-12-2023 12:19	12/22/2023 1:10:02 PM	0:0:50:6			After Patch Cable issue resolved	Onsite
8868	22-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C221220230025		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-12-2023 12:18	12/22/2023 1:09:18 PM	0:0:50:29			After clear stuck mail and compact	Remote
8869	22-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C221220230024		Hardware	PC	Not working at all	No power	MEDIUM	Closed	22-12-2023 12:17	12/22/2023 1:08:52 PM	0:0:51:8			After fix power cable issue resolved	Onsite
8870	22-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C221220230023		Hardware	PC	System Password issue	Others	LOW	Closed	22-12-2023 11:43	12/22/2023 12:40:06 PM	0:0:56:36			Password issue resolved as reqd.	Remote
8871	22-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C221220230022		Network	Internet	Internet Issue	Internet	LOW	Closed	22-12-2023 11:42	12/22/2023 12:39:23 PM	0:0:56:52			Internet issue resolved as reqd.	Remote
8872	22-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C221220230021		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 11:41	12/22/2023 12:38:40 PM	0:0:56:48			Software provided as reqd.	Remote
8873	22-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C221220230020		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 11:39	12/22/2023 12:19:02 PM	0:0:39:56			Microphone not working. Issue	Onsite
8874	22-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C221220230019		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 11:38	12/22/2023 12:16:31 PM	0:0:38:9			Data transferred as reqd.	Onsite
8875	22-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C221220230018		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	22-12-2023 11:37	12/22/2023 12:16:05 PM	0:0:38:35			Issue resolved after cartridge	Onsite
8876	22-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C221220230017		Hardware	Printer	Image Issue	Black Line	LOW	Closed	22-12-2023 11:37	12/22/2023 12:14:20 PM	0:0:37:19			Issue resolved as reqd.	Onsite
8877	22-12-2023	NEHRU PLACE CSO	Third Floor - B Block	CES	C221220230016		Telecome	Instrumen	Digital	Line	HIGH	Closed	22-12-2023 11:02	12/22/2023 5:25:13 PM	0:6:23:4			Issue Resolved	Onsite
8878	22-12-2023	SARITA VIHAR	Badarpur Building No 6	Billing	C221220230015		Hardware	KEYBOAR	Not working	Sent to	HIGH	Closed	22-12-2023 10:56	12/22/2023 11:05:01 AM	0:0:8:31			send to Nehru place for replacement	Onsite
8879	22-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C221220230014		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-12-2023 10:54	12/22/2023 11:57:32 AM	0:1:2:45			pc is working after automatic repair	Onsite
8880	22-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C221220230013		Hardware	System	Other Software	software	LOW	Closed	22-12-2023 10:53	12/22/2023 11:04:31 AM	0:0:11:10			enf image uploader reconfigured issue	Onsite
8881	22-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C221220230012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-12-2023 10:52	12/22/2023 11:04:06 AM	0:0:11:17			new replica create now issue	Onsite
8882	22-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C221220230011		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	22-12-2023 10:45	12/22/2023 11:09:18 AM	0:0:23:40			Printer setting corrected	Onsite
8883	22-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C221220230010		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	22-12-2023 10:44	12/22/2023 11:08:55 AM	0:0:24:12			Printer driver reinstalled	Onsite
8884	22-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C221220230009		Hardware	System	Other Software	Browser	LOW	Closed	22-12-2023 10:43	12/22/2023 11:24:53 AM	0:0:41:10			SAP BSP unlock and reset password	Remote
8885	22-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	CMG	C221220230008		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	22-12-2023 10:42	12/22/2023 11:08:28 AM	0:0:26:20			Printer installed 69.44	Onsite
8886	22-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	CMG	C221220230006		Hardware	Laptop	Network Not Working	IP Issue	HIGH	Closed	22-12-2023 10:41	12/22/2023 11:07:26 AM	0:0:26:18			Free Ip 69.70 assigned	Onsite
8887	22-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	CMG	C221220230007		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	22-12-2023 10:41	12/22/2023 11:08:07 AM	0:0:26:34			Printer installed 69.44	Onsite
8888	22-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C221220230002		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	22-12-2023 09:52	12/22/2023 10:35:31 AM	0:0:42:43			IP has been filled	Onsite
8889	22-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C221220230001		Hardware	PC	System Password issue	Password	LOW	Closed	22-12-2023 09:36	12/22/2023 9:44:48 AM	0:0:8:17			password error resolved..	Onsite
8890	23-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C231220230002		Network	Link	Link Connectivity Issue	Device	LOW	Closed	23-12-2023 12:58	12/23/2023 1:32:37 PM	0:0:34:36			All network device reboot and start	Onsite
8891	23-12-2023	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C231220230001		Network	Link	Link Connectivity Issue	Link	LOW	Closed	23-12-2023 11:19	12/27/2023 10:22:13 AM	3:23:3:8			now up	Onsite
8892	26-12-2023	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C271220230014		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	27-12-2023 13:39	12/27/2023 2:32:39 PM	0:0:53:11			reset ads password now laptop login	Onsite
8893	26-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C271220230004		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	27-12-2023 10:40	12/28/2023 4:58:14 PM	1:6:17:35			Col close by Subhash & Sanjay	Onsite
8894	26-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C271220230005		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	27-12-2023 10:40	12/28/2023 4:59:00 PM	1:6:18:10			Col close by Subhash & Sanjay	Onsite
8895	26-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C261220230198		Hardware	Laptop	System Password issue	Password	LOW	Closed	26-12-2023 17:47	12/26/2023 5:53:38 PM	0:0:5:59			after team viewer password removed	Onsite
8896	26-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C261220230197		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	26-12-2023 17:46	12/26/2023 5:52:44 PM	0:0:6:1			after ip change issue resolved	Onsite
8897	26-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C261220230196		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 17:43	12/26/2023 5:52:10 PM	0:0:8:46			after new mail archive created issue	Onsite
8898	26-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C261220230194		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 17:42	12/26/2023 5:51:10 PM	0:0:8:41			after paper jam clear issue resolved	Onsite
8899	26-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C261220230195		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 17:42	12/26/2023 5:51:42 PM	0:0:8:45			after all mail archive issue resolved	Onsite
8900	26-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C261220230193		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 17:41	12/26/2023 5:51:00 PM	0:0:9:3			after mail password reset issue	Onsite
8901	26-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C261220230191		Hardware	Scanner	Scaning issue	Others	LOW	Closed	26-12-2023 17:41	12/26/2023 5:50:27 PM	0:0:9:27			after paper jam clear issue resolved	Onsite
8902	26-12-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C261220230192		Network	Internet	Internet Issue	Internet	LOW	Closed	26-12-2023 17:41	12/26/2023 6:32:00 PM	0:0:50:2			Proxy enabled	Remote
8903	26-12-2023	VASANT KUNJ	B 1	O-M	C261220230190		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-12-2023 17:39	12/26/2023 6:30:56 PM	0:0:51:39			Reconnected with share printer	Remote
8904	26-12-2023	NEHRU PLACE CSO	Third Floor - B Block	IT	C261220230189		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	26-12-2023 17:38	12/26/2023 5:41:18 PM	0:0:2:40			issue resolved	Onsite
8905	26-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C261220230188		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	26-12-2023 17:37	12/26/2023 5:41:05 PM	0:0:3:41			issue resolved	Onsite
8906	26-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C261220230187		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	26-12-2023 17:36	12/26/2023 5:40:53 PM	0:0:4:36			issue resolved	Onsite
8907	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230186		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 17:35	12/26/2023 5:40:43 PM	0:0:5:18			issue resolved	Onsite
8908	26-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C261220230184		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 17:34	12/26/2023 6:30:19 PM	0:0:56:7			Mail has been archived	Remote
8909	26-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C261220230185		Hardware	PC	Network Not Working	No Power	LOW	Closed	26-12-2023 17:34	12/26/2023 5:40:34 PM	0:0:6:16			issue resolved	Onsite
8910	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230183		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 17:33	12/26/2023 5:40:16 PM	0:0:7:16			issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8911	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230182		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-12-2023 17:32	12/26/2023 5:40:07 PM	0:0:7:50			issue resolved	Onsite
8912	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230181		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-12-2023 17:31	12/26/2023 5:39:59 PM	0:0:8:22			issue resolved	Onsite
8913	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230180		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-12-2023 17:31	12/26/2023 5:39:52 PM	0:0:8:47			issue resolved	Onsite
8914	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230179		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-12-2023 17:30	12/26/2023 5:39:44 PM	0:0:9:13			issue resolved	Onsite
8915	26-12-2023	VASANT KUNJ	D 4	O-M	C261220230177		Hardware	Printer	Image Issue	Light	LOW	Closed	26-12-2023 17:29	12/26/2023 6:29:40 PM	0:1:0:20			Cartridge reinsert after the cleaning	Onsite
8916	26-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C261220230178		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	26-12-2023 17:29	12/26/2023 5:39:36 PM	0:0:9:54			issue resolved	Onsite
8917	26-12-2023	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C261220230176		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-12-2023 17:28	12/26/2023 5:39:29 PM	0:0:11:29			issue resolved	Onsite
8918	26-12-2023	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C261220230175		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	26-12-2023 17:27	12/26/2023 5:39:21 PM	0:0:11:58			issue resolved	Onsite
8919	26-12-2023	OTHERS	VSNL	RCM	C261220230174		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-12-2023 17:20	12/26/2023 5:38:14 PM	0:0:18:4			Re-start lotus issue resolve	Onsite
8920	26-12-2023	OTHERS	VSNL	RCM	C261220230173		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	26-12-2023 17:19	12/26/2023 5:37:29 PM	0:0:17:47			Password change issue resolve	Onsite
8921	26-12-2023	OTHERS	VSNL	KCC/MLCC	C261220230172		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-12-2023 17:19	12/26/2023 5:37:03 PM	0:0:18:1			RAM Remove and clean and re-insert	Onsite
8922	26-12-2023	OTHERS	VSNL	KCC/MLCC	C261220230171		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-12-2023 17:18	12/26/2023 5:36:25 PM	0:0:18:14			RAM Faulty complaint logged	Onsite
8923	26-12-2023	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C261220230170		Network	LAN Issue	LAN Issue	Others	LOW	Closed	26-12-2023 17:18	12/26/2023 5:23:14 PM	0:0:5:7			8 port switch power adapter loose.	Onsite
8924	26-12-2023	OTHERS	VSNL	O-M	C261220230169		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-12-2023 17:17	12/26/2023 5:35:26 PM	0:0:18:21			Delete Temp file and folder Issue	Onsite
8925	26-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C261220230167		Hardware	Printer	No display on Panel	Printer	LOW	Closed	26-12-2023 17:15	12/26/2023 5:22:47 PM	0:0:7:36			Printer power supply issue.	Onsite
8926	26-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C261220230168		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	26-12-2023 17:15	12/26/2023 5:43:14 PM	0:0:27:59			Dienotes software run and Mail issue	Remote
8927	26-12-2023	NAJAF GARH	Najafgarh Dispensary, Desu Colony, Near Sai	Dispancer	C261220230165		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	26-12-2023 17:14	12/26/2023 5:41:54 PM	0:0:27:52			printer lan cable change and issue	Onsite
8928	26-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C261220230164		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-12-2023 17:14	12/26/2023 5:21:55 PM	0:0:7:54			Printer driver reinstall.	Onsite
8929	26-12-2023	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C261220230163		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 17:13	12/26/2023 5:20:00 PM	0:0:6:1			Issue Resolved	Onsite
8930	26-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C261220230161		Hardware	System	Other Software	New	LOW	Closed	26-12-2023 17:13	12/26/2023 5:21:33 PM	0:0:8:9			Reconfigure ads and rejoin ads user.	Onsite
8931	26-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C261220230162		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 17:13	12/26/2023 5:14:41 PM	0:0:0:46			resolved	Remote
8932	26-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C261220230159		Hardware	Printer	Image Issue	Light	LOW	Closed	26-12-2023 17:12	12/26/2023 5:20:53 PM	0:0:8:53			Cartridge replaced.	Onsite
8933	26-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C261220230158		Hardware	PC	Hanging/Slow processing	High CPU	LOW	Closed	26-12-2023 17:11	12/26/2023 5:14:26 PM	0:0:2:53			resolved	Onsite
8934	26-12-2023	NEHRU PLACE CSO	Second Floor - B Block	DSS	C261220230157		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-12-2023 17:11	12/26/2023 5:19:52 PM	0:0:8:19			Issue Resolved	Onsite
8935	26-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C261220230156		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 17:10	12/26/2023 5:20:32 PM	0:0:9:38			Windows 10 reinstall	Onsite
8936	26-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C261220230155		Hardware	System	MS Office	Others	LOW	Closed	26-12-2023 17:10	12/26/2023 5:19:46 PM	0:0:8:56			Issue Resolved	Onsite
8937	26-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C261220230154		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	26-12-2023 17:09	12/26/2023 5:19:37 PM	0:0:9:45			Issue Resolved	Onsite
8938	26-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C261220230153		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-12-2023 17:08	12/26/2023 5:19:23 PM	0:0:11:4			Issue Resolved	Onsite
8939	26-12-2023	NEHRU PLACE CSO	Second Floor - C Block	PMG	C261220230152		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 17:06	12/26/2023 5:19:17 PM	0:0:12:26			Issue Resolved	Onsite
8940	26-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C261220230148		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	26-12-2023 16:57	12/26/2023 5:16:15 PM	0:0:18:47			issue resolved after clean the scanner	Onsite
8941	26-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C261220230147		Hardware	System	Other Software	proxy	MEDIUM	Closed	26-12-2023 16:43	12/26/2023 5:40:54 PM	0:0:57:30			Proxy setting reconfigure and ioms	Onsite
8942	26-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C261220230146		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	26-12-2023 16:42	12/26/2023 5:39:17 PM	0:0:56:55			CHANGE THE MOUSE ISSUE	Onsite
8943	26-12-2023	SAKET	Adchini	HR	C261220230144		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 16:38	12/26/2023 4:43:35 PM	0:0:5:25			ESS not work	Onsite
8944	26-12-2023	SAKET	Adchini	Recovery	C261220230145		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 16:38	12/26/2023 4:44:41 PM	0:0:5:48			sharing PC not open	Onsite
8945	26-12-2023	SAKET	Adchini	CIVIL	C261220230143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 16:37	12/26/2023 4:42:51 PM	0:0:5:18			mail not work	Onsite
8946	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230141		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:36	12/26/2023 4:42:53 PM	0:0:6:35			Ms office not working issue resolved	Onsite
8947	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230142		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-12-2023 16:36	12/26/2023 4:43:10 PM	0:0:6:26			Mouse not working issue resolved	Onsite
8948	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230140		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:35	12/26/2023 4:42:37 PM	0:0:7:17			Ms office not working issue resolved	Onsite
8949	26-12-2023	SAKET	Pushp Vihar Sector 3	WORKSHO	C261220230139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 16:35	12/26/2023 4:42:08 PM	0:0:7:1			Mail not work	Onsite
8950	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230138		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:34	12/26/2023 4:42:21 PM	0:0:7:40			google chrome not working issue	Onsite
8951	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230137		Hardware	System	MS Office	File Not	LOW	Closed	26-12-2023 16:34	12/26/2023 4:42:05 PM	0:0:8:0			Ms office not working issue resolved	Onsite
8952	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230135		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:33	12/26/2023 4:41:32 PM	0:0:8:32			Ms excel not working issue resolved	Onsite
8953	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230136		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:33	12/26/2023 4:41:50 PM	0:0:8:24			Ms office not working issue resolved	Onsite
8954	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230134		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:32	12/26/2023 4:41:15 PM	0:0:8:48			Ms office not working issue resolved	Onsite
8955	26-12-2023	PALAM	Kailash Puri Complaint Center	OM-DIV	C261220230133		Hardware	Printer	Paper Pickup	Others	LOW	Closed	26-12-2023 16:29	12/26/2023 5:26:03 PM	0:0:56:59			Usb Cable change.	Onsite
8956	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C261220230132		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 16:26	12/26/2023 5:26:41 PM	0:1:0:14			Seva Kendra Password reset.	Onsite
8957	26-12-2023	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C261220230131		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 16:24	12/26/2023 5:27:08 PM	0:1:3:2			Sap Password Reset.	Onsite
8958	26-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C261220230130		Hardware	PC	TFT	Color	MEDIUM	Closed	26-12-2023 16:22	12/26/2023 5:38:46 PM	0:1:16:6			VGA CABLE CHANGE ISSUE RESOLVED.	Onsite
8959	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	O-M	C261220230129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 16:22	12/26/2023 5:27:59 PM	0:1:5:57			Do mail archive & compact.	Onsite
8960	26-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C261220230128		Hardware	PC	TFT	Power	LOW	Closed	26-12-2023 16:17	12/26/2023 5:07:45 PM	0:0:50:10			Power issue resolved	Onsite
8961	26-12-2023	SAKET	Malviya Nagar CC	O-M	C261220230127		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-12-2023 16:12	12/26/2023 4:41:15 PM	0:0:28:38			LAN not work	Onsite
8962	26-12-2023	SAKET	Adchini	BUSINESS/	C261220230126		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 16:11	12/26/2023 4:40:54 PM	0:0:28:57			Cam software not work	Onsite
8963	26-12-2023	SAKET	Adchini	DSK	C261220230125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 16:10	12/26/2023 4:40:30 PM	0:0:29:35			mail not work	Onsite
8964	26-12-2023	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C261220230123		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	26-12-2023 16:06	12/26/2023 4:54:10 PM	0:0:47:19			cleared the paper issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
8965	26-12-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C261220230122		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 16:06	12/26/2023 4:49:53 PM	0:0:43:48			cleared the paper issue resolved	Onsite
8966	26-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C261220230121		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 16:05	12/26/2023 4:47:50 PM	0:0:42:12			reinstalled the ms office issue	Onsite
8967	26-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C261220230120		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-12-2023 16:05	12/26/2023 4:47:27 PM	0:0:42:20			change the RAM issue resolved	Onsite
8968	26-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C261220230118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-12-2023 16:04	12/26/2023 5:38:12 PM	0:1:34:4			New printer installed	Onsite
8969	26-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C261220230117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-12-2023 16:04	12/26/2023 4:38:55 PM	0:0:34:49			updated the driver issue resolved	Onsite
8970	26-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C261220230119		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 16:04	12/26/2023 4:43:49 PM	0:0:39:10			share the folder issue resolved	Onsite
8971	26-12-2023	SAKET	Jonapur CC	O-M	C261220230115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 16:03	12/26/2023 5:37:51 PM	0:1:34:18			Reassign	Onsite
8972	26-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C261220230116		Hardware	KEYBOAR	Internet activation	Internet	LOW	Closed	26-12-2023 16:03	12/26/2023 4:38:30 PM	0:0:34:53			change the proxy setting issue	Onsite
8973	26-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C261220230114		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	26-12-2023 16:03	12/26/2023 4:38:08 PM	0:0:35:0			change the keyboard nehru place	Onsite
8974	26-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C261220230112		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	26-12-2023 16:02	12/26/2023 4:37:28 PM	0:0:35:12			change the power cable issue	Onsite
8975	26-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C261220230113		Hardware	PC	Not working at all	No power	MEDIUM	Closed	26-12-2023 16:02	12/26/2023 4:53:35 PM	0:0:51:8			After fix cpu power cable issue	
8976	26-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C261220230108		Network	LAN Issue	LAN Issue	Others	LOW	Closed	26-12-2023 16:01	12/26/2023 4:54:20 PM	0:0:53:8			lan issue resolved after repunch the	Onsite
8977	26-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C261220230111		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 16:01	12/26/2023 4:54:44 PM	0:0:53:4			mail issue resolved after unlock the ID	Onsite
8978	26-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C261220230110		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	26-12-2023 16:01	12/26/2023 4:52:09 PM	0:0:50:30			After clean temp file and change	
8979	26-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C261220230109		Hardware	System	Other Software	software	HIGH	Closed	26-12-2023 16:01	12/26/2023 4:37:43 PM	0:0:36:21			cmos battery changed	Onsite
8980	26-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C261220230107		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-12-2023 16:00	12/26/2023 4:53:33 PM	0:0:52:47			printer issue resolved after re install	Onsite
8981	26-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C261220230106		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-12-2023 16:00	12/26/2023 4:50:35 PM	0:0:50:10			After clear stuck mail and compact	
8982	26-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C261220230105		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	26-12-2023 16:00	12/26/2023 4:36:59 PM	0:0:36:43			change the workplace issue resolved	Onsite
8983	26-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C261220230104		Hardware	PC	Network Not Working	Lan Cable	HIGH	Closed	26-12-2023 15:59	12/26/2023 4:38:25 PM	0:0:38:28			Patch cable changed	Onsite
8984	26-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C261220230101		Hardware	System	Other Software	New	LOW	Closed	26-12-2023 15:59	12/26/2023 4:13:51 PM	0:0:14:45			sap P92 & ip msg install and	Onsite
8985	26-12-2023	OTHERS	Andrews Ganj	Enforcem	C261220230103		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-12-2023 15:59	12/26/2023 4:04:31 PM	0:0:4:57			Pc booting issue	Onsite
8986	26-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C261220230102		Hardware	System	Other Software	Adobe	MEDIUM	Closed	26-12-2023 15:59	12/26/2023 4:49:47 PM	0:0:50:37			After repair pdf file issue resolved	
8987	26-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C261220230098		Hardware	Anti virus	ANTI VIRUS	Anti Virus	HIGH	Closed	26-12-2023 15:58	12/26/2023 4:39:21 PM	0:0:40:59			Anti vires update and scan all pc	Onsite
8988	26-12-2023	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C261220230100		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-12-2023 15:58	12/26/2023 4:53:03 PM	0:0:54:12			pc issue resolved after clean the ram	Onsite
8989	26-12-2023	OTHERS	Andrews Ganj	Enforcem	C261220230099		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-12-2023 15:58	12/26/2023 4:05:03 PM	0:0:6:13			Printer connected	Onsite
8990	26-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C261220230096		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-12-2023 15:57	12/26/2023 3:57:57 PM	0:0:0:48			check the pc and re install the	Onsite
8991	26-12-2023	OTHERS	Andrews Ganj	Enforcem	C261220230095		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-12-2023 15:57	12/26/2023 4:04:46 PM	0:0:7:42			RAM issue	Onsite
8992	26-12-2023	OTHERS	Andrews Ganj	Enforcem	C261220230097		Hardware	UPS	Backup	Abnormal	LOW	Closed	26-12-2023 15:57	12/26/2023 4:05:33 PM	0:0:7:50			ups checked and issue resolved with	Onsite
8993	26-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C261220230094		Hardware	System	Other Software	software	HIGH	Closed	26-12-2023 15:56	12/26/2023 4:39:44 PM	0:0:43:17			win password reset	Onsite
8994	26-12-2023	OTHERS	Andrews Ganj	Enforcem	C261220230093		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 15:56	12/26/2023 4:05:44 PM	0:0:9:32			Printer issue	Onsite
8995	26-12-2023	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C261220230092		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	26-12-2023 15:55	12/28/2023 4:56:47 PM	2:1:1:4			Col close by Subhash & Sanjay	Onsite
8996	26-12-2023	NIZAMUDDIN	Defence Colony revenue Office	Finance	C261220230091		Network	Link	Link Connectivity Issue	Others	LOW	Closed	26-12-2023 15:55	12/26/2023 4:04:12 PM	0:0:8:39			Connectivity issue	Onsite
8997	26-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C261220230089		Hardware	PC	Restart Problem	Harddisk	HIGH	Closed	26-12-2023 15:53	12/26/2023 4:40:18 PM	0:0:47:5			scanner install	Onsite
8998	26-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C261220230090		NON-SAP	CAS	CAS	BSES BAM	LOW	Closed	26-12-2023 15:53	12/26/2023 3:58:30 PM	0:0:4:38			cas not working	Remote
8999	26-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C261220230088		Hardware	PC	Restart Problem	Others	HIGH	Closed	26-12-2023 15:52	12/26/2023 4:36:24 PM	0:0:43:33			ram changed	Onsite
9000	26-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C261220230087		Hardware	PC	TFT	Others	LOW	Closed	26-12-2023 15:52	12/26/2023 4:03:50 PM	0:0:11:29			fix the stand	Remote
9001	26-12-2023	SAKET	Adchini	BUSINESS/	C261220230086		Hardware	PC	Not working at all	No power	LOW	Closed	26-12-2023 15:49	12/26/2023 4:05:41 PM	0:0:16:21			RAM Re-insert	Onsite
9002	26-12-2023	SAKET	Adchini	BUSINESS/	C261220230085		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	26-12-2023 15:48	12/26/2023 4:05:17 PM	0:0:17:2			Sharing settings changed	Onsite
9003	26-12-2023	SAKET	D-Block Saket	O-M	C261220230084		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 15:47	12/26/2023 5:37:19 PM	0:1:50:1			Password reset	Remote
9004	26-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C261220230083		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 15:47	12/26/2023 4:09:28 PM	0:0:22:13			resolved	Onsite
9005	26-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C261220230082		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-12-2023 15:46	12/26/2023 5:36:59 PM	0:1:50:25			Windows installation done	Onsite
9006	26-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C261220230080		Hardware	System	Other Software	New	LOW	Closed	26-12-2023 15:45	12/26/2023 5:36:37 PM	0:1:51:15			Genus S/W installed	Onsite
9007	26-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C261220230081		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	26-12-2023 15:45	12/26/2023 4:09:06 PM	0:0:23:34			resolved	Onsite
9008	26-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C261220230079		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 15:43	12/26/2023 3:54:00 PM	0:0:10:13			Due to server slow working.	Onsite
9009	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230078		Hardware	System	Other Software	Adobe	LOW	Closed	26-12-2023 15:42	12/26/2023 4:31:27 PM	0:0:49:15			Ms office not working issue resolved	Onsite
9010	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230077		Hardware	System	Other Software	Adobe	LOW	Closed	26-12-2023 15:41	12/26/2023 4:31:11 PM	0:0:49:27			Ms office not working issue resolved	Onsite
9011	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230074		Hardware	System	Other Software	Adobe	LOW	Closed	26-12-2023 15:40	12/26/2023 4:30:39 PM	0:0:50:33			google chrome not working issue	Onsite
9012	26-12-2023	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C261220230075		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	26-12-2023 15:40	12/26/2023 5:20:39 PM	0:1:40:6				
9013	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230076		Hardware	System	Other Software	Adobe	LOW	Closed	26-12-2023 15:40	12/26/2023 4:30:54 PM	0:0:50:13			Google chrome not working issue	Onsite
9014	26-12-2023	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C261220230073		Hardware	Printer	Image Issue	Hardware	LOW	Re-Assign	26-12-2023 15:39					Please lookinto this	Onsite
9015	26-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C261220230072		Hardware	System	Other Software	Adobe	LOW	Closed	26-12-2023 15:39	12/26/2023 4:30:22 PM	0:0:50:49			pdf not working issue resolved	Onsite
9016	26-12-2023	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C261220230071		Hardware	PC	Hardware Issue	Sent to	LOW	Re-Assign	26-12-2023 15:39					Please lookinto this	Onsite
9017	26-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C261220230070		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-12-2023 15:38	12/26/2023 4:22:05 PM	0:0:43:47			No paper in printer, hence call is	Onsite
9018	26-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C261220230069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 15:37	12/26/2023 4:20:27 PM	0:0:43:10			Archive issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9019	26-12-2023	NEHRU PLACE	20 No Building	Energy	C261220230068		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	26-12-2023 15:25	12/26/2023 4:02:54 PM	0:0:37:13			dienotes run, issue resolved	Onsite
9020	26-12-2023	NEHRU PLACE	20 No Building	ANALYTIC	C261220230067		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 15:24	12/26/2023 4:02:28 PM	0:0:38:27			Mdam install, issue resolved	Onsite
9021	26-12-2023	NEHRU PLACE	20 No Building	Energy	C261220230066		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 15:23	12/26/2023 4:02:05 PM	0:0:39:3			M-cube reinstallation done	Onsite
9022	26-12-2023	NEHRU PLACE	20 No Building	Energy	C261220230065		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 15:22	12/26/2023 4:01:45 PM	0:0:39:36			Password reset done	Onsite
9023	26-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C261220230064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 15:19	12/26/2023 4:32:09 PM	0:1:12:55			Clear paper jam now working fine	Onsite
9024	26-12-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C261220230063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 15:18	12/26/2023 4:33:19 PM	0:1:14:36			Clear quota warning and archive mails	Remote
9025	26-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C261220230062		Hardware	System	Other Software	New	LOW	Closed	26-12-2023 15:14	12/26/2023 4:31:42 PM	0:1:17:18			PC Add on ADS Now working fine	Onsite
9026	26-12-2023	VASANT KUNJ	C 8	O-M	C261220230060		Hardware	PC	Not working at all	Others	LOW	Closed	26-12-2023 15:13	12/26/2023 3:43:55 PM	0:0:30:48			Sata cable changed	Onsite
9027	26-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C261220230061		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 15:13	12/26/2023 4:31:15 PM	0:1:17:27			Reset password now working fine	Remote
9028	26-12-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C261220230059		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-12-2023 15:12	12/26/2023 4:32:43 PM	0:1:20:31			Clear temp files and run diagnostic	Onsite
9029	26-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C261220230058		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 15:11	12/26/2023 4:30:59 PM	0:1:19:36			Reset password now working fine	Remote
9030	26-12-2023	SARITA VIHAR	Jullena	OM-DIV	C261220230057		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	26-12-2023 15:05	12/26/2023 3:48:50 PM	0:0:43:48			Earthing check and details and image	Onsite
9031	26-12-2023	SARITA VIHAR	Jasola Grid	OM-EHV	C261220230056		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-12-2023 15:03	12/26/2023 3:49:20 PM	0:0:45:36			After replace local replica issue	Onsite
9032	26-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C261220230055		Hardware	System	Other Software	Browser	MEDIUM	Closed	26-12-2023 15:02	12/26/2023 3:49:52 PM	0:0:47:5			After reinstall browser issue resolved	Remote
9033	26-12-2023	SARITA VIHAR	Pocket H Block	OM-DIV	C261220230053		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	26-12-2023 15:01	12/26/2023 3:51:43 PM	0:0:50:32			After clean CPU fan and reinsert RAM	Remote
9034	26-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C261220230054		Hardware	Printer	Paper Pickup	Paper Tray	MEDIUM	Closed	26-12-2023 15:01	12/26/2023 3:50:44 PM	0:0:48:46			After reset printer tray setting issue	Remote
9035	26-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C261220230052		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	26-12-2023 15:00	12/26/2023 3:52:15 PM	0:0:52:8			After clean temp file and change	Remote
9036	26-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C261220230051		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 14:59	12/26/2023 3:32:35 PM	0:0:33:23			Sharing file via local user.	Onsite
9037	26-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C261220230050		Hardware	PC	TFT	Others	LOW	Closed	26-12-2023 14:58	12/26/2023 3:32:11 PM	0:0:33:38			Resolution setting changed.	Onsite
9038	26-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C261220230048		Hardware	PC	Not working at all	No power	LOW	Closed	26-12-2023 14:57	12/26/2023 3:31:24 PM	0:0:34:17			Extension board changed.	Onsite
9039	26-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C261220230049		Hardware	PC	Not working at all	Others	LOW	Closed	26-12-2023 14:57	12/26/2023 3:31:45 PM	0:0:34:8			Bios setting changed.	Onsite
9040	26-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C261220230047		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-12-2023 14:56	12/26/2023 3:30:50 PM	0:0:34:21			FLT done and call logged against	Onsite
9041	26-12-2023	NEHRU PLACE	W Block GK 1	O-M	C261220230046		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 14:55	12/26/2023 3:29:57 PM	0:0:34:5			Mail id unlocked.	Onsite
9042	26-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C261220230044		Hardware	System	MS Office	File	LOW	Closed	26-12-2023 14:28	12/26/2023 3:42:27 PM	0:1:13:54			File corrupted.	Onsite
9043	26-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C261220230043		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-12-2023 14:26	12/26/2023 3:39:08 PM	0:1:12:12			Mouse faulty.	Onsite
9044	26-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C261220230042		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-12-2023 14:25	12/26/2023 3:38:44 PM	0:1:13:41			Printer power socket problem.	Onsite
9045	26-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C261220230041		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-12-2023 14:23	12/26/2023 3:32:19 PM	0:1:8:54			Local LAN loose.	Onsite
9046	26-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C261220230039		Hardware	Attendane	No Power	Power	MEDIUM	Closed	26-12-2023 13:51	12/26/2023 3:20:06 PM	0:1:28:42			Bio Metic machine power issue	Onsite
9047	26-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	MMG	C261220230038		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	26-12-2023 13:47	12/26/2023 2:27:33 PM	0:0:40:32			Printer power cable reconnect and	Onsite
9048	26-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C261220230037		Hardware	System	Other Software	New	LOW	Closed	26-12-2023 13:46	12/26/2023 2:58:33 PM	0:1:12:33			Change the new SAP Code now issue	Remote
9049	26-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C261220230035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 13:45	12/26/2023 2:57:46 PM	0:1:12:32			Change server to local now issue	Remote
9050	26-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C261220230036		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	26-12-2023 13:45	12/26/2023 2:21:01 PM	0:0:35:11			Scanner Lance Clean and issue	Onsite
9051	26-12-2023	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	DSS	C261220230034		Hardware	System	Other Software	Browser	MEDIUM	Closed	26-12-2023 13:44	12/26/2023 2:19:00 PM	0:0:34:32			Google Chrome update DSK portal	Remote
9052	26-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C261220230033		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 13:43	12/26/2023 2:57:23 PM	0:1:13:42			Change the password now issue	Remote
9053	26-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C261220230032		Hardware	System	Other Software	Browser	LOW	Closed	26-12-2023 13:43	12/26/2023 2:56:54 PM	0:1:13:45			Reset the password now issue	Remote
9054	26-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C261220230030		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-12-2023 13:42	12/26/2023 2:14:41 PM	0:0:32:30			Lotus Mail Inbox and sent Archive to	Remote
9055	26-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C261220230031		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-12-2023 13:42	12/26/2023 2:56:27 PM	0:1:13:54			Change the port now issue resolved	Onsite
9056	26-12-2023	ALAKNANDA	Giri Nagar	KCC/MLCC	C261220230029		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 13:41	12/26/2023 2:56:05 PM	0:1:14:16			Reset the password now issue	Onsite
9057	26-12-2023	ALAKNANDA	DDA Flat Kalkaji	O-M	C261220230028		Network	Link	Link Connectivity Issue	Device	LOW	Closed	26-12-2023 13:40	12/26/2023 2:49:40 PM	0:1:8:56			reboot the Device now issue resolved	Onsite
9058	26-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C261220230027		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	26-12-2023 13:24	12/28/2023 2:08:20 PM	2:0:43:51			LAN Port not working	Onsite
9059	26-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C261220230025		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-12-2023 13:18	12/26/2023 1:32:09 PM	0:0:14:3			Local Replica Create Again Now	Onsite
9060	26-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C261220230026		Hardware	PC	System Password issue	Password	LOW	Closed	26-12-2023 13:18	12/26/2023 1:31:26 PM	0:0:12:38			System Password Reset Now Working	Onsite
9061	26-12-2023	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C261220230024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 13:05	12/26/2023 1:22:28 PM	0:0:17:11			check lan connection done patch	Onsite
9062	26-12-2023	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C261220230023		Hardware	PC	Not working at all	Others	LOW	Closed	26-12-2023 12:56	12/26/2023 1:21:44 PM	0:0:25:17			PC login error , system restart and try	Onsite
9063	26-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C261220230022		Hardware	System	Other Software	proxy	LOW	Closed	26-12-2023 12:54	12/26/2023 1:02:41 PM	0:0:8:33			Seva kendra portal proxy settings	Onsite
9064	26-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C261220230021		Hardware	PC	Not working at all	HW	LOW	Closed	26-12-2023 12:13	12/26/2023 1:02:13 PM	0:0:49:1			backup given another pc from HDD	Onsite
9065	26-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C261220230020		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-12-2023 12:12	12/26/2023 1:01:32 PM	0:0:49:20			work group create new , and	Onsite
9066	26-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C261220230019		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 12:07	12/26/2023 1:00:54 PM	0:0:53:22			Clean paper pickup roller and cartage	Onsite
9067	26-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C261220230018		Hardware	System	Other Software	Adobe	LOW	Closed	26-12-2023 12:06	12/26/2023 1:00:26 PM	0:0:54:21			install software adobe 8.0 again now	Onsite
9068	26-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C261220230017		Hardware	PC	System Password issue	Others	LOW	Closed	26-12-2023 12:04	12/26/2023 12:59:53 PM	0:0:55:30			check details UID enter again restart	Onsite
9069	26-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C261220230016		Hardware	System	Other Software	software	LOW	Closed	26-12-2023 12:03	12/26/2023 12:59:25 PM	0:0:56:9			add sap server again P92 now works	Onsite
9070	26-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C261220230015		Hardware	Printer	Paper Pickup	Abnormal	LOW	Closed	26-12-2023 12:01	12/26/2023 12:58:41 PM	0:0:56:43			add printer with driver install and set	Onsite
9071	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C261220230012		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 11:49	12/26/2023 12:35:02 PM	0:0:45:39			Jam Paper Removed.	Onsite
9072	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C261220230011		Hardware	Printer	Paper Pickup	Others	LOW	Closed	26-12-2023 11:34	12/26/2023 12:35:32 PM	0:1:1:17			Cartridge Change.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9073	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C261220230010		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 11:33	12/26/2023 12:36:16	0:1:3:10			Password reset.	Onsite
9074	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C261220230009		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-12-2023 11:31	12/26/2023 12:36:51	0:1:5:31			Mail unlock & password reset.	Onsite
9075	26-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C261220230008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 11:30	12/26/2023 12:37:20	0:1:7:9			Workspace rename.	Onsite
9076	26-12-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	OM-DIV	C261220230007		Hardware	PC	Network Not Working	Network	LOW	Closed	26-12-2023 11:28	12/26/2023 11:32:35	0:0:4:1			change the port on switch	Onsite
9077	26-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C261220230006		Hardware	PC	Not working at all	Others	LOW	Closed	26-12-2023 11:26	12/26/2023 11:33:01	0:0:6:3			reboot the switch	Onsite
9078	26-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C261220230005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-12-2023 10:42	12/26/2023 11:29:04	0:0:46:58			Mail Software Repaired Now Working	Onsite
9079	26-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C261220230004		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 10:41	12/26/2023 11:28:27	0:0:47:5			Removed jam Paper Now Working	Onsite
9080	26-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C261220230003		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-12-2023 10:40	12/26/2023 11:27:52	0:0:47:31			Removed Jam Paper Now working	Onsite
9081	26-12-2023	KHANPUR	Batra,Near Batra Hospital	MMG	C261220230002		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	26-12-2023 09:59	12/28/2023 4:54:23 PM	2:6:54:37			Col close by Subhash & Sanjay	Onsite
9082	26-12-2023	KHANPUR	Batra,Near Batra Hospital	MMG	C261220230001		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-12-2023 09:59	12/27/2023 10:05:28	1:0:6:22			lan cable faulty need to replaced	Onsite
9083	27-12-2023	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C281220230083		Hardware	Laptop	Restart Problem	Physical	LOW	Closed	28-12-2023 15:19	12/28/2023 3:49:49 PM	0:0:30:41			issue has been resolved after repair	Onsite
9084	27-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C281220230009		Hardware	Laptop	System Password issue	Others	LOW	Closed	28-12-2023 12:03	12/28/2023 12:37:48	0:0:34:17			Printer add with drivers install	Onsite
9085	27-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C271220230203		Hardware	System	MS Office	Software	LOW	Closed	27-12-2023 17:43	12/27/2023 7:52:21 PM	0:2:8:40			After ms office reinstall issue resolved	Onsite
9086	27-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C271220230202		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-12-2023 17:42	12/27/2023 7:51:56 PM	0:2:9:24			After paper jam clear issue resolved	Onsite
9087	27-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C271220230201		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-12-2023 17:41	12/27/2023 7:51:25 PM	0:2:10:0			After paper clear issue resolved	Onsite
9088	27-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C271220230200		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 17:38	12/27/2023 7:51:00 PM	0:2:12:10			After Mail reinstall issue resolved	Onsite
9089	27-12-2023	KHANPUR	Batra,Near Batra Hospital	MMG	C271220230199		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-12-2023 17:38	12/27/2023 7:50:08 PM	0:2:11:57			After ip installed issue resolved	Onsite
9090	27-12-2023	VASANT KUNJ	B 1	O-M	C271220230198		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	27-12-2023 17:30	12/27/2023 6:51:47 PM	0:1:21:5			Cremped	Onsite
9091	27-12-2023	VASANT KUNJ	Kapashera	O-M	C271220230197		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-12-2023 17:28	12/27/2023 6:50:30 PM	0:1:22:6			Windows repaired	Onsite
9092	27-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C271220230196		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	27-12-2023 17:23	12/27/2023 6:48:43 PM	0:1:24:56			KVMS pro software reinstalled	Remote
9093	27-12-2023	VASANT KUNJ	Kapashera	O-M	C271220230195		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 17:21	12/27/2023 5:49:36 PM	0:0:28:15			After printer driver update issue	Onsite
9094	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271220230194		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-12-2023 17:20	12/27/2023 5:53:55 PM	0:0:33:10			issue resolved	Onsite
9095	27-12-2023	NEHRU PLACE CSO	First Floor - B Block	HR	C271220230193		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-12-2023 17:18	12/27/2023 5:53:47 PM	0:0:34:56			issue resolved	Onsite
9096	27-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C271220230192		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 17:17	12/27/2023 5:53:36 PM	0:0:35:57			issue resolved	Onsite
9097	27-12-2023	KHANPUR	RPS Colony Near Mother Dairy	O-M	C271220230190		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-12-2023 17:16	12/27/2023 5:37:02 PM	0:0:20:34			after printer ip reinsert issue resolved	Onsite
9098	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271220230191		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 17:16	12/27/2023 5:53:28 PM	0:0:36:36			issue resolved	Onsite
9099	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	HR	C271220230189		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 17:13	12/27/2023 5:53:20 PM	0:0:39:22			issue resolved	Onsite
9100	27-12-2023	NEHRU PLACE CSO	Second Floor - D Block	IT	C271220230188		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	27-12-2023 17:13	12/27/2023 5:53:11 PM	0:0:40:9			issue resolved	Onsite
9101	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271220230186		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 17:11	12/27/2023 5:52:47 PM	0:0:41:44			issue resolved	Onsite
9102	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271220230187		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 17:11	12/27/2023 5:53:01 PM	0:0:41:16			issue resolved	Onsite
9103	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271220230185		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-12-2023 17:10	12/27/2023 5:52:37 PM	0:0:42:12			issue resolved	Onsite
9104	27-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C271220230184		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	27-12-2023 17:09	12/27/2023 5:52:25 PM	0:0:42:49			issue resolved	Onsite
9105	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230183		Hardware	System	MS Office	File	LOW	Closed	27-12-2023 17:07	12/27/2023 5:09:31 PM	0:0:1:36			pdf not working issue resolved	Onsite
9106	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230182		Hardware	Laptop	Not working at all	Driver	LOW	Closed	27-12-2023 17:07	12/27/2023 5:09:14 PM	0:0:2:4			ADS account login issue resolved	Onsite
9107	27-12-2023	SAKET	Adchini	DSK	C271220230181		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 17:06	12/27/2023 5:14:26 PM	0:0:7:39			no printing	Onsite
9108	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230180		Hardware	System	MS Office	File	LOW	Closed	27-12-2023 17:06	12/27/2023 5:08:58 PM	0:0:2:28			Ms office not working issue resolved	Onsite
9109	27-12-2023	SAKET	Adchini	DSK	C271220230179		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 17:06	12/27/2023 5:14:00 PM	0:0:7:50			SAP not open	Onsite
9110	27-12-2023	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C271220230178		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-12-2023 17:05	12/27/2023 5:07:47 PM	0:0:1:51			Issue Resolved	Onsite
9111	27-12-2023	SAKET	Adchini	DSS	C271220230177		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 17:05	12/27/2023 5:13:33 PM	0:0:8:17			windows credantioal changed	Onsite
9112	27-12-2023	NEHRU PLACE CSO	First Floor - C Block	C-M	C271220230176		Hardware	System	Other Software	Adobe	LOW	Closed	27-12-2023 17:04	12/27/2023 5:07:39 PM	0:0:2:44			Issue Resolved	Onsite
9113	27-12-2023	SAKET	Adchini	CIVIL	C271220230175		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-12-2023 17:04	12/27/2023 5:13:06 PM	0:0:8:28			Keyboard refar to NHP Bhawan	Onsite
9114	27-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C271220230174		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 17:04	12/27/2023 5:07:25 PM	0:0:3:2			Issue Resolved	Onsite
9115	27-12-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C271220230172		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	27-12-2023 17:03	12/27/2023 5:07:18 PM	0:0:4:8			Issue Resolved	Onsite
9116	27-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C271220230173		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 17:03	12/27/2023 5:12:43 PM	0:0:9:22			reinstalled windows	Onsite
9117	27-12-2023	SAKET	Adchini	CIVIL	C271220230171		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-12-2023 17:02	12/27/2023 5:12:19 PM	0:0:9:53			Keyboard refar to NHP bhawan	Onsite
9118	27-12-2023	NEHRU PLACE CSO	Third Floor - A Block	IT	C271220230170		Hardware	Laptop	System Password issue	Password	LOW	Closed	27-12-2023 17:02	12/27/2023 5:07:10 PM	0:0:5:6			Issue Resolved	Onsite
9119	27-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C271220230168		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 17:01	12/27/2023 6:07:41 PM	0:1:6:29			Mail issue resolved as reqd	Remote
9120	27-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271220230169		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	27-12-2023 17:01	12/27/2023 5:07:02 PM	0:0:5:48			Issue Resolved	Onsite
9121	27-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C271220230167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 17:00	12/27/2023 6:07:27 PM	0:1:6:54			Mail issue resolved as reqd	Remote
9122	27-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C271220230166		Hardware	PC	Not working at all	Harddisk	LOW	Closed	27-12-2023 16:59	12/27/2023 6:06:59 PM	0:1:7:12			Issue resolved as reqd	Onsite
9123	27-12-2023	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C271220230164		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-12-2023 16:59	12/27/2023 6:06:40 PM	0:1:7:26			LAN issue resolved as reqd	Onsite
9124	27-12-2023	NIZAMUDDIN	Lodhi Road	OM-EHV	C271220230163		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 16:59	12/27/2023 5:13:37 PM	0:0:14:25			resolved	Onsite
9125	27-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C271220230165		Hardware	PC	System Password issue	Others	LOW	Closed	27-12-2023 16:59	12/27/2023 5:06:54 PM	0:0:7:37			Issue Resolved	Onsite
9126	27-12-2023	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C271220230162		Hardware	System	Other Software	proxy	LOW	Closed	27-12-2023 16:58	12/27/2023 5:06:46 PM	0:0:8:22			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9127	27-12-2023	R.K.PURAM	Bhikaiji Cama Place	O-M	C271220230161		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	27-12-2023 16:58	12/27/2023 5:18:44 PM	0:0:20:43			change the rj45 issue resolved	Onsite
9128	27-12-2023	NEHRU PLACE CSO	Ground Floor	SAFETY	C271220230160		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-12-2023 16:57	12/27/2023 5:06:34 PM	0:0:8:50			Issue Resolved	Onsite
9129	27-12-2023	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C271220230159		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	27-12-2023 16:57	12/27/2023 5:06:27 PM	0:0:9:23			Issue Resolved	Onsite
9130	27-12-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C271220230157		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-12-2023 16:56	12/27/2023 5:06:19 PM	0:0:9:45			Issue Resolved	Onsite
9131	27-12-2023	NIZAMUDDIN	Lodhi Road Block 7	O-M	C271220230158		Hardware	PC	Hanging/Slow processing	High CPU	LOW	Closed	27-12-2023 16:56	12/27/2023 5:13:56 PM	0:0:17:11			resolved	Onsite
9132	27-12-2023	NIZAMUDDIN	Jangpura	O-M	C271220230156		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	27-12-2023 16:54	12/27/2023 5:13:14 PM	0:0:18:19			resolved	Onsite
9133	27-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C271220230155		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	27-12-2023 16:53	12/27/2023 5:18:29 PM	0:0:25:10			replaced keyboard from nehru place	Onsite
9134	27-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C271220230152		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	27-12-2023 16:52	12/27/2023 5:17:57 PM	0:0:25:48			change travel mail password issue	Onsite
9135	27-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C271220230154		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-12-2023 16:52	12/27/2023 5:18:13 PM	0:0:25:28			unlocked email id issue resolved	Onsite
9136	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230153		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-12-2023 16:52	12/27/2023 5:08:38 PM	0:0:16:16			PC not working issue resolved	Onsite
9137	27-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C271220230151		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	27-12-2023 16:50	12/27/2023 5:17:36 PM	0:0:27:28			repair os issue resolved	Onsite
9138	27-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C271220230149		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-12-2023 16:49	12/27/2023 5:16:58 PM	0:0:27:39			replaced ram issue resolved	Onsite
9139	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230150		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-12-2023 16:49	12/27/2023 4:50:14 PM	0:0:0:23			Lan port loose.	Onsite
9140	27-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C271220230148		Hardware	MOUSE	Not working	Sent to	LOW	Closed	27-12-2023 16:48	12/27/2023 5:16:43 PM	0:0:28:30			mouse replaced from nehru place	Onsite
9141	27-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C271220230147		Hardware	System	Other Software	New	MEDIUM	Closed	27-12-2023 16:46	12/27/2023 4:54:13 PM	0:0:7:44			P92 icon created call closed	Remote
9142	27-12-2023	NIZAMUDDIN	Kilokri	OM-EHV	C271220230146		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-12-2023 16:45	12/27/2023 4:54:45 PM	0:0:9:32			After clear stuck mails and compact	Remote
9143	27-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C271220230145		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-12-2023 16:42	12/27/2023 4:55:36 PM	0:0:13:23			After kill multiple process running in	Remote
9144	27-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C271220230144		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	27-12-2023 16:41	12/27/2023 4:56:05 PM	0:0:15:0			After update printer driver issue	Remote
9145	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 16:33	12/27/2023 4:37:22 PM	0:0:3:29			Switch id create.	Remote
9146	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230142		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 16:31	12/27/2023 5:34:34 PM	0:1:3:18			Power cable change.	Onsite
9147	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230141		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 16:30	12/27/2023 5:34:53 PM	0:1:4:44			Pc Installation on another table.	Onsite
9148	27-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C271220230140		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-12-2023 16:29	12/27/2023 4:56:03 PM	0:0:26:25			issue has been resolved after changed	Remote
9149	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230139		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 16:24	12/27/2023 5:35:07 PM	0:1:10:54			Pc Installation on another table.	Onsite
9150	27-12-2023	OTHERS	HUDCO Grid	PROTECTI	C271220230138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-12-2023 16:21	12/27/2023 4:48:04 PM	0:0:26:22			Software corrupt	Onsite
9151	27-12-2023	OTHERS	Andrews Ganj	Enforcem	C271220230137		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 16:20	12/27/2023 4:32:22 PM	0:0:11:44			Printer driver installed	Onsite
9152	27-12-2023	OTHERS	Andrews Ganj	Enforcem	C271220230136		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	27-12-2023 16:19	12/27/2023 4:32:02 PM	0:0:12:21			RAM cleaned and reinstalled	Onsite
9153	27-12-2023	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C271220230135		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-12-2023 16:19	12/27/2023 4:31:41 PM	0:0:12:30			Pc slow issue	Onsite
9154	27-12-2023	OTHERS	HUDCO Grid	PROTECTI	C271220230135		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-12-2023 16:19	12/27/2023 4:31:41 PM	0:0:12:30			Pc slow issue	Onsite
9155	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230134		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 16:18	12/27/2023 4:36:57 PM	0:0:18:21			Printer driver reinstall.	Remote
9156	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230133		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 16:13	12/27/2023 5:35:22 PM	0:1:21:38			Pc Installation on another table.	Onsite
9157	27-12-2023	NEHRU PLACE	20 No Building	HR	C271220230132		Hardware	System	Other Software	New	LOW	Closed	27-12-2023 16:12	12/27/2023 4:47:08 PM	0:0:35:4			laptop connect to projector done,	Onsite
9158	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230130		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 16:11	12/27/2023 5:35:39 PM	0:1:24:24			Pc Installation on another table.	Onsite
9159	27-12-2023	NEHRU PLACE	20 No Building	HR	C271220230131		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	27-12-2023 16:11	12/27/2023 4:46:42 PM	0:0:35:8			IP configuration done	Onsite
9160	27-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C271220230127		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-12-2023 16:10	12/27/2023 4:45:42 PM	0:0:35:27			mail unlock done	Onsite
9161	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230128		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 16:10	12/27/2023 4:36:38 PM	0:0:26:4			Google chrome update.	Remote
9162	27-12-2023	NEHRU PLACE	20 No Building	ADMIN	C271220230129		Hardware	System	Other Software	Adobe	LOW	Closed	27-12-2023 16:10	12/27/2023 4:46:16 PM	0:0:35:27			adobe set as by default	Onsite
9163	27-12-2023	NEHRU PLACE	20 No Building	Energy	C271220230126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 16:09	12/27/2023 4:45:20 PM	0:0:36:0			workspace name change, mail	Onsite
9164	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 16:06	12/27/2023 4:36:02 PM	0:0:29:9			Create archive path.	Remote
9165	27-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C271220230124		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-12-2023 16:05	12/27/2023 4:51:03 PM	0:0:45:12			mouse change and call closed	Onsite
9166	27-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C271220230123		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 16:05	12/27/2023 4:50:09 PM	0:0:44:41			issue resolved after reinstall the	Onsite
9167	27-12-2023	OTHERS	Andrews Ganj	Enforcem	C271220230122		Hardware	MOUSE	Not working	Sent to	LOW	Closed	27-12-2023 16:05	12/27/2023 4:31:25 PM	0:0:26:15			Mouse sent to Nehru Place	Onsite
9168	27-12-2023	OTHERS	Andrews Ganj	Enforcem	C271220230121		Hardware	MOUSE	Not working	Sent to	LOW	Closed	27-12-2023 16:04	12/27/2023 4:31:11 PM	0:0:26:37			Mouse sent to Nehru Place	Onsite
9169	27-12-2023	OTHERS	Andrews Ganj	Enforcem	C271220230120		Hardware	MOUSE	Not working	Sent to	LOW	Closed	27-12-2023 16:04	12/27/2023 4:30:58 PM	0:0:26:54			Mouse sent to Nehru Place	Onsite
9170	27-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C271220230119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 16:03	12/27/2023 4:54:24 PM	0:0:51:14			issue has been resolved after create	Remote
9171	27-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C271220230118		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 16:02	12/27/2023 4:49:41 PM	0:0:46:42			issue resolved after upgrade the	Onsite
9172	27-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C271220230117		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-12-2023 16:02	12/27/2023 4:48:50 PM	0:0:46:6			paper jam issue resolved after remove	Onsite
9173	27-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C271220230116		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-12-2023 16:01	12/27/2023 4:47:33 PM	0:0:45:48			issue resolved after re-create the	Onsite
9174	27-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C271220230115		Hardware	PC	System Password issue	Others	LOW	Closed	27-12-2023 15:59	12/27/2023 4:45:49 PM	0:0:45:52			issue resolved after re-login the ADS	Onsite
9175	27-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C271220230114		Hardware	PC	System Password issue	Others	LOW	Closed	27-12-2023 15:58	12/27/2023 4:45:41 PM	0:0:46:56			issue resolved after re-login the ADS	Onsite
9176	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230113		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 15:54	12/27/2023 4:35:16 PM	0:0:41:7			Create new user.	Remote
9177	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230112		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 15:53	12/27/2023 4:34:55 PM	0:0:41:49			Printer driver reinstall.	Remote
9178	27-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C271220230111		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 15:52	12/27/2023 4:34:47 PM	0:0:42:26			Printer driver reinstall.	Remote
9179	27-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271220230110		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	27-12-2023 15:49	12/27/2023 4:12:08 PM	0:0:22:55			Issue resolved	Onsite
9180	27-12-2023	NEHRU PLACE CSO	Third Floor - D Block	IT	C271220230109		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	27-12-2023 15:47	12/27/2023 4:11:54 PM	0:0:24:4			Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9181	27-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C271220230108		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	27-12-2023 15:46	12/27/2023 4:11:44 PM	0:0:24:46			Issue resolved	Onsite
9182	27-12-2023	SAKET	Adchini	DSK	C271220230107		Telecome	CCTV	Camera	Others	LOW	Closed	27-12-2023 15:39	12/27/2023 4:37:26 PM	0:0:58:1			Camera S/W rre-installed	Onsite
9183	27-12-2023	SAKET	Adchini	CIVIL	C271220230106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 15:38	12/27/2023 4:36:55 PM	0:0:58:16			Mail replica replaced	Onsite
9184	27-12-2023	SAKET	D-Block Saket	O-M	C271220230105		Hardware	PC	Not working at all	No power	LOW	Closed	27-12-2023 15:37	12/27/2023 4:36:17 PM	0:0:58:28			SMPS faulty, call logged to vendor	Onsite
9185	27-12-2023	SAKET	D-Block Saket	O-M	C271220230104		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 15:37	12/27/2023 4:35:32 PM	0:0:58:17			Adobe pro re-installed	Onsite
9186	27-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C271220230103		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	27-12-2023 15:37	12/27/2023 4:25:43 PM	0:0:48:41			scanner driver reinstalled and issue	Remote
9187	27-12-2023	SAKET	Fatehpur Beri CC	O-M	C271220230102		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-12-2023 15:36	12/27/2023 4:35:01 PM	0:0:58:34			Reassign	Onsite
9188	27-12-2023	SAKET	Chhatarpur CC	O-M	C271220230101		Hardware	Printer	Image Issue	Light	LOW	Closed	27-12-2023 15:35	12/27/2023 4:34:40 PM	0:0:59:11			Reassign	Onsite
9189	27-12-2023	OTHERS	VSNL	KCC/MLCC	C271220230099		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 15:28	12/27/2023 4:07:38 PM	0:0:39:14			Oracle remove and re-installed issue	Remote
9190	27-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C271220230100		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	27-12-2023 15:28	12/27/2023 4:19:10 PM	0:0:50:26			printer driver reinstalled and printer	Remote
9191	27-12-2023	OTHERS	VSNL	KCC/MLCC	C271220230098		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 15:27	12/27/2023 4:07:03 PM	0:0:39:22			PC Re-start issue resolve	Remote
9192	27-12-2023	OTHERS	VSNL	KCC/MLCC	C271220230097		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 15:27	12/27/2023 4:06:44 PM	0:0:39:34			Re-installed Genus	Remote
9193	27-12-2023	OTHERS	VSNL	KCC/MLCC	C271220230096		Hardware	System	Other Software	New	LOW	Closed	27-12-2023 15:26	12/27/2023 4:06:22 PM	0:0:39:44			CAS remove and re-installed	Remote
9194	27-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C271220230094		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	27-12-2023 15:25	12/27/2023 4:53:30 PM	0:1:28:26			issue has been resolved after changed	Onsite
9195	27-12-2023	NIZAMUDDIN	Kilokri	OM-EHV	C271220230095		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-12-2023 15:25	12/27/2023 4:02:49 PM	0:0:37:4			After check send receive mark on local	
9196	27-12-2023	SARITA VIHAR	Badarpur	OM-DIV	C271220230092		Hardware	System	Other Software	software	MEDIUM	Closed	27-12-2023 15:24	12/27/2023 4:00:21 PM	0:0:36:13			After reinstall payment module and	
9197	27-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C271220230093		Telecome	Instrumen	IP	Others	LOW	Closed	27-12-2023 15:24	12/27/2023 3:25:45 PM	0:0:1:13			configure the phone	Onsite
9198	27-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C271220230091		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	27-12-2023 15:23	12/27/2023 4:10:00 PM	0:0:46:7			issue resolved after remove the paper	Onsite
9199	27-12-2023	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C271220230090		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	27-12-2023 15:23	12/27/2023 3:26:07 PM	0:0:2:53			maping archive	Remote
9200	27-12-2023	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C271220230089		Hardware	Laptop	Network Not Working	Other	LOW	Closed	27-12-2023 15:21	12/27/2023 3:26:32 PM	0:0:5:11			reinstall the network drivers	Onsite
9201	27-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C271220230088		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-12-2023 15:20	12/27/2023 3:26:48 PM	0:0:6:37			attach the printer	Onsite
9202	27-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C271220230087		NON-SAP	Others	Others	Others	LOW	Closed	27-12-2023 15:19	12/27/2023 3:25:19 PM	0:0:6:14			share the data	Remote
9203	27-12-2023	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C271220230086		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	27-12-2023 15:18	12/27/2023 4:17:59 PM	0:0:59:34			LAN cable change and issue resolved.	Onsite
9204	27-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C271220230085		Hardware	System	Other Software	software	MEDIUM	Closed	27-12-2023 15:13	12/27/2023 3:59:02 PM	0:0:45:46			Issue resolved with Ashish vishwanath	
9205	27-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C271220230084		Hardware	PC	Not working at all	No power	MEDIUM	Closed	27-12-2023 15:12	12/27/2023 4:17:25 PM	0:1:5:9			PC power board issue now provide	Onsite
9206	27-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C271220230082		Hardware	System	Other Software	New	MEDIUM	Closed	27-12-2023 15:11	12/27/2023 3:27:51 PM	0:0:16:21			After Update PDS driver and configure	Onsite
9207	27-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C271220230080		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-12-2023 14:59	12/27/2023 3:34:17 PM	0:0:34:58			No issue found, working fine.	Onsite
9208	27-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C271220230081		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-12-2023 14:59	12/27/2023 4:15:29 PM	0:1:15:34			New Archive create request Archive	Onsite
9209	27-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C271220230078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-12-2023 14:57	12/27/2023 3:33:45 PM	0:0:36:27			Printer configured as reqd.	Onsite
9210	27-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C271220230079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-12-2023 14:57	12/27/2023 3:33:57 PM	0:0:36:17			Printer configured as reqd.	Onsite
9211	27-12-2023	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C271220230077		Hardware	PC	System Password issue	Password	LOW	Closed	27-12-2023 14:56	12/27/2023 3:33:21 PM	0:0:36:36			Password issue resolved	Onsite
9212	27-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C271220230076		Hardware	Printer	Paper Pickup	Paper Tray	MEDIUM	Closed	27-12-2023 14:55	12/27/2023 4:13:54 PM	0:1:18:39			printer A4 TRAY resetting issue	Onsite
9213	27-12-2023	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C271220230075		Hardware	System	Other Software	software	MEDIUM	Closed	27-12-2023 14:53	12/27/2023 4:07:24 PM	0:1:13:49			DTM software reinstalled and DTM	Remote
9214	27-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C271220230074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 14:52	12/27/2023 3:21:26 PM	0:0:28:49			Mail archive & compacted.	Onsite
9215	27-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C271220230073		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	27-12-2023 14:51	12/27/2023 3:16:40 PM	0:0:25:14			After clean temp file and change	Remote
9216	27-12-2023	NEHRU PLACE	W Block GK 1	O-M	C271220230072		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 14:51	12/27/2023 3:21:06 PM	0:0:29:51			BSP id unlocked .	Onsite
9217	27-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C271220230071		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	27-12-2023 14:49	12/27/2023 3:48:26 PM	0:0:58:31			mail archive and mail close 20m and	Onsite
9218	27-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C271220230070		Hardware	System	Other Software	New	MEDIUM	Closed	27-12-2023 14:49	12/27/2023 3:07:52 PM	0:0:18:4			After recreate P96 login icon issue	Remote
9219	27-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C271220230069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-12-2023 14:49	12/27/2023 3:20:41 PM	0:0:30:59			Sharing allow full control.	Onsite
9220	27-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C271220230067		Hardware	PC	Hanging/Slow processing	Virus issue	HIGH	Closed	27-12-2023 14:48	12/27/2023 3:49:36 PM	0:1:0:50			vires cline and clienp start	Onsite
9221	27-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C271220230068		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-12-2023 14:48	12/27/2023 3:20:06 PM	0:0:31:7			Cleaning Temp. file , cache & cookies	Onsite
9222	27-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C271220230066		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 14:48	12/27/2023 3:19:30 PM	0:0:31:5			ESS password reset.	Onsite
9223	27-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C271220230065		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-12-2023 14:47	12/27/2023 3:19:11 PM	0:0:31:31			Cleaning RAM & Reinsert .	Onsite
9224	27-12-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C271220230064		Hardware	PC	System Password issue	Password	LOW	Closed	27-12-2023 14:46	12/27/2023 4:25:52 PM	0:1:39:48			Reset password now working fine	Remote
9225	27-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C271220230063		Hardware	PC	Restart Problem	Others	HIGH	Closed	27-12-2023 14:45	12/27/2023 3:50:14 PM	0:1:4:27			Power point problem	Onsite
9226	27-12-2023	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C271220230061		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	27-12-2023 14:44	12/27/2023 3:47:06 PM	0:1:2:20			printer connect	Onsite
9227	27-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C271220230060		Hardware	System	Other Software	New	LOW	Closed	27-12-2023 14:44	12/27/2023 4:27:14 PM	0:1:43:7			Installed PC On ADS Now working fine	Onsite
9228	27-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C271220230062		Hardware	System	Other Software	proxy	LOW	Closed	27-12-2023 14:44	12/27/2023 4:26:19 PM	0:1:41:31			Change setting now working fine	Remote
9229	27-12-2023	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C271220230059		Hardware	PC	Hanging/Slow processing	RAM Issue	HIGH	Closed	27-12-2023 14:43	12/27/2023 3:46:32 PM	0:1:2:48			ram reconnect and pc start	Onsite
9230	27-12-2023	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C271220230058		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	27-12-2023 14:41	12/27/2023 4:24:54 PM	0:1:43:1			Change setting now working fine	Onsite
9231	27-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C271220230057		Network	Link	Link Connectivity Issue	Link	LOW	Closed	27-12-2023 14:41	12/27/2023 4:26:50 PM	0:1:45:31			Done network troubleshooting now	Onsite
9232	27-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C271220230055		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 14:32	12/27/2023 2:39:27 PM	0:0:6:53			LAN cable loose.	Onsite
9233	27-12-2023	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C271220230056		Hardware	PC	Network Not Working	PC	LOW	Closed	27-12-2023 14:32	12/27/2023 3:16:01 PM	0:0:43:4			Lan card enable in bios all driver	Onsite
9234	27-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C271220230053		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:31	12/27/2023 2:38:36 PM	0:0:7:31			Google chrome updated.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9235	27-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C271220230054		Hardware	System	Other Software	software	LOW	Closed	27-12-2023 14:31	12/27/2023 2:39:05 PM	0:0:7:27			Password locked mail sent to sap	Onsite
9236	27-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C271220230052		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:26	12/27/2023 2:37:31 PM	0:0:10:40			CMOS battery faulty.	Onsite
9237	27-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C271220230051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 14:25	12/27/2023 2:37:12 PM	0:0:11:49			Lotus mail settings problem.	Onsite
9238	27-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C271220230050		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-12-2023 14:17	12/27/2023 2:34:28 PM	0:0:17:11			Mail sent to sap support	Onsite
9239	27-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C271220230049		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:15	12/27/2023 2:33:56 PM	0:0:18:41			Temp file clear and working fine.	Onsite
9240	27-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C271220230048		Hardware	Laptop	System Password issue	Password	LOW	Closed	27-12-2023 14:13	12/27/2023 2:38:24 PM	0:0:25:2			laptop login error ads reset password	Onsite
9241	27-12-2023	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C271220230046		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-12-2023 14:12	12/27/2023 3:00:31 PM	0:0:48:10			Mouse Replaced.	Onsite
9242	27-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C271220230045		Hardware	System	MS Office	Software	LOW	Closed	27-12-2023 14:12	12/27/2023 2:38:03 PM	0:0:25:53			set server again with batch file now	Onsite
9243	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230042		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-12-2023 14:10	12/27/2023 3:00:44 PM	0:0:50:43			Mouse Replaced.	Onsite
9244	27-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C271220230044		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:10	12/27/2023 2:37:14 PM	0:0:26:50			Bios settings done with Boot device	Onsite
9245	27-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C271220230040		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:08	12/27/2023 2:36:29 PM	0:0:28:3			install drivers set Lan ip again now	Onsite
9246	27-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C271220230039		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-12-2023 14:08	12/27/2023 2:10:32 PM	0:0:2:20			resolved	Onsite
9247	27-12-2023	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C271220230041		Network	LAN Issue	Not working at all	Network	LOW	Closed	27-12-2023 14:08	12/28/2023 4:59:58 PM	1:2:51:7			Col close by Subhash & Sanjay	Onsite
9248	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230038		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-12-2023 14:07	12/27/2023 3:01:16 PM	0:0:53:38			Staple Pin removed.	Onsite
9249	27-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C271220230037		Hardware	PC	Not working at all	Others	LOW	Closed	27-12-2023 14:07	12/27/2023 2:10:46 PM	0:0:3:13			resolved	Onsite
9250	27-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C271220230036		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-12-2023 14:07	12/27/2023 2:36:08 PM	0:0:28:42			lotus password error , send admin	Onsite
9251	27-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C271220230035		Hardware	OTHERS	QMS ISSUE	Printer	LOW	Closed	27-12-2023 14:06	12/27/2023 3:02:00 PM	0:0:55:25			Token machine restart.	Onsite
9252	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230033		Hardware	System	Other Software	Adobe	LOW	Closed	27-12-2023 14:05	12/27/2023 3:09:00 PM	0:1:3:42			Ms office not working issue resolved	Onsite
9253	27-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C271220230034		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:05	12/27/2023 2:35:34 PM	0:0:30:15			QMS login error and sap server P96	Onsite
9254	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230032		Hardware	Laptop	Not working at all	Driver	LOW	Closed	27-12-2023 14:04	12/27/2023 3:08:33 PM	0:1:4:19			Login issue resolved	Onsite
9255	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230029		Hardware	System	Other Software	Adobe	LOW	Closed	27-12-2023 14:03	12/27/2023 3:07:52 PM	0:1:4:50			Google chrome not working issue	Onsite
9256	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230031		Hardware	System	Other Software	Adobe	LOW	Closed	27-12-2023 14:03	12/27/2023 3:08:18 PM	0:1:4:49			ms office not working issue resolved	Onsite
9257	27-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CHD	C271220230030		Hardware	System	Other Software	proxy	LOW	Closed	27-12-2023 14:03	12/27/2023 2:35:08 PM	0:0:32:2			Token machine portal QMS not	Onsite
9258	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230028		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-12-2023 14:02	12/27/2023 3:07:31 PM	0:1:5:9			Audio not working issue resolved	Onsite
9259	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230026		Hardware	System	Other Software	Adobe	LOW	Closed	27-12-2023 14:00	12/27/2023 3:07:09 PM	0:1:7:0			Ms excel not working issue resolved	Onsite
9260	27-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C271220230027		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	27-12-2023 14:00	12/27/2023 2:34:44 PM	0:0:33:54			printer paper jam removed ok works	Onsite
9261	27-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C271220230025		Hardware	UPS	Backup	No Power	LOW	Closed	27-12-2023 13:58	12/27/2023 2:34:19 PM	0:0:36:12			MCB power input faulty replaced	Onsite
9262	27-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C271220230024		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-12-2023 13:55	12/27/2023 2:33:42 PM	0:0:37:53			Laptop set with ads login success and	Onsite
9263	27-12-2023	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C271220230023		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-12-2023 13:53	12/27/2023 2:33:16 PM	0:0:40:4			printer connection error lan cable not	Onsite
9264	27-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C271220230022		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 13:50	12/27/2023 2:51:25 PM	0:1:0:43			Change the browser now issue	Remote
9265	27-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C271220230021		Hardware	System	MS Office	File Not	LOW	Closed	27-12-2023 13:46	12/27/2023 2:50:54 PM	0:1:3:55			Change the file now issue resolved	Remote
9266	27-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C271220230020		Hardware	System	MS Office	File Print	LOW	Closed	27-12-2023 13:46	12/27/2023 3:06:52 PM	0:1:20:20			Ms excel not working issue resolved	Onsite
9267	27-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C271220230019		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 13:45	12/27/2023 2:48:53 PM	0:1:3:25			P92 password reset now issue	Remote
9268	27-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C271220230017		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 13:44	12/27/2023 2:32:00 PM	0:0:47:21			printer installed issue resolved..	Onsite
9269	27-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C271220230018		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 13:44	12/27/2023 2:48:31 PM	0:1:3:47			Create the new archive now issue	Remote
9270	27-12-2023	ALAKNANDA	G Block Kalkaji	O-M	C271220230016		Hardware	PC	Not working at all	No power	LOW	Closed	27-12-2023 13:43	12/27/2023 2:47:59 PM	0:1:4:18			Change the power cable now issue	Onsite
9271	27-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C271220230015		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	27-12-2023 13:42	12/27/2023 2:47:06 PM	0:1:4:19			After Install OS now issue resolved	Onsite
9272	27-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C271220230013		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-12-2023 13:12	12/27/2023 1:31:07 PM	0:0:18:17			Removed Jam Paper Now Working	Onsite
9273	27-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C271220230012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 12:52	12/27/2023 1:12:05 PM	0:0:19:29			All Mails Archived Then Compact &	Onsite
9274	27-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C271220230011		Hardware	Printer	Image Issue	Light	LOW	Closed	27-12-2023 12:51	12/27/2023 1:11:23 PM	0:0:19:31			Cartage Replaced Now Working issue	Onsite
9275	27-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C271220230009		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-12-2023 12:02	12/27/2023 12:37:33	0:0:34:39			printer installed issue resolved..	Remote
9276	27-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C271220230008		Hardware	System	Other Software	New	LOW	Closed	27-12-2023 11:38	12/27/2023 12:00:47	0:0:22:35			SAP Password Reset Now Working	Onsite
9277	27-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C271220230007		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	27-12-2023 11:37	12/27/2023 12:00:08	0:0:22:28			Anti Virus Update Now Working Issue	Onsite
9278	27-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C271220230006		Data Centre	Oracle	Database	Client	HIGH	Closed	27-12-2023 11:10	12/27/2023 12:52:52	0:1:42:33			resolved	Remote
9279	27-12-2023	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C271220230003		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-12-2023 09:49	12/27/2023 11:17:02	0:1:27:43			remove paper jam issue resolved.	Onsite
9280	27-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C271220230002		Hardware	System	Other Software	Browser	LOW	Closed	27-12-2023 09:40	12/27/2023 9:48:26 AM	0:0:8:12			open in internet explorer issue	Onsite
9281	27-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C271220230001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-12-2023 09:34	12/27/2023 9:48:00 AM	0:0:13:47			new replica created and issue	Onsite
9282	28-12-2023	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala	O-M	C291220230029		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-12-2023 13:43	12/29/2023 2:07:46 PM	0:0:24:26			A 4 Cash counter both 2 no's PC's join	Onsite
9283	28-12-2023	NEHRU PLACE CSO	First Floor - E Block	IT	C281220230196		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	28-12-2023 18:04	12/28/2023 6:07:45 PM	0:0:3:28			issue resolved,, battery changed	Onsite
9284	28-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C281220230194		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	28-12-2023 18:02	12/28/2023 6:06:57 PM	0:0:4:56			issue resolved	Onsite
9285	28-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C281220230195		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-12-2023 18:02	12/28/2023 6:07:13 PM	0:0:4:15			pc ready	Onsite
9286	28-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C281220230193		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 18:01	12/28/2023 6:06:35 PM	0:0:5:22			issue resolved	Onsite
9287	28-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C281220230192		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	28-12-2023 18:00	12/28/2023 6:05:02 PM	0:0:4:29			issue resolved	Onsite
9288	28-12-2023	NIZAMUDDIN	Jangpura	O-M	C281220230191		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	28-12-2023 17:41	12/28/2023 5:43:04 PM	0:0:1:25			resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9289	28-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C281220230190		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 17:40	12/28/2023 5:42:50 PM	0:0:2:49			resolved	Onsite
9290	28-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C281220230189		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	28-12-2023 17:38	12/28/2023 5:42:36 PM	0:0:4:32			resolved	Onsite
9291	28-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C281220230188		Hardware	System	Other Software	Adobe	LOW	Closed	28-12-2023 17:36	12/28/2023 5:42:20 PM	0:0:6:17			resolved	Onsite
9292	28-12-2023	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C281220230186		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	28-12-2023 17:34	12/28/2023 6:30:54 PM	0:0:56:13			Keyboard Replaced.	Onsite
9293	28-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C281220230187		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	28-12-2023 17:34	12/28/2023 5:42:06 PM	0:0:7:21			resolved	Onsite
9294	28-12-2023	OTHERS	VSNL	KCC/MLCC	C281220230185		Hardware	Laptop	Restart Problem	Others	LOW	Closed	28-12-2023 17:30	12/28/2023 5:57:57 PM	0:0:27:52			Laptop shut down and start and	Onsite
9295	28-12-2023	OTHERS	VSNL	KCC/MLCC	C281220230184		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 17:29	12/28/2023 5:55:57 PM	0:0:26:37			Create new replica	Onsite
9296	28-12-2023	OTHERS	VSNL	KCC/MLCC	C281220230183		Hardware	System	Other Software	New	LOW	Closed	28-12-2023 17:28	12/28/2023 5:55:31 PM	0:0:26:50			Remove and re-installed M Cube issue	Onsite
9297	28-12-2023	OTHERS	VSNL	KCC/MLCC	C281220230182		Hardware	System	Other Software	Adobe	LOW	Closed	28-12-2023 17:28	12/28/2023 5:54:58 PM	0:0:26:58			Re-installed Adobe	Onsite
9298	28-12-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C281220230181		Hardware	System	MS Office	Software	LOW	Closed	28-12-2023 17:27	12/28/2023 5:29:59 PM	0:0:2:38			issue has been resolved after	Onsite
9299	28-12-2023	OTHERS	VSNL	O-M	C281220230180		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-12-2023 17:26	12/28/2023 5:54:37 PM	0:0:28:29			Driver Remove and re-installed issue	Onsite
9300	28-12-2023	OTHERS	VSNL	O-M	C281220230179		Hardware	PC	Not working at all	Physical	LOW	Closed	28-12-2023 17:25	12/28/2023 5:54:02 PM	0:0:28:53			SMPS Remove and reconnect PC	Onsite
9301	28-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C281220230178		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 17:22	12/28/2023 5:29:30 PM	0:0:7:0			issue has been resolved after	Onsite
9302	28-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C281220230177		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-12-2023 17:20	12/28/2023 5:28:56 PM	0:0:8:15			issue has been resolved after changed	Onsite
9303	28-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C281220230176		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 17:14	12/28/2023 5:14:53 PM	0:0:0:52			issue resolved after reconfigure the	Onsite
9304	28-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C281220230175		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 17:13	12/28/2023 5:14:33 PM	0:0:1:1			issue resolved after reconfigure the	Onsite
9305	28-12-2023	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ETG	C281220230173		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-12-2023 17:12	12/28/2023 5:15:04 PM	0:0:3:2			Issue Resolved	Onsite
9306	28-12-2023	NEHRU PLACE CSO	Second Floor - C Block	ADMIN	C281220230174		Hardware	System	Other Software	Adobe	LOW	Closed	28-12-2023 17:12	12/28/2023 5:15:24 PM	0:0:2:34			Issue Resolved	Onsite
9307	28-12-2023	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ETG	C281220230172		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-12-2023 17:11	12/28/2023 5:14:57 PM	0:0:3:50			Issue Resolved	Onsite
9308	28-12-2023	NEHRU PLACE CSO	Second Floor - C Block	ADMIN	C281220230171		Hardware	PC	Not working at all	No power	LOW	Closed	28-12-2023 17:09	12/28/2023 5:14:49 PM	0:0:5:14			Issue Resolved	Onsite
9309	28-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C281220230170		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	28-12-2023 17:08	12/28/2023 5:14:39 PM	0:0:6:3			Issue Resolved	Onsite
9310	28-12-2023	NEHRU PLACE CSO	Second Floor - C Block	RCM	C281220230169		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	28-12-2023 17:08	12/28/2023 5:14:20 PM	0:0:6:13			Issue Resolved	Onsite
9311	28-12-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C281220230167		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-12-2023 17:07	12/28/2023 5:14:05 PM	0:0:6:26			Issue Resolved	Onsite
9312	28-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C281220230168		Telecome	Instrumen	SIP	Others	LOW	Closed	28-12-2023 17:07	12/28/2023 5:09:36 PM	0:0:1:51			issue has been resolved after	Onsite
9313	28-12-2023	VASANT KUNJ	D 4	O-M	C281220230166		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-12-2023 16:53	12/28/2023 5:35:02 PM	0:0:41:30			Signature has been modified	Remote
9314	28-12-2023	VASANT KUNJ	Mahipalpur	O-M	C281220230165		Hardware	PC	TFT	Others	LOW	Closed	28-12-2023 16:46	12/28/2023 5:33:20 PM	0:0:46:50			Resolution set on recommended	Onsite
9315	28-12-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C281220230164		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 16:46	12/28/2023 5:01:22 PM	0:0:15:3			AFTER USB CABLE REINSERT ISSUE	Onsite
9316	28-12-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C281220230163		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-12-2023 16:44	12/28/2023 5:00:54 PM	0:0:15:59			AFTER RAM CHANGE ISSUE RESOLVED	Onsite
9317	28-12-2023	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C281220230162		Network	Link	Link Connectivity Issue	Power	LOW	Closed	28-12-2023 16:44	12/28/2023 5:42:54 PM	0:0:58:42			Power issue resolved as reqd.	Onsite
9318	28-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C281220230161		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-12-2023 16:43	12/28/2023 4:45:06 PM	0:0:2:4			Sap server add call done P96 and P92	Onsite
9319	28-12-2023	KHANPUR	RPS Colony Near Mother Dairy	MMG	C281220230160		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	28-12-2023 16:42	12/28/2023 5:00:24 PM	0:0:17:42			AFTER lan CABLE AND IP REINSERT	Onsite
9320	28-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C281220230159		Hardware	PC	System Password issue	Others	LOW	Closed	28-12-2023 16:42	12/28/2023 5:42:02 PM	0:0:59:24			User login issue resolved as reqd.	Remote
9321	28-12-2023	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C281220230158		Hardware	PC	TFT	Half	LOW	Closed	28-12-2023 16:41	12/28/2023 4:59:41 PM	0:0:17:57			AFTER GRAPHIC DRIVER UPDTAE	Onsite
9322	28-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C281220230157		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 16:41	12/28/2023 5:12:59 PM	0:0:31:26			issue resolved after update the patch	Onsite
9323	28-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C281220230153		Telecome	Instrumen	IP	Network	LOW	Closed	28-12-2023 16:40	12/28/2023 4:58:59 PM	0:0:18:55			AFTER LAN CABLE REINSERT ISSUE	Onsite
9324	28-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C281220230156		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	28-12-2023 16:40	12/28/2023 5:12:26 PM	0:0:31:28			issue resolved after change the Faulty	Onsite
9325	28-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C281220230154		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 16:40	12/28/2023 5:11:58 PM	0:0:31:31			issue resolved after reconfigure the	Onsite
9326	28-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C281220230155		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-12-2023 16:40	12/28/2023 4:44:48 PM	0:0:3:55			All 3 cash counter's pc joined with ads	Onsite
9327	28-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C281220230151		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-12-2023 16:39	12/28/2023 5:11:19 PM	0:0:31:35			issue resolved after reset the	Onsite
9328	28-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C281220230150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 16:39	12/28/2023 4:44:30 PM	0:0:5:19			settings done again set archives again	Onsite
9329	28-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C281220230152		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-12-2023 16:39	12/28/2023 5:11:37 PM	0:0:31:42			issue resolved after change the IP	Onsite
9330	28-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C281220230149		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-12-2023 16:39	12/28/2023 5:30:35 PM	0:0:51:32			Temp file cleared	Remote
9331	28-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C281220230147		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 16:38	12/28/2023 4:44:10 PM	0:0:5:42			printer drivers install and set LAn ip	Onsite
9332	28-12-2023	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C281220230148		Hardware	MOUSE	Not working	Hardware	LOW	Closed	28-12-2023 16:38	12/28/2023 5:10:58 PM	0:0:32:16			mouse chnaged and call resolved	Onsite
9333	28-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C281220230146		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-12-2023 16:37	12/28/2023 4:58:17 PM	0:0:20:39			AFTER PAPER JAM CLEAR ISSUE	Onsite
9334	28-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C281220230145		Hardware	System	Other Software	proxy	LOW	Closed	28-12-2023 16:37	12/28/2023 5:28:47 PM	0:0:51:12			proxy enabled	Remote
9335	28-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C281220230144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 16:37	12/28/2023 4:43:37 PM	0:0:6:16			lotus mail not login password reset	Onsite
9336	28-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C281220230143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-12-2023 16:37	12/28/2023 4:57:48 PM	0:0:20:47			AFTER PAPER JAM CLEAR ISSUE	Onsite
9337	28-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C281220230142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 16:35	12/28/2023 5:27:53 PM	0:0:52:32			Printer connect with laptop and driver	Onsite
9338	28-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C281220230141		Hardware	System	Other Software	New	LOW	Closed	28-12-2023 16:27	12/28/2023 5:31:32 PM	0:1:4:22			Reset P92 Password now working fine	Remote
9339	28-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C281220230140		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-12-2023 16:25	12/28/2023 5:31:13 PM	0:1:5:38			Delete temp files and run diagnostic	Remote
9340	28-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C281220230139		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-12-2023 16:24	12/28/2023 5:32:03 PM	0:1:7:51			Delete temp files and run diagnostic	Onsite
9341	28-12-2023	SARITA VIHAR	Sriniwaspuri	OM-DIV	C281220230138		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-12-2023 16:24	12/28/2023 4:40:25 PM	0:0:16:20			After kill multiple application running	Remote
9342	28-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C281220230137		Hardware	System	Other Software	New	LOW	Closed	28-12-2023 16:23	12/28/2023 5:30:37 PM	0:1:7:32			Reinstalled adobe now working fine	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9343	28-12-2023	SARITA VIHAR	Sriniwaspuri	OM-DIV	C281220230136		Hardware	PC	Network Not Working	No Power	MEDIUM	Closed	28-12-2023 16:19	12/28/2023 4:50:52 PM	0:0:30:57			After Hold system power button for	Onsite
9344	28-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C281220230135		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-12-2023 16:16	12/28/2023 4:49:05 PM	0:0:33:0			Printer issue resolved as reqd.	Onsite
9345	28-12-2023	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C281220230134		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-12-2023 16:15	12/28/2023 4:48:45 PM	0:0:33:26			Printer issue resolved as reqd.	Onsite
9346	28-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C281220230133		Hardware	PC	Hanging/Slow processing	RAM Issue	MEDIUM	Closed	28-12-2023 16:09	12/28/2023 4:35:50 PM	0:0:26:7			After clean both ram and reinsert	Onsite
9347	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C281220230132		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Re-Assign	28-12-2023 16:09					LAN Cable not working.	Onsite
9348	28-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C281220230131		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-12-2023 16:08	12/28/2023 4:36:27 PM	0:0:27:40			After update Printer driver issue	Remote
9349	28-12-2023	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C281220230129		Hardware	PC	Restart Problem	Heating	MEDIUM	Closed	28-12-2023 16:05	12/28/2023 4:37:23 PM	0:0:31:59			After clean CPU fan issue resolved	Onsite
9350	28-12-2023	OTHERS	Andrews Ganj	Enforcem	C281220230130		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	28-12-2023 16:05	12/28/2023 4:09:07 PM	0:0:3:39			DVD writer issue	Onsite
9351	28-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C281220230128		Hardware	System	Other Software	software	MEDIUM	Closed	28-12-2023 16:04	12/28/2023 4:38:04 PM	0:0:33:34			After reinstall Adobe software issue	Remote
9352	28-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C281220230126		Hardware	System	Other Software	New	MEDIUM	Closed	28-12-2023 16:03	12/28/2023 4:38:35 PM	0:0:35:4			After reconfigure P92 icon issue	Remote
9353	28-12-2023	OTHERS	Police Colony	Enforcem	C281220230127		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-12-2023 16:03	12/28/2023 4:09:26 PM	0:0:5:35			Pc slow issue	Onsite
9354	28-12-2023	OTHERS	Andrews Ganj	Enforcem	C281220230125		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-12-2023 16:03	12/28/2023 4:09:56 PM	0:0:6:41			Connectivity issue	Onsite
9355	28-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C281220230124		Hardware	System	Other Software	software	MEDIUM	Closed	28-12-2023 16:02	12/28/2023 4:39:09 PM	0:0:36:27			After reinstall Sap software issue	Remote
9356	28-12-2023	OTHERS	Andrews Ganj	Enforcem	C281220230123		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 16:02	12/28/2023 4:10:10 PM	0:0:7:33			Printer installed	Onsite
9357	28-12-2023	OTHERS	HUDCO Grid	PROTECTI	C281220230120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 16:01	12/28/2023 4:10:55 PM	0:0:9:41			mail issue	Onsite
9358	28-12-2023	OTHERS	HUDCO Grid	PROTECTI	C281220230121		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-12-2023 16:01	12/28/2023 4:10:36 PM	0:0:8:42			New os with all official s/w installed	Onsite
9359	28-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C281220230122		Hardware	PC	TFT	Others	MEDIUM	Closed	28-12-2023 16:01	12/28/2023 4:35:06 PM	0:0:33:8			After Fix TFT VGA cable issue resolved	Onsite
9360	28-12-2023	SARITA VIHAR	Pocket B Block	BUSINESS/	C281220230119		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	28-12-2023 16:00	12/28/2023 4:49:09 PM	0:0:48:41			After change port on the switch	Onsite
9361	28-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C281220230118		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:53	12/28/2023 5:08:34 PM	0:1:15:27			OS repaired.	Onsite
9362	28-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C281220230117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 15:52	12/28/2023 5:08:21 PM	0:1:16:14			Printer driver installed.	Onsite
9363	28-12-2023	SAKET	MIG CC	O-M	C281220230116		Hardware	System	Other Software	Adobe	LOW	Closed	28-12-2023 15:51	12/28/2023 4:10:09 PM	0:0:18:39			Set as default program changed	Onsite
9364	28-12-2023	HAUZ KHAAS	Front of Ansal Plaza	O-M	C281220230115		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 15:51	12/28/2023 5:08:05 PM	0:1:16:50			Network down.	Onsite
9365	28-12-2023	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C281220230114		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:49	12/28/2023 4:13:49 PM	0:0:24:23			Network down due to power cut.	Onsite
9366	28-12-2023	SAKET	D-Block Saket	O-M	C281220230112		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 15:49	12/28/2023 4:09:25 PM	0:0:20:24			Windows 10 Activated	Onsite
9367	28-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C281220230113		Hardware	Scanner	Scaning issue	Hardware	HIGH	Closed	28-12-2023 15:49	12/28/2023 4:38:29 PM	0:0:49:9			scanner cline	Onsite
9368	28-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C281220230110		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-12-2023 15:48	12/28/2023 4:51:00 PM	0:1:2:53			cleared the paper issue resolved	Onsite
9369	28-12-2023	SAKET	D-Block Saket	O-M	C281220230111		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 15:48	12/28/2023 4:08:58 PM	0:0:20:46			Windows 10 Activated	Onsite
9370	28-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C281220230109		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	28-12-2023 15:48	12/28/2023 4:39:05 PM	0:0:51:1			A4 size siting changed	Onsite
9371	28-12-2023	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C281220230108		Hardware	PC	Network Not Working	Network	LOW	Closed	28-12-2023 15:47	12/28/2023 4:07:49 PM	0:0:20:31			N/W Switch restart	Onsite
9372	28-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	Dispancer	C281220230107		Hardware	PC	Restart Problem	Driver	LOW	Closed	28-12-2023 15:47	12/28/2023 4:50:38 PM	0:1:3:24			updated the grpahic driver issue	Onsite
9373	28-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C281220230106		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:47	12/28/2023 4:09:30 PM	0:0:22:26			Local network issue.	Onsite
9374	28-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C281220230105		Hardware	MOUSE	Not working	Hardware	HIGH	Closed	28-12-2023 15:46	12/28/2023 4:39:23 PM	0:0:52:52			mouse replace	Onsite
9375	28-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C281220230103		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:45	12/28/2023 4:09:18 PM	0:0:23:48			Local network issue.	Onsite
9376	28-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C281220230102		Hardware	PC	Restart Problem	Others	HIGH	Closed	28-12-2023 15:45	12/28/2023 4:39:59 PM	0:0:54:48			Power point issue	Onsite
9377	28-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C281220230101		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 15:45	12/28/2023 4:49:54 PM	0:1:4:49			updated the driver issue resolved	Onsite
9378	28-12-2023	SAKET	Jonapur CC	O-M	C281220230104		Hardware	UPS	Backup	No Power	LOW	Closed	28-12-2023 15:45	12/28/2023 4:03:30 PM	0:0:17:43			UPS Backup issue at Aya Nagar CC, call	Onsite
9379	28-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C281220230100		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-12-2023 15:45	12/28/2023 4:08:48 PM	0:0:23:45			Lotus software repaired.	Onsite
9380	28-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C281220230097		Hardware	System	Other Software	Adobe	LOW	Closed	28-12-2023 15:44	12/28/2023 4:48:46 PM	0:1:4:44			repair acrobat software issue resolved	Onsite
9381	28-12-2023	SAKET	Chhatarpur CC	O-M	C281220230099		Hardware	MOUSE	Not working	Working	LOW	Closed	28-12-2023 15:44	12/28/2023 4:01:16 PM	0:0:16:33			Mouse working after cleaning	Onsite
9382	28-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C281220230098		Hardware	System	MS Office	Software	LOW	Closed	28-12-2023 15:44	12/28/2023 4:06:39 PM	0:0:22:16			Settings problem.	Onsite
9383	28-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C281220230095		Hardware	System	Other Software	Browser	LOW	Closed	28-12-2023 15:43	12/28/2023 4:00:43 PM	0:0:17:4			Browser settings reset	Onsite
9384	28-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C281220230094		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 15:43	12/28/2023 4:48:26 PM	0:1:4:50			repair ms office issue resolved	Onsite
9385	28-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C281220230096		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	28-12-2023 15:43	12/28/2023 4:40:32 PM	0:0:56:48			ram reconnect	Onsite
9386	28-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data	C281220230093		Hardware	PC	Network Not Working	Other	LOW	Closed	28-12-2023 15:42	12/28/2023 4:47:51 PM	0:1:5:13			change the cmouse issue resolved	Onsite
9387	28-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C281220230092		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 15:41	12/28/2023 3:59:57 PM	0:0:18:8			CMOS Battery changed	Onsite
9388	28-12-2023	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C281220230090		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 15:41	12/28/2023 3:59:40 PM	0:0:18:31			CMOS Battery changed	Onsite
9389	28-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	Data	C281220230091		Hardware	PC	Not working at all	Harddisk	LOW	Closed	28-12-2023 15:41	12/28/2023 4:47:15 PM	0:1:6:5			change the hard drive issue resolved	Onsite
9390	28-12-2023	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C281220230089		Network	Internet	Internet Issue	Internet	HIGH	Closed	28-12-2023 15:41	12/28/2023 4:38:03 PM	0:0:56:59			local internet complain 20m run	Onsite
9391	28-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C281220230088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-12-2023 15:35	12/28/2023 4:14:13 PM	0:0:38:40			Remove Jam Paper Now Working	Onsite
9392	28-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C281220230087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 15:35	12/28/2023 4:13:49 PM	0:0:38:38			Mail Archive Then Compact Now	Onsite
9393	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230086		Hardware	OTHERS	VPN ISSUE	System	LOW	Closed	28-12-2023 15:22	12/28/2023 3:25:15 PM	0:0:2:59			VPN not working issue resolved	Onsite
9394	28-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C281220230085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 15:21	12/28/2023 3:22:24 PM	0:0:1:1			recreate archive path.	Onsite
9395	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230084		Hardware	OTHERS	VPN ISSUE	Wifi/Mobi	LOW	Closed	28-12-2023 15:21	12/28/2023 3:24:52 PM	0:0:3:31			Vpn not working issue resolved	Onsite
9396	28-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C281220230082		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:17	12/28/2023 3:18:31 PM	0:0:0:51			join on ads	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9397	28-12-2023	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C281220230081		Hardware	PC	TFT	Others	LOW	Closed	28-12-2023 15:16	12/29/2023 10:07:13	0:18:51:3			call close by subhash & sanjay	Onsite
9398	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230080		Hardware	System	Other Software	Browser	LOW	Closed	28-12-2023 15:14	12/28/2023 3:24:26 PM	0:0:9:41			IP msg not working issue resolved	Onsite
9399	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230078		Hardware	System	MS Office	File Print	LOW	Closed	28-12-2023 15:13	12/28/2023 3:23:41 PM	0:0:10:12			Ms office not working issue resolved	Onsite
9400	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230079		Hardware	System	MS Office	Software	LOW	Closed	28-12-2023 15:13	12/28/2023 3:23:59 PM	0:0:10:0			Ms office not working issue resolved	Onsite
9401	28-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C281220230077		Hardware	PC	Restart Problem	Physical	LOW	Closed	28-12-2023 15:13	12/28/2023 3:21:59 PM	0:0:8:37			RAM clean and insert again.	Onsite
9402	28-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C281220230076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 15:12	12/28/2023 3:36:57 PM	0:0:24:1			Reactivate mail function.	Onsite
9403	28-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C281220230074		Hardware	PC	System Password issue	Others	LOW	Closed	28-12-2023 15:10	12/28/2023 3:36:34 PM	0:0:25:59			Login With Password.	Onsite
9404	28-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C281220230075		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:10	12/28/2023 3:18:54 PM	0:0:8:12			check the printer and log the call	Onsite
9405	28-12-2023	NEHRU PLACE	W Block GK 1	O-M	C281220230073		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-12-2023 15:09	12/28/2023 3:36:09 PM	0:0:26:22			Power on from MCB.	Onsite
9406	28-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C281220230072		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	28-12-2023 15:09	12/28/2023 3:35:38 PM	0:0:26:23			LAN Cable reconnect.	Onsite
9407	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230070		Hardware	System	MS Office	File Not	LOW	Closed	28-12-2023 15:08	12/28/2023 3:23:07 PM	0:0:14:44			Ms excel not working issue resolved	Onsite
9408	28-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C281220230071		Hardware	System	Other Software	Adobe	LOW	Closed	28-12-2023 15:08	12/28/2023 3:23:24 PM	0:0:14:29			Google chrome not working issue	Onsite
9409	28-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C281220230069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 15:07	12/28/2023 3:35:12 PM	0:0:27:52			DSS printer configured.	Onsite
9410	28-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C281220230068		Hardware	System	MS Office	Software	LOW	Closed	28-12-2023 15:06	12/28/2023 3:34:53 PM	0:0:28:11			Upper version uninstalled .	Onsite
9411	28-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C281220230067		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-12-2023 15:06	12/28/2023 3:18:11 PM	0:0:11:50			change the tonner	Onsite
9412	28-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C281220230066		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-12-2023 15:00	12/28/2023 3:20:20 PM	0:0:19:26			printer installation done	Onsite
9413	28-12-2023	NEHRU PLACE	20 No Building	Energy	C281220230065		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	28-12-2023 14:56	12/28/2023 3:20:01 PM	0:0:23:38			ip configuration done	Onsite
9414	28-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C281220230064		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 14:45	12/28/2023 3:19:34 PM	0:0:33:57			all mail archived & compact mail	Onsite
9415	28-12-2023	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C281220230063		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:44	12/28/2023 3:19:04 PM	0:0:34:48			P92 configuration change	Onsite
9416	28-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C281220230061		Hardware	System	MS Office	File	LOW	Closed	28-12-2023 14:41	12/28/2023 4:19:59 PM	0:1:38:39			resolved	Onsite
9417	28-12-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C281220230062		Hardware	System	Other Software	Adobe	MEDIUM	Closed	28-12-2023 14:41	12/28/2023 3:59:14 PM	0:1:17:33			Adobe Acrobat software repair and	Remote
9418	28-12-2023	NEHRU PLACE	20 No Building	KCC/MLCC	C281220230060		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:40	12/28/2023 3:18:55 PM	0:0:37:57			P92 configuration change	Onsite
9419	28-12-2023	NEHRU PLACE	20 No Building	IT	C281220230059		Hardware	System	Other Software	New	LOW	Closed	28-12-2023 14:40	12/28/2023 3:18:16 PM	0:0:38:11			admin username & password done	Onsite
9420	28-12-2023	NEHRU PLACE	20 No Building	Energy	C281220230058		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 14:38	12/28/2023 3:17:39 PM	0:0:38:59			drive authentication change	Onsite
9421	28-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C281220230057		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:31	12/28/2023 3:52:45 PM	0:1:21:43			Install the BSP now issue resolved	Remote
9422	28-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C281220230055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 14:30	12/28/2023 3:52:17 PM	0:1:22:9			Archive all the mail now issue	Remote
9423	28-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C281220230056		Hardware	Printer	Image Issue	Image	LOW	Closed	28-12-2023 14:30	12/28/2023 2:30:52 PM	0:0:0:30			Printer cartridge replaced.	Onsite
9424	28-12-2023	ALAKNANDA	Giri Nagar	MMG	C281220230053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-12-2023 14:29	12/28/2023 3:50:25 PM	0:1:21:15			remove the paper from printer now	Onsite
9425	28-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C281220230054		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:29	12/28/2023 2:31:10 PM	0:0:1:31			Reconfigure sap92	Onsite
9426	28-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C281220230051		Hardware	System	Other Software	New	LOW	Closed	28-12-2023 14:28	12/28/2023 2:31:55 PM	0:0:3:35			local user data copy to ads user	Onsite
9427	28-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C281220230052		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:28	12/28/2023 2:31:27 PM	0:0:2:39			reconfigure p92	Onsite
9428	28-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C281220230049		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	28-12-2023 14:27	12/28/2023 3:50:02 PM	0:1:22:22			Crimp the cable now issue resolved	Onsite
9429	28-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C281220230050		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 14:27	12/28/2023 2:32:31 PM	0:0:4:43			PC installation and copy old data.	Onsite
9430	28-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C281220230048		Hardware	System	MS Office	Software	LOW	Closed	28-12-2023 14:27	12/28/2023 3:49:40 PM	0:1:22:32			MS Office re installed now issue	Onsite
9431	28-12-2023	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C281220230047		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-12-2023 14:26	12/28/2023 3:31:11 PM	0:1:4:57			Change the RAM now issue resolved	Onsite
9432	28-12-2023	SAKET	Adchini	CUSTOME	C281220230046		Hardware	PC	TFT	Power	LOW	Closed	28-12-2023 14:18	12/28/2023 2:56:53 PM	0:0:38:46			power cable reconnected	Onsite
9433	28-12-2023	SAKET	Adchini	DTC	C281220230045		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:17	12/28/2023 2:55:36 PM	0:0:38:16			Mail sent to SAP support for password	Onsite
9434	28-12-2023	SAKET	Adchini	CIVIL	C281220230044		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-12-2023 14:16	12/28/2023 2:53:29 PM	0:0:36:39			Mail sent to lotus support	Onsite
9435	28-12-2023	SAKET	Adchini	DTC	C281220230043		Hardware	PC	TFT	Color	LOW	Closed	28-12-2023 14:15	12/28/2023 2:53:06 PM	0:0:37:8			VGA cable reconnected	Onsite
9436	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C281220230042		Hardware	System	Other Software	Browser	MEDIUM	Closed	28-12-2023 14:14	12/28/2023 3:57:26 PM	0:1:42:27			Mozilla Firefox software reinstalled	Remote
9437	28-12-2023	SAKET	Adchini	DSK	C281220230041		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:14	12/28/2023 2:52:43 PM	0:0:37:53			SAP login recreate	Onsite
9438	28-12-2023	SAKET	Adchini	DSK	C281220230040		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:14	12/28/2023 2:52:28 PM	0:0:38:5			SAP login recreate	Onsite
9439	28-12-2023	SAKET	Adchini	DSK	C281220230038		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:13	12/28/2023 2:52:07 PM	0:0:38:43			SAP login recreate	Onsite
9440	28-12-2023	SAKET	Adchini	DSK	C281220230039		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:13	12/28/2023 2:52:18 PM	0:0:38:24			SAP login recreate	Onsite
9441	28-12-2023	SAKET	Malviya Nagar	BUSINESS/	C281220230037		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 14:12	12/28/2023 2:51:30 PM	0:0:39:11			Folder roghts issue	Onsite
9442	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C281220230036		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	28-12-2023 14:11	12/28/2023 3:56:06 PM	0:1:44:25			pc IP reconfigure and issue resolved	Onsite
9443	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C281220230035		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-12-2023 14:10	12/28/2023 3:55:18 PM	0:1:44:28			All Inbox and Sent data Archive and	Remote
9444	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C281220230034		Hardware	Printer	Image Issue	Others	MEDIUM	Closed	28-12-2023 14:10	12/28/2023 3:49:59 PM	0:1:39:41			Printer Cartage change and issue	Onsite
9445	28-12-2023	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C281220230033		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	28-12-2023 14:08	12/28/2023 3:49:15 PM	0:1:40:16			LAN cable change and issue resolved.	Onsite
9446	28-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C281220230032		Hardware	System	Other Software	proxy	LOW	Closed	28-12-2023 14:02	12/28/2023 2:24:09 PM	0:0:22:5			url add in proxy setting now issue	Onsite
9447	28-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C281220230030		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	28-12-2023 14:01	12/28/2023 2:28:32 PM	0:0:27:29			scanner installed issue resolved..	Onsite
9448	28-12-2023	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C281220230031		Hardware	System	Other Software	proxy	LOW	Closed	28-12-2023 14:01	12/28/2023 2:23:56 PM	0:0:22:26			url add in proxy setting now issue	Onsite
9449	28-12-2023	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	WORKSHO	C281220230029		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-12-2023 13:57	12/28/2023 2:02:15 PM	0:0:4:55			reinstall lotus and config again set	Onsite
9450	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C281220230028		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	28-12-2023 13:52	12/28/2023 3:48:23 PM	0:1:55:50			Cable change	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9451	28-12-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C281220230027		Telecome	Instrumen	IP	Instrumen	LOW	Closed	28-12-2023 13:33	12/28/2023 3:29:59 PM	0:1:56:19			Please drop a mail with all details	Onsite
9452	28-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C281220230025		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	28-12-2023 12:36	12/28/2023 2:01:33 PM	0:1:25:22			Learn user how to scan.	Onsite
9453	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C281220230024		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	28-12-2023 12:35	12/28/2023 1:29:23 PM	0:0:54:4			Keyboard replace and problem	Onsite
9454	28-12-2023	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C281220230022		Software	BIW	BIW	New ID	LOW	Closed	28-12-2023 12:34	12/28/2023 12:35:52	0:0:1:42			request given	Onsite
9455	28-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C281220230023		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 12:34	12/28/2023 2:02:13 PM	0:1:27:37			Do Power cable tight.	Onsite
9456	28-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C281220230021		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	28-12-2023 12:32	12/28/2023 1:28:38 PM	0:0:55:48			printer paper jam removed printer	Onsite
9457	28-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C281220230020		Hardware	PC	Not working at all	Others	LOW	Closed	28-12-2023 12:30	12/28/2023 12:36:24	0:0:6:20			reinstalltion	Onsite
9458	28-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C281220230019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-12-2023 12:29	12/28/2023 12:36:49	0:0:7:39			resolved	Onsite
9459	28-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C281220230017		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-12-2023 12:28	12/28/2023 12:37:34	0:0:9:28			send to nhp	Onsite
9460	28-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C281220230018		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-12-2023 12:28	12/28/2023 12:37:15	0:0:8:25			resolved	Onsite
9461	28-12-2023	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C281220230015		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-12-2023 12:27	12/28/2023 12:37:47	0:0:10:4			send to nhp	Onsite
9462	28-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	MMG	C281220230016		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-12-2023 12:27	12/28/2023 1:27:36 PM	0:0:59:40			Mail Archive file path setting	Remote
9463	28-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C281220230014		Hardware	UPS	Backup	No Power	LOW	Closed	28-12-2023 12:23	12/28/2023 2:03:46 PM	0:1:40:34			With Help of Electrician issue	Onsite
9464	28-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C281220230013		Hardware	System	Other Software	Browser	LOW	Closed	28-12-2023 12:19	12/28/2023 2:04:08 PM	0:1:44:55			Sap Password Reset.	Onsite
9465	28-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C281220230012		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 12:15	12/28/2023 12:39:23	0:0:24:4			Add sap server again with ADS	Onsite
9466	28-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C281220230011		Hardware	PC	System Password issue	Password	LOW	Closed	28-12-2023 12:14	12/28/2023 12:38:16	0:0:24:12			Cashier pc joined with ADS now	Onsite
9467	28-12-2023	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim	Dispancer	C281220230010		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	28-12-2023 12:10	12/28/2023 12:38:43	0:0:28:19			Temp files removed and clean	Onsite
9468	28-12-2023	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C281220230008		Hardware	PC	TFT	Flickering	LOW	Closed	28-12-2023 11:41	12/28/2023 12:47:23	0:1:5:57			tft defregmented manually now issue	Onsite
9469	28-12-2023	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C281220230007		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	28-12-2023 11:39	12/28/2023 12:12:33	0:0:33:8			ram cleaned issue resolved..	Onsite
9470	28-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C281220230006		Hardware	System	Other Software	software	LOW	Closed	28-12-2023 11:22	12/28/2023 11:51:59	0:0:29:48			P92 installation	Onsite
9471	28-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C281220230005		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	28-12-2023 11:21	12/28/2023 11:51:14	0:0:30:3			Keyboard Replaced	Onsite
9472	28-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C281220230004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 11:20	12/28/2023 11:50:53	0:0:30:33			Software updated	Onsite
9473	28-12-2023	DWARKA	C2C Pocket 12 Janakpuri	DSS	C281220230003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 10:52	12/28/2023 10:52:54	0:0:0:50			Issue has been resolved after create	Remote
9474	28-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C281220230001		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-12-2023 10:17	12/28/2023 10:43:44	0:0:26:42			Toner replaced issue resolved..	Onsite
9475	28-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C281220230002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-12-2023 10:17	12/28/2023 10:44:11	0:0:26:23			mail open after new replica create	Onsite
9476	29-12-2023	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C291220230186		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-12-2023 17:53	12/29/2023 6:35:51 PM	0:0:42:24			RJ 45 Crimp.	Onsite
9477	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C291220230185		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 17:36	12/29/2023 5:39:02 PM	0:0:2:55			resolved	Onsite
9478	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C291220230184		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 17:35	12/29/2023 5:38:50 PM	0:0:3:34			resolved	Onsite
9479	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C291220230182		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 17:34	12/29/2023 5:38:38 PM	0:0:4:1			resolved	Onsite
9480	29-12-2023	NEHRU PLACE CSO	Ground Floor	HR	C291220230183		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 17:34	12/29/2023 5:46:08 PM	0:0:11:17			issue resolved	Onsite
9481	29-12-2023	OTHERS	VSNL	KCC/MLCC	C291220230181		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 17:34	12/29/2023 6:14:07 PM	0:0:39:36			Printer Deriver installed	Onsite
9482	29-12-2023	OTHERS	VSNL	KCC/MLCC	C291220230180		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 17:34	12/29/2023 6:13:59 PM	0:0:39:56			Printer Deriver installed	Onsite
9483	29-12-2023	OTHERS	VSNL	KCC/MLCC	C291220230176		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-12-2023 17:33	12/29/2023 6:13:41 PM	0:0:40:38			Password change	Onsite
9484	29-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C291220230177		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	29-12-2023 17:33	12/29/2023 5:45:48 PM	0:0:12:38			issue resolved	Onsite
9485	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C291220230178		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 17:33	12/29/2023 5:38:19 PM	0:0:4:39			resolved	Onsite
9486	29-12-2023	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C291220230179		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 17:33	12/29/2023 5:45:58 PM	0:0:12:6			issue resolved	Onsite
9487	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C291220230173		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 17:32	12/29/2023 5:37:52 PM	0:0:5:48			resolved	Onsite
9488	29-12-2023	OTHERS	VSNL	KCC/MLCC	C291220230174		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 17:32	12/29/2023 6:13:24 PM	0:0:40:50			Login issue resolve	Onsite
9489	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C291220230175		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	29-12-2023 17:32	12/29/2023 5:38:04 PM	0:0:5:5			resolved	Onsite
9490	29-12-2023	OTHERS	VSNL	KCC/MLCC	C291220230172		Hardware	Laptop	Restart Problem	Others	LOW	Closed	29-12-2023 17:31	12/29/2023 6:12:48 PM	0:0:40:55			Power off after 10 min re-start issue	Onsite
9491	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C291220230171		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	29-12-2023 17:30	12/29/2023 5:37:33 PM	0:0:6:53			resolved	Onsite
9492	29-12-2023	OTHERS	VSNL	O-M	C291220230170		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-12-2023 17:30	12/29/2023 6:11:46 PM	0:0:41:14			Mail re-start issue resolve	Onsite
9493	29-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C291220230169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 17:30	12/29/2023 5:41:16 PM	0:0:10:58			after mail archive issue resolved	Onsite
9494	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C291220230168		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	29-12-2023 17:29	12/29/2023 5:37:19 PM	0:0:8:15			resolved	Onsite
9495	29-12-2023	NEHRU PLACE CSO	Third Floor - E Block	HR	C291220230167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 17:28	12/29/2023 5:45:39 PM	0:0:16:44			issue resolved	Onsite
9496	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C291220230165		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	29-12-2023 17:28	12/29/2023 5:37:06 PM	0:0:8:53			resolved	Onsite
9497	29-12-2023	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C291220230166		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 17:28	12/29/2023 5:38:17 PM	0:0:9:42			after paper jam clear and tray setting	Onsite
9498	29-12-2023	OTHERS	VSNL	O-M	C291220230164		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-12-2023 17:27	12/29/2023 6:11:14 PM	0:0:43:21			Crimp RJ45 issue resolve	Onsite
9499	29-12-2023	NEHRU PLACE CSO	Third Floor - C Block	Finance	C291220230162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 17:26	12/29/2023 5:45:30 PM	0:0:18:54			issue resolved	Onsite
9500	29-12-2023	OTHERS	VSNL	MMG	C291220230161		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	29-12-2023 17:26	12/29/2023 6:10:30 PM	0:0:44:7			Power Cable issue replaced power	Onsite
9501	29-12-2023	NIZAMUDDIN	Lodhi Road	MMG	C291220230163		Hardware	System	MS Office	File	LOW	Closed	29-12-2023 17:26	12/29/2023 5:36:53 PM	0:0:10:1			resolved	Remote
9502	29-12-2023	NIZAMUDDIN	Lodhi Road	MMG	C291220230160		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-12-2023 17:25	12/29/2023 5:36:34 PM	0:0:10:38			resolved	Remote
9503	29-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C291220230159		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-12-2023 17:25	12/29/2023 5:37:30 PM	0:0:11:46			after mail id password reset issue	Onsite
9504	29-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C291220230158		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	29-12-2023 17:25	12/29/2023 5:45:20 PM	0:0:20:2			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9505	29-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C291220230156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-12-2023 17:24	12/29/2023 5:44:50 PM	0:0:20:44			issue resolved	Onsite
9506	29-12-2023	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C291220230157		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 17:24	12/29/2023 5:45:04 PM	0:0:20:24			issue resolved	Onsite
9507	29-12-2023	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C291220230155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 17:23	12/29/2023 5:37:06 PM	0:0:14:1			after reinstall mail issue resolved	Onsite
9508	29-12-2023	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C291220230154		Hardware	Laptop	Not working at all	Others	LOW	Closed	29-12-2023 17:21	12/29/2023 5:23:09 PM	0:0:1:45			all data transfer to ADS user	Onsite
9509	29-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C291220230153		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 17:20	12/29/2023 5:22:45 PM	0:0:2:23			Printer driver installation.	Onsite
9510	29-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C291220230152		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 17:19	12/29/2023 5:22:31 PM	0:0:2:56			Printer driver installation.	Onsite
9511	29-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C291220230151		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 17:18	12/29/2023 5:22:22 PM	0:0:3:27			Printer driver installation.	Onsite
9512	29-12-2023	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C291220230150		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 17:18	12/29/2023 5:22:10 PM	0:0:4:5			Printer driver installation.	Remote
9513	29-12-2023	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C291220230149		Hardware	PC	Not working at all	No power	LOW	Closed	29-12-2023 17:15	12/29/2023 5:36:29 PM	0:0:21:11			after reinsert power cable and clean	Onsite
9514	29-12-2023	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C291220230148		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 17:14	12/29/2023 5:24:36 PM	0:0:9:58			resolved	Remote
9515	29-12-2023	VASANT KUNJ	Bijwasan	O-M	C291220230147		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 17:06	12/29/2023 5:16:17 PM	0:0:9:44			SAP font changed	Remote
9516	29-12-2023	NEHRU PLACE CSO	Third Floor - B Block	BPI	C291220230146		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-12-2023 16:59	12/29/2023 5:00:50 PM	0:0:1:21			Issue Resolved	Onsite
9517	29-12-2023	NEHRU PLACE CSO	Second Floor - D Block	PMG	C291220230145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 16:58	12/29/2023 5:00:40 PM	0:0:2:3			Issue Resolved	Onsite
9518	29-12-2023	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C291220230144		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 16:57	12/29/2023 5:00:32 PM	0:0:2:33			Issue Resolved	Onsite
9519	29-12-2023	NEHRU PLACE CSO	Ground Floor	ADMIN	C291220230143		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-12-2023 16:57	12/29/2023 5:00:25 PM	0:0:3:14			Issue Resolved	Onsite
9520	29-12-2023	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C291220230142		Hardware	PC	Network Not Working	Other	LOW	Closed	29-12-2023 16:56	12/29/2023 5:00:13 PM	0:0:3:52			Issue Resolved	Onsite
9521	29-12-2023	SARITA VIHAR	Kalindi Colony	OM-DIV	C291220230141		Hardware	System	Other Software	Adobe	MEDIUM	Closed	29-12-2023 16:55	12/29/2023 5:32:27 PM	0:0:37:11			After repair Adobe software issue	
9522	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230140		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 16:54	12/29/2023 5:35:53 PM	0:0:41:37			Ms office not working issue resolved	Onsite
9523	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230137		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	29-12-2023 16:53	12/29/2023 5:35:22 PM	0:0:41:59			Printer not working issue resolved	Onsite
9524	29-12-2023	SARITA VIHAR	New Friends Colony	OM-DIV	C291220230138		Hardware	System	Other Software	New	MEDIUM	Closed	29-12-2023 16:53	12/29/2023 5:30:32 PM	0:0:36:48			After recreate DTM.exe issue resolved	
9525	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230139		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 16:53	12/29/2023 5:35:37 PM	0:0:41:49			Ms office not working issue resolved	Onsite
9526	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230136		Hardware	System	MS Office	File	LOW	Closed	29-12-2023 16:52	12/29/2023 5:35:06 PM	0:0:42:15			pdf not working issue resolved	Onsite
9527	29-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C291220230135		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	29-12-2023 16:52	12/29/2023 5:29:46 PM	0:0:36:55			After update printer driver issue	
9528	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230134		Hardware	System	MS Office	File	LOW	Closed	29-12-2023 16:52	12/29/2023 5:34:21 PM	0:0:42:16			Ms excel not working issue resolved	Onsite
9529	29-12-2023	SARITA VIHAR	Jasola Grid	OM-DIV	C291220230133		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	29-12-2023 16:51	12/29/2023 5:35:46 PM	0:0:44:46			After OS repaired issue resolved	
9530	29-12-2023	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C291220230131		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	29-12-2023 16:49	12/29/2023 5:42:53 PM	0:0:53:47			issue resolved after clean the scanner	Onsite
9531	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230132		Hardware	MOUSE	Not working	Other	LOW	Closed	29-12-2023 16:49	12/29/2023 5:33:56 PM	0:0:44:38			Mouse not working issue resolved	Onsite
9532	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230130		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 16:48	12/29/2023 5:33:34 PM	0:0:44:49			google chrome not working issue	Onsite
9533	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230129		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 16:48	12/29/2023 4:56:53 PM	0:0:8:43			pdf not working issue resolved	Onsite
9534	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230128		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 16:47	12/29/2023 4:56:32 PM	0:0:8:46			Ms office not working issue resolved	Onsite
9535	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230126		Hardware	System	MS Office	File	LOW	Closed	29-12-2023 16:46	12/29/2023 4:55:59 PM	0:0:9:26			Ms excel not working issue resolved	Onsite
9536	29-12-2023	OKHLA	Okhla Phase 2(BIDC)	IT	C291220230127		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 16:46	12/29/2023 4:56:17 PM	0:0:9:19			Pdf not working issue resolved	Onsite
9537	29-12-2023	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C291220230125		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	29-12-2023 16:45	12/29/2023 5:34:50 PM	0:0:49:28			After clean ram or reinsert ram issue	
9538	29-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C291220230124		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 16:37	12/29/2023 5:35:50 PM	0:0:58:16			after printer cartridge change issue	Onsite
9539	29-12-2023	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C291220230123		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	29-12-2023 16:36	12/29/2023 5:35:12 PM	0:0:58:47			after reinsert lan cable issue resolved	Onsite
9540	29-12-2023	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C291220230122		Telecome	Instrumen	Internet Issue	Internet	LOW	Closed	29-12-2023 16:27	12/29/2023 5:15:31 PM	0:0:48:10			Proxy enabled	Onsite
9541	29-12-2023	SAKET	Adchini	DSK	C291220230121		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 16:20	12/29/2023 4:59:49 PM	0:0:39:34			SAP not login	Onsite
9542	29-12-2023	SAKET	Adchini	DSK	C291220230120		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	29-12-2023 16:19	12/29/2023 4:59:29 PM	0:0:39:53			scanner not work	Onsite
9543	29-12-2023	SAKET	Malviya Nagar Grid	OM-EHV	C291220230119		Hardware	PC	Not working at all	No power	LOW	Closed	29-12-2023 16:18	12/29/2023 4:59:12 PM	0:0:40:39			CMOS reset	Onsite
9544	29-12-2023	SAKET	Adchini	BUSINESS/	C291220230118		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 16:17	12/29/2023 4:58:43 PM	0:0:41:3			webx not work	Onsite
9545	29-12-2023	SAKET	Adchini	HR	C291220230116		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	29-12-2023 16:16	12/29/2023 4:57:35 PM	0:0:41:29			LAN not work	Onsite
9546	29-12-2023	SAKET	Adchini	BUSINESS/	C291220230117		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 16:16	12/29/2023 4:57:58 PM	0:0:41:1			chrome not open	Onsite
9547	29-12-2023	VASANT KUNJ	C 9 Vasant Kunj	DSS	C291220230115		Telecome	Instrumen	IP	Network	LOW	Closed	29-12-2023 16:13	12/29/2023 5:14:14 PM	0:1:0:30			LAN port changed on the telephone	Onsite
9548	29-12-2023	VASANT KUNJ	Bijwasan	O-M	C291220230114		Hardware	MOUSE	Not working	Sent to	LOW	Closed	29-12-2023 16:11	12/29/2023 5:13:00 PM	0:1:1:27			Faulty mouse has been sent to nehru	Onsite
9549	29-12-2023	VASANT KUNJ	Bijwasan	O-M	C291220230113		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-12-2023 16:09	12/29/2023 5:11:59 PM	0:1:2:51			Windows repaired	Onsite
9550	29-12-2023	SAKET	Adchini	BUSINESS/	C291220230112		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-12-2023 16:07	12/29/2023 4:52:12 PM	0:0:44:19			Mail Account locked out sent mail to	Remote
9551	29-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C291220230111		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 16:05	12/29/2023 5:10:07 PM	0:1:4:58			SAP password reset and unlocked	Remote
9552	29-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C291220230110		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 16:05	12/29/2023 4:40:41 PM	0:0:35:39			issue resolved after reinstall the same	
9553	29-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C291220230108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 16:04	12/29/2023 4:42:00 PM	0:0:37:27			call closes after archive all mails	
9554	29-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C291220230107		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-12-2023 16:04	12/29/2023 4:30:44 PM	0:0:26:12			Issue has been resolved after changed	Remote
9555	29-12-2023	OTHERS	Andrews Ganj	Enforcem	C291220230106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 16:04	12/29/2023 4:14:08 PM	0:0:9:46			Printer installed	Onsite
9556	29-12-2023	OTHERS	Andrews Ganj	Enforcem	C291220230109		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	29-12-2023 16:04	12/29/2023 4:13:52 PM	0:0:9:2			OS updation	Onsite
9557	29-12-2023	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C291220230104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 16:03	12/29/2023 4:30:19 PM	0:0:26:50			Issue has been resolved after create	Remote
9558	29-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C291220230103		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 16:03	12/29/2023 4:39:59 PM	0:0:36:37			archive create and call closed	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9559	29-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C291220230102		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 16:03	12/29/2023 4:38:59 PM	0:0:35:46			reinstall the sap module and call	
9560	29-12-2023	OTHERS	Andrews Ganj	Enforcem	C291220230101		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 16:03	12/29/2023 4:14:45 PM	0:0:11:37			Image uploader issue	Onsite
9561	29-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C291220230100		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 16:03	12/29/2023 4:37:31 PM	0:0:34:29			sap issue resolved after reinstall the	
9562	29-12-2023	OTHERS	Andrews Ganj	Enforcem	C291220230105		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 16:03	12/29/2023 4:14:23 PM	0:0:10:32			OS installation	Onsite
9563	29-12-2023	OTHERS	Andrews Ganj	Enforcem	C291220230098		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 16:02	12/29/2023 4:14:58 PM	0:0:12:22			Adobe issue	Onsite
9564	29-12-2023	DWARKA	C2C Pocket 12 Janakpuri	CHD	C291220230097		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 16:02	12/29/2023 4:29:51 PM	0:0:27:32			Issue has been resolved after	Remote
9565	29-12-2023	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C291220230099		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 16:02	12/29/2023 4:36:28 PM	0:0:33:41			issue resolved after reinstall the same	
9566	29-12-2023	OTHERS	IIT Grid	Enforcem	C291220230096		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 16:01	12/29/2023 4:13:32 PM	0:0:11:56			Printer issue	Onsite
9567	29-12-2023	VASANT KUNJ	C 9 Vasant Kunj	CHD	C291220230095		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-12-2023 15:59	12/29/2023 5:09:02 PM	0:1:9:27			Patch cable crimped both sied	Onsite
9568	29-12-2023	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C291220230094		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 15:58	12/29/2023 4:35:38 PM	0:0:36:41			issue resolved after clear the paper	
9569	29-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C291220230093		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 15:58	12/29/2023 4:29:21 PM	0:0:30:34			Issue has been resolved after	Onsite
9570	29-12-2023	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C291220230092		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 15:58	12/29/2023 4:28:49 PM	0:0:30:38			Issue has been resolved after clear the	Onsite
9571	29-12-2023	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C291220230091		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	29-12-2023 15:57	12/29/2023 4:28:12 PM	0:0:30:52			Issue has been resolved after clear the	Onsite
9572	29-12-2023	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C291220230090		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	29-12-2023 15:55	12/29/2023 5:08:02 PM	0:1:12:12			Cleared temp file	Remote
9573	29-12-2023	DWARKA	C2C Pocket 12 Janakpuri	Billing	C291220230089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 15:54	12/29/2023 4:27:30 PM	0:0:33:0			Issue has been resolved after create	Onsite
9574	29-12-2023	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C291220230088		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	29-12-2023 15:52	12/29/2023 4:42:59 PM	0:0:50:10			Issue resolved	Onsite
9575	29-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C291220230086		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 15:51	12/29/2023 3:52:12 PM	0:0:0:56			Issue has been resolved after	Remote
9576	29-12-2023	NEHRU PLACE CSO	First Floor - A Block	CES	C291220230087		Hardware	PC	System Password issue	Password	LOW	Closed	29-12-2023 15:51	12/29/2023 4:43:09 PM	0:0:51:50			Issue resolved	Onsite
9577	29-12-2023	NEHRU PLACE CSO	First Floor - D Block	C-M	C291220230083		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	29-12-2023 15:50	12/29/2023 4:43:40 PM	0:0:53:31			Issue resolved	Onsite
9578	29-12-2023	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C291220230084		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	29-12-2023 15:50	12/29/2023 4:43:47 PM	0:0:53:27			change the instruments code issue	Onsite
9579	29-12-2023	NEHRU PLACE CSO	First Floor - C Block	IT	C291220230085		Hardware	System	MS Office	Others	LOW	Closed	29-12-2023 15:50	12/29/2023 4:43:29 PM	0:0:52:52			installed	Onsite
9580	29-12-2023	R.K.PURAM	Dhaula Kuan	OM-EHV	C291220230082		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	29-12-2023 15:49	12/29/2023 4:43:23 PM	0:0:53:38			run the explorer.exe issue resolved	Onsite
9581	29-12-2023	R.K.PURAM	Bhikaiji Cama Place	O-M	C291220230081		Network	Link	Link Connectivity Issue	Site Is Not	LOW	Closed	29-12-2023 15:48	12/29/2023 4:42:48 PM	0:0:53:58			talk with scad team allow the access	Onsite
9582	29-12-2023	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C291220230080		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-12-2023 15:48	12/29/2023 4:41:35 PM	0:0:53:22			installed new os issue resolved	Onsite
9583	29-12-2023	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C291220230079		Hardware	Attendane	No Power	Power	LOW	Closed	29-12-2023 15:47	12/29/2023 4:39:00 PM	0:0:51:27			change the power socket issue	Onsite
9584	29-12-2023	R.K.PURAM	Shanti Niketan,Near NDMC Market	BPI	C291220230078		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	29-12-2023 15:46	12/29/2023 4:38:33 PM	0:0:51:35			change the usb cable issue resolved	Onsite
9585	29-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C291220230076		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 15:46	12/29/2023 4:37:43 PM	0:0:51:39			updated the driver issue resolved	Onsite
9586	29-12-2023	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C291220230077		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 15:46	12/29/2023 4:38:05 PM	0:0:51:37			configured sap p92 id issue resolved	Onsite
9587	29-12-2023	SAKET	Adchini	CIVIL	C291220230075		Hardware	System	MS Office	File Saving	LOW	Closed	29-12-2023 15:40	12/29/2023 4:51:16 PM	0:1:10:32			MS Excel file read only permission	Remote
9588	29-12-2023	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C291220230074		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-12-2023 15:39	12/29/2023 4:50:20 PM	0:1:10:32			RJ45 Crimp	Remote
9589	29-12-2023	SAKET	MMTC CC	O-M	C291220230073		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	29-12-2023 15:38	12/29/2023 4:49:56 PM	0:1:10:59			Keyboard changed	Remote
9590	29-12-2023	SAKET	D-Block Saket	O-M	C291220230072		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 15:37	12/29/2023 4:49:32 PM	0:1:11:51			Reset browser settings	Remote
9591	29-12-2023	SAKET	Fatehpur Beri CC	O-M	C291220230071		Hardware	PC	System Password issue	Password	LOW	Closed	29-12-2023 15:36	12/29/2023 4:49:09 PM	0:1:12:36			User login issue	Remote
9592	29-12-2023	SARITA VIHAR	Sriniwaspuri	OM-DIV	C291220230070		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	29-12-2023 15:28	12/29/2023 3:56:18 PM	0:0:27:23			After clean team file and change	Remote
9593	29-12-2023	SARITA VIHAR	Sriniwaspuri	OM-DIV	C291220230069		Hardware	System	MS Office	Software	MEDIUM	Closed	29-12-2023 15:26	12/29/2023 3:57:10 PM	0:0:30:25			After reinstall ms office software issue	Remote
9594	29-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C291220230068		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	29-12-2023 15:25	12/29/2023 4:36:52 PM	0:1:11:7			printer cartage change issue resolved.	Onsite
9595	29-12-2023	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C291220230067		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	29-12-2023 15:24	12/29/2023 4:36:02 PM	0:1:11:26			PC Dust Clean and RAM clean issue	Onsite
9596	29-12-2023	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C291220230066		Hardware	PC	TFT	Color	MEDIUM	Closed	29-12-2023 15:23	12/29/2023 4:33:27 PM	0:1:9:38			TFT VGA cable not proper working.	Onsite
9597	29-12-2023	NEHRU PLACE	20 No Building	IT	C291220230065		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	29-12-2023 15:03	12/29/2023 3:20:16 PM	0:0:16:52			workspace folder name change, issue	Onsite
9598	29-12-2023	NEHRU PLACE	20 No Building	C-M	C291220230064		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 14:52	12/29/2023 3:19:02 PM	0:0:26:3			PDF set as by default	Onsite
9599	29-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C291220230063		Hardware	Printer	Image Issue	Dark	MEDIUM	Closed	29-12-2023 14:51	12/29/2023 3:27:53 PM	0:0:36:41			PRINTER CARTAGE CHANGE AND	Onsite
9600	29-12-2023	NEHRU PLACE	20 No Building	KCC/MLCC	C291220230062		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-12-2023 14:46	12/29/2023 3:05:00 PM	0:0:18:4			lan cable change at KCC okhla ph-3	Onsite
9601	29-12-2023	NEHRU PLACE	20 No Building	OM-EHV	C291220230061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 14:45	12/29/2023 3:04:30 PM	0:0:18:59			printer setting change	Onsite
9602	29-12-2023	NEHRU PLACE	20 No Building	Energy	C291220230060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 14:44	12/29/2023 3:04:10 PM	0:0:20:1			mail setting change, issue resolved	Onsite
9603	29-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C291220230059		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 14:29	12/29/2023 2:34:48 PM	0:0:4:58			Removed Jam Paper Now Working	Onsite
9604	29-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C291220230056		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 14:27	12/29/2023 3:40:18 PM	0:1:12:38			Configured now issue resolved	Remote
9605	29-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C291220230055		Hardware	System	MS Office	Tools And	LOW	Closed	29-12-2023 14:27	12/29/2023 3:40:00 PM	0:1:12:52			Activate the MS Office now issue	Remote
9606	29-12-2023	ALAKNANDA	E Block GK 2	BUSINESS/	C291220230053		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 14:26	12/29/2023 3:39:32 PM	0:1:13:5			Installed the new shortcut now issue	Remote
9607	29-12-2023	ALAKNANDA	CR I Block Kali Mandir	O-M	C291220230052		Hardware	PC	System Password issue	Password	LOW	Closed	29-12-2023 14:25	12/29/2023 3:39:09 PM	0:1:13:36			Reset the password now issue	Onsite
9608	29-12-2023	ALAKNANDA	A 12 Kalkaji	O-M	C291220230051		Network	Link	QMS ISSUE	Others	LOW	Closed	29-12-2023 14:24	12/29/2023 3:38:51 PM	0:1:13:58			Activate the card now issue resolved	Onsite
9609	29-12-2023	ALAKNANDA	Okhla Ph 1	O-M	C291220230049		Network	Link	Link Connectivity Issue	Link	LOW	Closed	29-12-2023 14:23	12/29/2023 3:38:21 PM	0:1:14:40			FLT Done and complain logged for the	Onsite
9610	29-12-2023	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C291220230048		Hardware	PC	System Password issue	Password	LOW	Closed	29-12-2023 14:18	12/29/2023 3:50:07 PM	0:1:31:50			Reset password now working fine	Onsite
9611	29-12-2023	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C291220230047		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-12-2023 14:17	12/29/2023 3:50:41 PM	0:1:33:11			Run Diagnostic and clean temp files	Remote
9612	29-12-2023	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C291220230046		Hardware	Printer	Image Issue	Light	LOW	Closed	29-12-2023 14:16	12/29/2023 3:49:50 PM	0:1:33:29			Replace cartride now working fine	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9613	29-12-2023	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C291220230045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 14:15	12/29/2023 3:49:30 PM	0:1:33:52			Accessing issue provide permission	Remote
9614	29-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C291220230044		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	29-12-2023 14:05	12/29/2023 3:18:10 PM	0:1:12:50			mail reinstall	Onsite
9615	29-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C291220230043		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	29-12-2023 14:04	12/29/2023 3:18:33 PM	0:1:14:7			mail reinstall	Onsite
9616	29-12-2023	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C291220230042		Hardware	Anti virus	ANTI VIRUS	Virus Scan	HIGH	Closed	29-12-2023 14:03	12/29/2023 3:19:16 PM	0:1:15:34			scan pc and cline temp file	Onsite
9617	29-12-2023	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C291220230041		Hardware	System	Other Software	Adobe	HIGH	Closed	29-12-2023 14:02	12/29/2023 3:20:03 PM	0:1:17:39			pdf location changed	Onsite
9618	29-12-2023	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C291220230039		Hardware	System	Other Software	Browser	HIGH	Closed	29-12-2023 14:01	12/29/2023 3:20:39 PM	0:1:19:10			browser reinstall	Onsite
9619	29-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C291220230040		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 14:01	12/29/2023 2:32:43 PM	0:0:31:0			Adobe reader reinstalled.	Remote
9620	29-12-2023	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C291220230038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-12-2023 14:00	12/29/2023 2:32:14 PM	0:0:31:17			Reconfigured printer.	Remote
9621	29-12-2023	NEHRU PLACE	W Block GK 1	O-M	C291220230036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-12-2023 13:59	12/29/2023 2:31:55 PM	0:0:32:43			New replica created.	Remote
9622	29-12-2023	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C291220230037		Hardware	PC	System Password issue	Others	LOW	Closed	29-12-2023 13:59	12/29/2023 2:30:52 PM	0:0:30:53			Correct password entered.	Onsite
9623	29-12-2023	NEHRU PLACE	W Block GK 1	O-M	C291220230035		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-12-2023 13:58	12/29/2023 2:31:16 PM	0:0:32:41			paper remove from printer.	Onsite
9624	29-12-2023	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C291220230034		Hardware	PC	System Password issue	Others	LOW	Closed	29-12-2023 13:57	12/29/2023 2:30:39 PM	0:0:33:7			Correct password entered.	Onsite
9625	29-12-2023	NIZAMUDDIN	Lajpat Nagar 2	Billing	C291220230033		Hardware	PC	Not working at all	Physical	LOW	Closed	29-12-2023 13:56	12/29/2023 2:30:07 PM	0:0:33:31			Physical cleaning & reinsert the RAM.	Onsite
9626	29-12-2023	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C291220230032		Hardware	System	Other Software	Browser	LOW	Closed	29-12-2023 13:55	12/29/2023 2:29:34 PM	0:0:33:46			Timing changed.	Onsite
9627	29-12-2023	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C291220230031		Hardware	OTHERS	CCTV ISSUE	Network	LOW	Closed	29-12-2023 13:51	12/29/2023 2:08:43 PM	0:0:17:34			NVR reboot done and lan backbone	Onsite
9628	29-12-2023	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	IT	C291220230030		Hardware	PC	Not working at all	Others	LOW	Closed	29-12-2023 13:50	12/29/2023 2:08:17 PM	0:0:18:5			RD no 43 Cash counter no 216 PC's	Onsite
9629	29-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C291220230026		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-12-2023 13:18	12/29/2023 1:41:05 PM	0:0:22:9			Printer issue resolved.	Onsite
9630	29-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C291220230025		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	29-12-2023 13:18	12/29/2023 1:41:45 PM	0:0:23:37			Issue resolved as reqd.	Onsite
9631	29-12-2023	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C291220230024		Hardware	PC	System Password issue	Password	LOW	Closed	29-12-2023 13:16	12/29/2023 1:40:42 PM	0:0:24:15			Login issue resolved.	Onsite
9632	29-12-2023	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C291220230023		Hardware	PC	TFT	Color	LOW	Closed	29-12-2023 12:49	12/29/2023 1:47:30 PM	0:0:58:8			VGA Cable Change.	Onsite
9633	29-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C291220230022		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	29-12-2023 12:47	12/29/2023 1:34:00 PM	0:0:46:54			After fix patch cable both side issue	
9634	29-12-2023	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C291220230021		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-12-2023 12:39	12/29/2023 1:47:50 PM	0:1:8:2			Mouse Replaced.	Onsite
9635	29-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C291220230020		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	29-12-2023 12:38	12/29/2023 1:48:40 PM	0:1:10:18			Keyboard usb cable plugin plugout.	Onsite
9636	29-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C291220230019		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-12-2023 12:37	12/29/2023 1:49:08 PM	0:1:11:45			Printer restart.	Onsite
9637	29-12-2023	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C291220230018		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-12-2023 12:35	12/29/2023 1:49:33 PM	0:1:13:58			Page size set.	Onsite
9638	29-12-2023	SARITA VIHAR	New Friends Colony	BUSINESS/	C291220230017		Hardware	PC	Not working at all	Others	MEDIUM	Closed	29-12-2023 12:24	12/29/2023 12:48:32 PM	0:0:23:52			System installed and configured all	Onsite
9639	29-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C291220230016		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 12:09	12/29/2023 12:19:14 PM	0:0:9:17			Server slow working	Onsite
9640	29-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C291220230015		NON-SAP	Others	Others	Others	LOW	Closed	29-12-2023 12:04	12/29/2023 12:06:55 PM	0:0:2:19			enable the setting now file opening	Onsite
9641	29-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C291220230014		Telecome	Instrumen	IP	Others	LOW	Closed	29-12-2023 12:00	12/29/2023 12:08:29 PM	0:0:7:54			install the [phone	Onsite
9642	29-12-2023	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C291220230013		NON-SAP	Others	Others	Others	LOW	Closed	29-12-2023 11:55	12/29/2023 12:06:04 PM	0:0:10:34			reinstall the chrome	Onsite
9643	29-12-2023	JANAK PURI	Subhash Nagar Complaint Center	O-M	C291220230012		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	29-12-2023 11:53					LAN faulty	Onsite
9644	29-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C291220230011		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 11:40	12/29/2023 12:18:57 PM	0:0:38:24			MS office installed.	Onsite
9645	29-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C291220230010		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	29-12-2023 11:39	12/29/2023 12:18:37 PM	0:0:38:43			User account unlocked.	Onsite
9646	29-12-2023	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C291220230009		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	29-12-2023 11:39	12/29/2023 12:12:59 PM	0:0:33:46			Local settings resolved.	Onsite
9647	29-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C291220230008		Hardware	System	Other Software	Adobe	LOW	Closed	29-12-2023 11:03	12/29/2023 11:21:54 AM	0:0:18:4			reinstall the adobe pdf now issue	Onsite
9648	29-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C291220230007		Hardware	System	Other Software	New	LOW	Closed	29-12-2023 10:24	12/29/2023 11:01:42 AM	0:0:37:3			firewall off now working fine issue	Onsite
9649	29-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C291220230006		Hardware	PC	Not working at all	No power	LOW	Closed	29-12-2023 10:24	12/29/2023 11:00:34 AM	0:0:36:24			remove Ram clean this Ram and fix	Onsite
9650	29-12-2023	SARITA VIHAR	Kalindi Colony	OM-DIV	C291220230004		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-12-2023 10:23	12/29/2023 10:52:40 AM	0:0:29:13			After clear stuck mail and compact	
9651	29-12-2023	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C291220230005		Hardware	PC	TFT	Power	LOW	Closed	29-12-2023 10:23	12/29/2023 10:59:14 AM	0:0:35:38			switch faulty replaced now working	Onsite
9652	29-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C291220230003		Hardware	PC	System Password issue	Others	LOW	Closed	29-12-2023 10:07	12/29/2023 10:15:35 AM	0:0:8:33			password error resolved	Onsite
9653	29-12-2023	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C291220230002		Hardware	System	Other Software	software	LOW	Closed	29-12-2023 09:41	12/29/2023 10:01:32 AM	0:0:20:7			sap p92 reconfigured issue resolved..	Onsite
9654	29-12-2023	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C291220230001		Hardware	PC	Not working at all	Harddisk	LOW	Closed	29-12-2023 09:31	12/29/2023 10:23:37 AM	0:0:52:32			replaced sata cable and port now	Onsite
9655	30-12-2023	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C301220230003		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	30-12-2023 16:11	12/30/2023 4:14:11 PM	0:0:2:37			issue has been resolved after update	Onsite
9656	30-12-2023	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C301220230002		Hardware	PC	Not working at all	Others	MEDIUM	Closed	30-12-2023 13:31	12/30/2023 2:49:40 PM	0:1:17:45			BIOS setting reconfigure and HDD	Onsite
9657	30-12-2023	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C301220230001		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	30-12-2023 13:27	12/30/2023 2:44:52 PM	0:1:17:8			D link 8 port switch lan cable jack in	Onsite
9658	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240031		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 14:01	01-01-2024 14:06	0:0:4:55			goolge chorme not working issue	Onsite
9659	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240032		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 14:01	01-01-2024 14:06	0:0:4:49			Ms office not working issue resolved	Onsite
9660	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240033		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 14:01	01-01-2024 14:06	0:0:4:40			Ms excel not working issue resolved	Onsite
9661	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240029		Hardware	System	Other Software	Adobe	LOW	Closed	01-01-2024 14:00	01-01-2024 14:05	0:0:5:12			Ms office not working issue resolved	Onsite
9662	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240030		Hardware	System	MS Office	File Not	LOW	Closed	01-01-2024 14:00	01-01-2024 14:05	0:0:4:58			Ms office not working issue resolved	Onsite
9663	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 13:59	01-01-2024 14:04	0:0:5:28			New Archive creation issue resolved	Onsite
9664	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240028		Hardware	System	Other Software	Adobe	LOW	Closed	01-01-2024 13:59	01-01-2024 14:04	0:0:5:17			pdf not working issue resolved	Onsite
9665	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240026		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 13:58	01-01-2024 14:04	0:0:5:47			Ms office not working issue resolved	Onsite
9666	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240025		Hardware	System	Other Software	Adobe	LOW	Closed	01-01-2024 13:57	01-01-2024 14:03	0:0:6:8			Google Chrome not working issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9667	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240024		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 13:57	01-01-2024 14:03	0:0:6:28			pdf not working issue resolved	Onsite
9668	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240023		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 13:56	01-01-2024 14:02	0:0:6:29			Ms office not working issue resolved	Onsite
9669	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C010120240022		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 13:45	01-01-2024 14:04	0:0:18:35			PC booting issue clean cpu from dust	Onsite
9670	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C010120240021		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 13:44	01-01-2024 14:03	0:0:19:0			Power cable ok cross with TFT works ,	Onsite
9671	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C010120240020		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	01-01-2024 13:42	01-01-2024 13:49	0:0:7:26			Check printer driver ok then add again	Onsite
9672	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C010120240019		Hardware	System	Other Software	New	LOW	Closed	01-01-2024 13:41	01-01-2024 13:50	0:0:9:13			Add sap P92 server again now works	Remote
9673	01-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010120240017		Network	LAN Issue	LAN Issue	Phone	LOW	Re-Assign	01-01-2024 13:40					Phone lan not working pls send lan	Onsite
9674	01-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C010120240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-01-2024 13:40	01-01-2024 13:49	0:0:8:57			Paper jam in printer shows red error	Onsite
9675	01-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C010120240016		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-01-2024 13:34	01-01-2024 13:48	0:0:14:36			Paper jam in printer shows red error	Onsite
9676	01-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Finance	C010120240014		Network	LAN Issue	LAN Issue	Others	HIGH	Re-Assign	01-01-2024 12:33					Lan Cable RJ45 connector faulty pls	Remote
9677	01-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C010120240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 12:28	01-01-2024 13:18	0:0:49:15			Archive created as reqd.	Remote
9678	01-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C010120240012		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	01-01-2024 12:25	01-01-2024 12:54	0:0:29:32			laptop reset from bios now issue	Onsite
9679	01-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010120240011		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-01-2024 12:23	01-01-2024 12:56	0:0:33:26			Scanner issue resolved as reqd.	Onsite
9680	01-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010120240010		Telecome	CCTV	Camera	Others	LOW	Closed	01-01-2024 12:14	01-01-2024 12:24	0:0:9:48			user seen playback now issue	Onsite
9681	01-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010120240009		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-01-2024 12:01	01-01-2024 12:47	0:0:45:13			Keyboard Replaced.	Onsite
9682	01-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010120240008		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 11:45	01-01-2024 12:23	0:0:37:54			Issue resolved as reqd.	Onsite
9683	01-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C010120240007		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-01-2024 11:45	01-01-2024 12:55	0:1:10:33			Password issue resolved as reqd.	Remote
9684	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSK	C010120240006		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	01-01-2024 11:43	01-01-2024 13:19	0:1:35:58			resolved	Remote
9685	01-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C010120240005		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 11:40	01-01-2024 12:47	0:1:7:14			Sap Password Reset.	Onsite
9686	01-01-2024	OTHERS	VSNL	KCC/MLCC	C010120240004		Hardware	System	Other Software	New	LOW	Closed	01-01-2024 11:33	01-01-2024 12:14	0:0:41:37			Installed	Onsite
9687	01-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010120240003		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-01-2024 11:28	01-01-2024 11:49	0:0:20:56			pc restart now issue resolved..	Remote
9688	01-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010120240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 10:06	01-01-2024 10:10	0:0:4:0			new replica created now issue	Onsite
9689	01-01-2024	OTHERS	VSNL	RCM	C010120240001		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	01-01-2024 10:01					FWD to LAN team	Onsite
9690	01-01-2024	KHANPUR	Durga Vihar, A 68	DSS	C010120240131		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	01-01-2024 17:15	01-01-2024 17:54	0:0:38:24			after printer ip reconfigure issue	Onsite
9691	01-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C010120240130		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	01-01-2024 17:14	01-01-2024 17:53	0:0:38:27			after phone ip reconfigure issue	Onsite
9692	01-01-2024	KHANPUR	Vishkarma Colony Pul Prahladpur	O-M	C010120240129		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 17:12	01-01-2024 17:52	0:0:39:42			after power cable change issue	Onsite
9693	01-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C010120240128		Telecome	Instrumen	IP	Instrumen	LOW	Closed	01-01-2024 17:11	01-01-2024 17:24	0:0:12:36			After lan cable reinsert issue resolved	Onsite
9694	01-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C010120240127		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-01-2024 17:10	01-01-2024 17:23	0:0:12:15			After Scanner Driver Update Issue	Onsite
9695	01-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C010120240126		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 17:09	01-01-2024 17:21	0:0:11:28			After Printer driver reinstall issue	Onsite
9696	01-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C010120240125		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 17:06	01-01-2024 17:23	0:0:16:48			Issue has been resolved after	Onsite
9697	01-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C010120240123		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-01-2024 17:05	01-01-2024 17:06	0:0:1:6			Issue Resolved	Onsite
9698	01-01-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C010120240124		Hardware	System	MS Office	Software	LOW	Closed	01-01-2024 17:05	01-01-2024 17:22	0:0:17:30			Issue has been resolved after running	Onsite
9699	01-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C010120240122		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-01-2024 17:03	01-01-2024 17:05	0:0:2:55			Issue Resolved	Onsite
9700	01-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C010120240121		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 17:02	01-01-2024 17:19	0:0:16:53			Issue has been resolved after create	Onsite
9701	01-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010120240120		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	01-01-2024 17:01	01-01-2024 17:05	0:0:4:22			Issue Resolved	Onsite
9702	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010120240119		Hardware	PC	TFT	Others	LOW	Closed	01-01-2024 16:55	01-01-2024 17:16	0:0:20:13			RESOLVED	Onsite
9703	01-01-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C010120240117		Network	Link	Link Connectivity Issue	Others	LOW	Closed	01-01-2024 16:54	01-01-2024 17:55	0:1:1:33			FLT Done	Onsite
9704	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010120240118		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-01-2024 16:54	01-01-2024 16:57	0:0:2:20			resolved	Onsite
9705	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010120240116		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	01-01-2024 16:50	01-01-2024 16:56	0:0:6:22			resolved	Onsite
9706	01-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C010120240115		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-01-2024 16:49	01-01-2024 17:19	0:0:29:51			Issue has been resolved after changed	Onsite
9707	01-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C010120240114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 16:48	01-01-2024 17:18	0:0:30:29			Issue has been resolved after	Onsite
9708	01-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C010120240113		Telecome	Instrumen	IP	Network	LOW	Closed	01-01-2024 16:47	01-01-2024 17:17	0:0:30:41			Issue has been resolved after changed	Onsite
9709	01-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C010120240112		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:46	01-01-2024 17:16	0:0:30:22			Issue has been resolved after reset	Onsite
9710	01-01-2024	VASANT KUNJ	B 1	O-M	C010120240111		Hardware	Printer	Image Issue	Light	LOW	Closed	01-01-2024 16:38	01-01-2024 17:26	0:0:48:25			Cartridge clean and reinserted	Onsite
9711	01-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010120240110		Hardware	PC	Not working at all	Others	LOW	Closed	01-01-2024 16:33	01-01-2024 16:39	0:0:5:11			Password issue.	Onsite
9712	01-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C010120240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:33	01-01-2024 17:25	0:0:51:46			A new mail replica created	Remote
9713	01-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C010120240108		Hardware	OTHERS	QMS ISSUE	Connectivi	LOW	Closed	01-01-2024 16:32	01-01-2024 17:24	0:0:52:25			QMS site opening password has been	Remote
9714	01-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010120240107		Hardware	PC	Network Not Working	Other	LOW	Closed	01-01-2024 16:31	01-01-2024 16:38	0:0:6:23			User id password issue.	Onsite
9715	01-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C010120240106		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 16:30	01-01-2024 17:13	0:0:43:18			After uncheck proxy issue is resolved	
9716	01-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C010120240103		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	01-01-2024 16:29	01-01-2024 17:11	0:0:42:7			After kill multiple process running in	
9717	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010120240104		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	01-01-2024 16:29	01-01-2024 16:56	0:0:26:58			resolved	Onsite
9718	01-01-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C010120240105		Network	Internet	Internet Issue	Internet	LOW	Closed	01-01-2024 16:29	01-01-2024 17:23	0:0:53:12			Browser setting changed	Remote
9719	01-01-2024	VASANT KUNJ	Bijwasan	O-M	C010120240100		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-01-2024 16:28	01-01-2024 17:20	0:0:52:1			RJ45 has been replaced	Onsite
9720	01-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C010120240101		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	01-01-2024 16:28	01-01-2024 17:10	0:0:41:22			After update printer driver issue	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9721	01-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010120240102		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 16:28	01-01-2024 16:35	0:0:7:1			Printer driver reinstallation.	Onsite
9722	01-01-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C010120240098		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:27	01-01-2024 16:35	0:0:7:37			Recreate archive path	Onsite
9723	01-01-2024	SARITA VIHAR	Shaheen Bagh	OM-DIV	C010120240099		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	01-01-2024 16:27	01-01-2024 17:08	0:0:40:42			Site visit for check availability of	
9724	01-01-2024	NEHRU PLACE	20 No Building	C-M	C010120240096		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-01-2024 16:25	01-01-2024 16:36	0:0:11:51			paper remove from printer	Onsite
9725	01-01-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C010120240097		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	01-01-2024 16:25	01-01-2024 17:05	0:0:40:1			After remapping of thunderbird	
9726	01-01-2024	NEHRU PLACE	20 No Building	C-M	C010120240094		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 16:24	01-01-2024 16:36	0:0:12:7			printer setting change	Onsite
9727	01-01-2024	NIZAMUDDIN	Kilokri	OM-DIV	C010120240095		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	01-01-2024 16:24	01-01-2024 17:04	0:0:39:57			Mail send to Lotus support for reset	
9728	01-01-2024	NEHRU PLACE	20 No Building	IT	C010120240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:23	01-01-2024 16:36	0:0:12:37			mail configuration done	Onsite
9729	01-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C010120240092		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	01-01-2024 16:23	01-01-2024 17:03	0:0:40:16			Mail send to Lotus support for unlock	
9730	01-01-2024	NEHRU PLACE	20 No Building	IT	C010120240091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:22	01-01-2024 16:36	0:0:13:13			mail configuration done	Onsite
9731	01-01-2024	NEHRU PLACE	20 No Building	IT	C010120240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:21	01-01-2024 16:35	0:0:13:58			mail configuration done	Onsite
9732	01-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C010120240088		Hardware	PC	TFT	Power	LOW	Closed	01-01-2024 16:18	01-01-2024 16:19	0:0:0:38			no power	Onsite
9733	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010120240089		Hardware	Printer	Image Issue	Light	LOW	Closed	01-01-2024 16:18	01-01-2024 16:56	0:0:37:26			resolved	Onsite
9734	01-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C010120240087		Hardware	PC	Not working at all	Others	LOW	Closed	01-01-2024 16:17	01-01-2024 16:19	0:0:1:27			ram issue	Onsite
9735	01-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C010120240085		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-01-2024 16:15	01-02-2024 12:05	0:19:50:29			wrongly assigned to nw	Onsite
9736	01-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C010120240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 16:15	01-01-2024 16:19	0:0:4:3			email problem	Onsite
9737	01-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010120240084		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-01-2024 16:02	01-01-2024 17:00	0:0:57:41			Working after LAN re-connecting.	Onsite
9738	01-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C010120240083		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-01-2024 16:02	01-01-2024 16:19	0:0:16:18			Clean temp files and run diagnostic	Onsite
9739	01-01-2024	OTHERS	Andrews Ganj	Enforcem	C010120240082		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-01-2024 15:54	01-01-2024 15:56	0:0:2:33			Printer issue	Onsite
9740	01-01-2024	OTHERS	Andrews Ganj	Enforcem	C010120240081		Hardware	System	Other Software	New	LOW	Closed	01-01-2024 15:53	01-01-2024 15:57	0:0:3:34			Image uploader issue	Onsite
9741	01-01-2024	OTHERS	Andrews Ganj	Enforcem	C010120240080		Hardware	System	Other Software	software	LOW	Closed	01-01-2024 15:53	01-01-2024 15:57	0:0:4:27			Image uploader issue	Onsite
9742	01-01-2024	OTHERS	Police Colony	Enforcem	C010120240078		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-01-2024 15:51	01-01-2024 15:56	0:0:5:13			Pc booting issue	Onsite
9743	01-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C010120240079		Hardware	PC	Network Not Working	No Power	LOW	Closed	01-01-2024 15:51	01-01-2024 16:03	0:0:11:24			Power cable reconnect.	Onsite
9744	01-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010120240077		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-01-2024 15:50	01-01-2024 16:02	0:0:11:56			Mail recalled.	Onsite
9745	01-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010120240076		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 15:43	01-01-2024 16:02	0:0:19:11			ESS password reset.	Onsite
9746	01-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010120240075		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 15:42	01-01-2024 16:02	0:0:19:42			Printer reinstalled.	Onsite
9747	01-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C010120240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 15:42	01-01-2024 16:12	0:0:30:17			reinstalled the mail software issue	Onsite
9748	01-01-2024	NEHRU PLACE	W Block GK 1	O-M	C010120240073		Telecome	Instrumen	SIP	Network	LOW	Closed	01-01-2024 15:41	01-01-2024 16:02	0:0:20:11			LAN cable replaced.	Onsite
9749	01-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C010120240072		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 15:40	01-01-2024 16:15	0:0:35:19			Installed printer driver now working	Remote
9750	01-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C010120240071		Hardware	PC	System Password issue	Password	LOW	Closed	01-01-2024 15:39	01-01-2024 16:12	0:0:33:1			unlocked pc login account issue	Onsite
9751	01-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C010120240070		Hardware	PC	System Password issue	Password	LOW	Closed	01-01-2024 15:38	01-01-2024 16:11	0:0:33:31			unlocked the system account issue	Onsite
9752	01-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C010120240069		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	01-01-2024 15:37	01-01-2024 16:11	0:0:33:59			change the lan patch cable issue	Onsite
9753	01-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010120240068		Hardware	System	Other Software	software	LOW	Closed	01-01-2024 15:34	01-01-2024 15:44	0:0:9:45			User forget the password.	Onsite
9754	01-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C010120240067		Network	Link	Link Connectivity Issue	Link	LOW	Closed	01-01-2024 15:34	01-01-2024 16:59	0:1:25:10			Link restored with help of Vendor.	Onsite
9755	01-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	Dispancer	C010120240066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 15:33	01-01-2024 16:10	0:0:36:48			reinstalled the mail software issue	Onsite
9756	01-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010120240065		Hardware	System	MS Office	File Not	LOW	Closed	01-01-2024 15:32	01-01-2024 15:44	0:0:12:7			Word file corrupted	Onsite
9757	01-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C010120240064		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-01-2024 15:31	01-01-2024 16:10	0:0:38:23			change the mail password issue	Onsite
9758	01-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010120240063		Hardware	Printer	Image Issue	Light	LOW	Closed	01-01-2024 15:29	01-01-2024 16:07	0:0:38:15			Cartridge changed	Onsite
9759	01-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010120240062		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-01-2024 15:28	01-01-2024 15:43	0:0:14:30			Complaint logged.	Onsite
9760	01-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C010120240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 15:28	01-01-2024 15:42	0:0:14:47			New archive created.	Onsite
9761	01-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C010120240060		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-01-2024 15:27	01-01-2024 15:41	0:0:14:17			Network down complaint logged.	Onsite
9762	01-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010120240059		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	01-01-2024 15:27	01-01-2024 16:08	0:0:41:10			CMOS CELL CHANGED	Onsite
9763	01-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010120240058		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-01-2024 15:26	01-01-2024 16:09	0:0:42:57			OS INSTALLATED with Basic Software	Onsite
9764	01-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010120240057		Hardware	Printer	Image Issue	Light	LOW	Closed	01-01-2024 15:25	01-01-2024 16:06	0:0:41:24			Cartridge canged	Onsite
9765	01-01-2024	SAKET	Fatehpur Beri CC	O-M	C010120240056		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-01-2024 15:23	01-01-2024 15:27	0:0:4:52			LAN reconnected both side	Onsite
9766	01-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010120240055		Hardware	PC	System Password issue	Password	LOW	Closed	01-01-2024 15:13	01-01-2024 16:15	0:1:1:44			Reset password now working fine	Onsite
9767	01-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010120240054		Hardware	E-Mail	IP Schema Issue	Others	LOW	Closed	01-01-2024 15:12	01-01-2024 16:15	0:1:2:39			IP Installed now working fine	Onsite
9768	01-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010120240053		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 15:11	01-01-2024 16:14	0:1:3:14			Reinstalled Lotus now working fine	Remote
9769	01-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C010120240052		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-01-2024 15:10	01-01-2024 16:13	0:1:3:45			Punch RJ45 Now working fine	Onsite
9770	01-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C010120240051		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-01-2024 14:52	01-01-2024 15:51	0:0:59:5			Remove the paper from printer now	Onsite
9771	01-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C010120240049		Hardware	PC	TFT	Color	LOW	Closed	01-01-2024 14:51	01-01-2024 15:27	0:0:36:1			color issue	Onsite
9772	01-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C010120240050		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 14:51	01-01-2024 15:51	0:0:59:33			Remove the proxy server now Issue	Remote
9773	01-01-2024	ALAKNANDA	I Block CR Park	O-M	C010120240047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 14:50	01-01-2024 15:50	0:1:0:46			New Archive Created now Issue	Remote
9774	01-01-2024	ALAKNANDA	CR Park HR Office	HR	C010120240048		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	01-01-2024 14:50	01-01-2024 15:51	0:1:0:20			Remove the paper now Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9775	01-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C010120240046		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	01-01-2024 14:49	01-01-2024 15:50	0:1:1:10			Change the RAM now Issue resolved	Onsite
9776	01-01-2024	SAKET	Adchini	BUSINESS/	C010120240045		Hardware	System	Other Software	software	LOW	Closed	01-01-2024 14:45	01-01-2024 15:26	0:0:41:18			webex meeting sound no work	Onsite
9777	01-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C010120240044		Hardware	System	Other Software	software	HIGH	Closed	01-01-2024 14:44	01-01-2024 16:00	0:1:15:15			Dsk app address changed	
9778	01-01-2024	SAKET	Jonapur CC	O-M	C010120240043		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 14:44	01-01-2024 15:25	0:0:40:51			power cable faulty	Onsite
9779	01-01-2024	SAKET	Adchini	DSS	C010120240042		Hardware	System	Other Software	software	LOW	Closed	01-01-2024 14:43	01-01-2024 15:24	0:0:41:17			windows not login	Onsite
9780	01-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C010120240041		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	01-01-2024 14:42	01-01-2024 15:58	0:1:15:50			Mail close and pc restart	
9781	01-01-2024	SAKET	Adchini	DSS	C010120240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 14:41	01-01-2024 15:16	0:0:35:30			printer not work	Onsite
9782	01-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010120240040		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	01-01-2024 14:41	01-01-2024 15:57	0:1:15:59			Setting A4 size	
9783	01-01-2024	SAKET	Adchini	DSS	C010120240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-01-2024 14:40	01-01-2024 15:16	0:0:35:38			printer gives regular printing	Onsite
9784	01-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C010120240037		Hardware	PC	Restart Problem	Others	HIGH	Closed	01-01-2024 14:40	01-01-2024 15:56	0:1:16:6			Ram reconnect	
9785	01-01-2024	SAKET	Adchini	BUSINESS/	C010120240036		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 14:39	01-01-2024 15:15	0:0:36:0			not work	Onsite
9786	01-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C010120240035		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	01-01-2024 14:38	01-01-2024 15:55	0:1:16:28			Printer connect other pc	
9787	01-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010120240034		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-01-2024 14:36	01-01-2024 15:24	0:0:48:34			Printer Software installation.	Onsite
9788	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240032		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 14:01	01-01-2024 14:06	0:0:4:49			Ms office not working issue resolved	Onsite
9789	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240033		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 14:01	01-01-2024 14:06	0:0:4:40			Ms excel not working issue resolved	Onsite
9790	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240031		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 14:01	01-01-2024 14:06	0:0:4:55			goolge chorme not working issue	Onsite
9791	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240029		Hardware	System	Other Software	Adobe	LOW	Closed	01-01-2024 14:00	01-01-2024 14:05	0:0:5:12			Ms office not working issue resolved	Onsite
9792	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240030		Hardware	System	MS Office	File Not	LOW	Closed	01-01-2024 14:00	01-01-2024 14:05	0:0:4:58			Ms office not working issue resolved	Onsite
9793	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 13:59	01-01-2024 14:04	0:0:5:28			New Archive creation issue resolved	Onsite
9794	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240028		Hardware	System	Other Software	Adobe	LOW	Closed	01-01-2024 13:59	01-01-2024 14:04	0:0:5:17			pdf not working issue resolved	Onsite
9795	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240026		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 13:58	01-01-2024 14:04	0:0:5:47			Ms office not working issue resolved	Onsite
9796	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240025		Hardware	System	Other Software	Adobe	LOW	Closed	01-01-2024 13:57	01-01-2024 14:03	0:0:6:8			Google Chrome not working issue	Onsite
9797	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240024		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 13:57	01-01-2024 14:03	0:0:6:28			pdf not working issue resolved	Onsite
9798	01-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010120240023		Hardware	System	MS Office	File	LOW	Closed	01-01-2024 13:56	01-01-2024 14:02	0:0:6:29			Ms office not working issue resolved	Onsite
9799	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C010120240022		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 13:45	01-01-2024 14:04	0:0:18:35			PC booting issue clean cpu from dust	Onsite
9800	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C010120240021		Hardware	PC	Not working at all	No power	LOW	Closed	01-01-2024 13:44	01-01-2024 14:03	0:0:19:0			Power cable ok cross with TFT works ,	Onsite
9801	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C010120240020		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	01-01-2024 13:42	01-01-2024 13:49	0:0:7:26			Check printer driver ok then add again	Onsite
9802	01-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C010120240019		Hardware	System	Other Software	New	LOW	Closed	01-01-2024 13:41	01-01-2024 13:50	0:0:9:13			Add sap P92 server again now works	Remote
9803	01-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C010120240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-01-2024 13:40	01-01-2024 13:49	0:0:8:57			Paper jam in printer shows red error	Onsite
9804	01-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010120240017		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	01-01-2024 13:40	01-05-2024 10:36	3:20:56:7			Phone lan not working pls send lan	Onsite
9805	01-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C010120240016		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-01-2024 13:34	01-01-2024 13:48	0:0:14:36			Paper jam in printer shows red error	Onsite
9806	01-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	BUSINESS/	C010120240015		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 13:25	01-01-2024 14:27	0:1:1:51			Web mail link install.	Onsite
9807	01-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Finance	C010120240014		Network	LAN Issue	LAN Issue	RJ45	HIGH	Closed	01-01-2024 12:33	01-05-2024 10:36	3:22:3:39			Lan Cable RJ45 connector faulty pls	Onsite
9808	01-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C010120240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 12:28	01-01-2024 13:18	0:0:49:15			Archive created as reqd.	Remote
9809	01-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C010120240012		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	01-01-2024 12:25	01-01-2024 12:54	0:0:29:32			laptop reset from bios now issue	Onsite
9810	01-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010120240011		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-01-2024 12:23	01-01-2024 12:56	0:0:33:26			Scanner issue resolved as reqd.	Onsite
9811	01-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010120240010		Telecome	CCTV	Camera	Others	LOW	Closed	01-01-2024 12:14	01-01-2024 12:24	0:0:9:48			user seen playback now issue	Onsite
9812	01-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010120240009		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-01-2024 12:01	01-01-2024 12:47	0:0:45:13			Keyboard Replaced.	Onsite
9813	01-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010120240008		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 11:45	01-01-2024 12:23	0:0:37:54			Issue resolved as reqd.	Onsite
9814	01-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C010120240007		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-01-2024 11:45	01-01-2024 12:55	0:1:10:33			Password issue resolved as reqd.	Remote
9815	01-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSK	C010120240006		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	01-01-2024 11:43	01-01-2024 13:19	0:1:35:58			resolved	Remote
9816	01-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C010120240005		Hardware	System	Other Software	Browser	LOW	Closed	01-01-2024 11:40	01-01-2024 12:47	0:1:7:14			Sap Password Reset.	Onsite
9817	01-01-2024	OTHERS	VSNL	KCC/MLCC	C010120240004		Hardware	System	Other Software	New	LOW	Closed	01-01-2024 11:33	01-01-2024 12:14	0:0:41:37			Installed	Onsite
9818	01-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010120240003		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-01-2024 11:28	01-01-2024 11:49	0:0:20:56			pc restart now issue resolved..	Remote
9819	01-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010120240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-01-2024 10:06	01-01-2024 10:10	0:0:4:0			new replica created now issue	Onsite
9820	01-01-2024	OTHERS	VSNL	RCM	C010120240001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-01-2024 10:01	01-03-2024 17:21	2:7:20:23			Call Close By Sanjay & Subhash	Onsite
9821	02-01-2024	OTHERS	VSNL	RCM	C020120240173		Hardware	System	Other Software	New	LOW	Closed	02-01-2024 17:38	01-02-2024 18:16	0:0:37:34			TNS replaced issue resolve	Onsite
9822	02-01-2024	OTHERS	VSNL	HR	C020120240172		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	02-01-2024 17:37	01-02-2024 18:15	0:0:38:9			Change password issue resolve	Onsite
9823	02-01-2024	OTHERS	VSNL	KCC/MLCC	C020120240171		Hardware	System	Other Software	Adobe	LOW	Closed	02-01-2024 17:36	01-02-2024 18:15	0:0:38:40			Remove and re-installed	Onsite
9824	02-01-2024	OTHERS	VSNL	O-M	C020120240170		Hardware	System	Other Software	New	LOW	Closed	02-01-2024 17:34	01-02-2024 18:15	0:0:40:38			Delete temp file and folder and scan	Onsite
9825	02-01-2024	OTHERS	VSNL	KCC/MLCC	C020120240169		Hardware	System	Other Software	New	LOW	Closed	02-01-2024 17:32	01-02-2024 18:14	0:0:41:56			Sharing folder create issue resolve	Onsite
9826	02-01-2024	OTHERS	VSNL	O-M	C020120240168		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-01-2024 17:31	01-02-2024 18:14	0:0:42:8			Delete temp file and folder and restart	Onsite
9827	02-01-2024	OTHERS	VSNL	HR	C020120240167		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	02-01-2024 17:30	01-02-2024 18:13	0:0:42:30			Replaced CMOS Battery issue resolve	Onsite
9828	02-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C020120240165		Hardware	PC	Not working at all	Others	LOW	Closed	02-01-2024 17:26	01-02-2024 17:36	0:0:10:0			after pc shifting issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9829	02-01-2024	NEHRU PLACE CSO	Second Floor - C Block	IT	C020120240166		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-01-2024 17:26	01-02-2024 17:28	0:0:1:18			issue resolved	Onsite
9830	02-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C020120240163		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-01-2024 17:25	01-02-2024 17:27	0:0:2:38			issue resolved	Onsite
9831	02-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C020120240164		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-01-2024 17:25	01-02-2024 17:27	0:0:2:11			issue resolved	Onsite
9832	02-01-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C020120240162		Hardware	PC	Not working at all	No power	LOW	Closed	02-01-2024 17:24	01-02-2024 17:36	0:0:11:46			after smps change issue resolved	Onsite
9833	02-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C020120240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 17:23	01-02-2024 17:38	0:0:14:56			Printer configured as reqd.	Onsite
9834	02-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020120240160		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 17:23	01-02-2024 17:24	0:0:0:28			CRM host file update.	Onsite
9835	02-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020120240159		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 17:22	01-02-2024 17:24	0:0:1:47			printer driver installation.	Onsite
9836	02-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C020120240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 17:22	01-02-2024 17:37	0:0:15:23			Mail quota issue resolved.	Remote
9837	02-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C020120240157		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 17:22	01-02-2024 17:27	0:0:5:29			issue resolved	Onsite
9838	02-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C020120240156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 17:21	01-02-2024 17:24	0:0:2:51			Recreate archive path.	Onsite
9839	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240153		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 17:20	01-02-2024 17:38	0:0:17:56			issue resolved after change the host	Onsite
9840	02-01-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C020120240154		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-01-2024 17:20	01-02-2024 17:37	0:0:17:4			issue resolved after remove the paper	Onsite
9841	02-01-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C020120240155		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 17:20	01-02-2024 17:36	0:0:16:6			issue resolved after reinstall the sap	Onsite
9842	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240151		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 17:19	01-02-2024 17:39	0:0:19:57			issue resolved after reinstall the	Onsite
9843	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240152		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	02-01-2024 17:19	01-02-2024 17:38	0:0:19:25			issue resolved after pulg and plug the	Onsite
9844	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240150		Hardware	System	Other Software	Adobe	LOW	Closed	02-01-2024 17:18	01-02-2024 17:39	0:0:21:18			issue resolved after resintall the	Onsite
9845	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240149		Hardware	System	Other Software	Adobe	LOW	Closed	02-01-2024 17:18	01-02-2024 17:39	0:0:21:36			issue resolved after resintall the	Onsite
9846	02-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C020120240148		Network	LAN Issue	LAN Issue	Others	LOW	Closed	02-01-2024 17:17	01-02-2024 17:35	0:0:18:25			after lan cable reinsert issue resolved	Onsite
9847	02-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C020120240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 17:16	01-02-2024 17:35	0:0:18:44			after all mail archived issue resolved	Onsite
9848	02-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C020120240146		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	02-01-2024 17:16	01-02-2024 17:27	0:0:11:0			issue resolved	Onsite
9849	02-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C020120240145		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-01-2024 17:15	01-02-2024 17:34	0:0:19:40			after keyboard change issue resolved	Onsite
9850	02-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C020120240144		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 17:14	01-02-2024 17:27	0:0:12:40			issue resolved	Onsite
9851	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240142		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-01-2024 17:13	01-02-2024 17:40	0:0:26:54			change mouse and call resolved	Onsite
9852	02-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C020120240143		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-01-2024 17:13	01-02-2024 17:27	0:0:13:46			issue resolved	Onsite
9853	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240141		Hardware	System	Other Software	proxy	LOW	Closed	02-01-2024 17:11	01-02-2024 17:40	0:0:29:28			issue resolved after change the	Onsite
9854	02-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C020120240140		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-01-2024 17:08	01-02-2024 17:40	0:0:32:9			issue resolved after reinstall the	Onsite
9855	02-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C020120240139		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-01-2024 17:07	01-02-2024 17:09	0:0:2:44			Issue Resolved	Onsite
9856	02-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C020120240138		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 17:06	01-02-2024 17:09	0:0:3:41			Issue Resolved	Onsite
9857	02-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020120240137		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 17:05	01-02-2024 17:41	0:0:35:39			issue resolved after reinstall the	Onsite
9858	02-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020120240136		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-01-2024 17:05	01-02-2024 17:41	0:0:36:13			delete temps file and issue resolved	Onsite
9859	02-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	RCM	C020120240135		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	02-01-2024 17:04	01-02-2024 17:09	0:0:5:28			Issue Resolved	Onsite
9860	02-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C020120240134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 17:03	01-02-2024 17:09	0:0:6:13			Issue Resolved	Onsite
9861	02-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C020120240133		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-01-2024 17:02	01-02-2024 17:09	0:0:6:51			Issue Resolved	Onsite
9862	02-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C020120240132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 17:01	01-02-2024 17:09	0:0:7:43			Issue Resolved	Onsite
9863	02-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C020120240131		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-01-2024 17:00	01-02-2024 17:08	0:0:8:22			Issue Resolved	Onsite
9864	02-01-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C020120240130		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:59	01-02-2024 17:08	0:0:8:55			Issue Resolved	Onsite
9865	02-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C020120240129		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	02-01-2024 16:59	01-02-2024 17:08	0:0:9:27			Issue Resolved	Onsite
9866	02-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C020120240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:57	01-02-2024 17:08	0:0:11:14			Issue Resolved	Onsite
9867	02-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C020120240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-01-2024 16:56	01-02-2024 17:08	0:0:11:57			Issue Resolved	Onsite
9868	02-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C020120240126		Hardware	PC	Network Not Working	Other	LOW	Closed	02-01-2024 16:55	01-02-2024 17:08	0:0:12:39			Issue Resolved	Onsite
9869	02-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C020120240125		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 16:54	01-02-2024 17:17	0:0:22:26			Printer lan issue lan re-insert, issue	Onsite
9870	02-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C020120240124		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-01-2024 16:52	01-02-2024 17:24	0:0:31:59			USB cable issue	Onsite
9871	02-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020120240123		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-01-2024 16:52	01-02-2024 17:25	0:0:33:7			Wrong location selected.	Onsite
9872	02-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020120240122		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-01-2024 16:51	01-02-2024 17:17	0:0:26:15			After clear stuck mails and compact	
9873	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240121		Hardware	System	MS Office	File Not	LOW	Closed	02-01-2024 16:50	01-02-2024 16:52	0:0:1:34			Ms excel not working issue resolved	Onsite
9874	02-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C020120240119		Hardware	Printer	Connectivity Issue	Others	MEDIUM	Closed	02-01-2024 16:50	01-02-2024 17:16	0:0:26:7			After clear stuck command issue	
9875	02-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020120240120		Hardware	PC	Not working at all	Others	LOW	Closed	02-01-2024 16:50	01-02-2024 17:28	0:0:38:24			25 GB Data transfer.	Onsite
9876	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240118		Hardware	System	MS Office	File	LOW	Closed	02-01-2024 16:50	01-02-2024 16:52	0:0:2:1			Ms excel not working issue resolved	Onsite
9877	02-01-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C020120240117		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-01-2024 16:43	01-02-2024 17:30	0:0:47:36			Issue has been resolved after clear the	Onsite
9878	02-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020120240116		Hardware	System	Other Software	Browser	LOW	Closed	02-01-2024 16:38	01-02-2024 17:29	0:0:50:29			DLP Software installation.	Onsite
9879	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240115		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-01-2024 16:37	01-02-2024 16:52	0:0:14:30			Mouse not working issue resolved	Onsite
9880	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240114		Hardware	System	MS Office	File Print	LOW	Closed	02-01-2024 16:37	01-02-2024 16:51	0:0:14:37			pdf not working issue resolved	Onsite
9881	02-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020120240113		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	02-01-2024 16:33	01-02-2024 17:29	0:0:55:45			Trend antivirus installation.	Onsite
9882	02-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020120240112		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:31	01-02-2024 17:29	0:0:58:4			Mail installation & Configuration.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9883	02-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020120240111		Hardware	UPS	Backup	Output	LOW	Closed	02-01-2024 16:30	01-02-2024 17:30	0:1:0:25			Take followup issue resolved by	Onsite
9884	02-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020120240110		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	02-01-2024 16:27	01-02-2024 17:31	0:1:3:54			Teflon change.	Onsite
9885	02-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C020120240109		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 16:13	01-02-2024 17:29	0:1:16:1			Issue has been resolved after reset	Remote
9886	02-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C020120240108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:11	01-02-2024 17:28	0:1:17:0			Issue has been resolved after create	Remote
9887	02-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C020120240107		Hardware	PC	TFT	Black V	LOW	Closed	02-01-2024 16:11	01-02-2024 16:26	0:0:15:12			change the tft issue resolved	Onsite
9888	02-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C020120240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:10	01-02-2024 17:28	0:1:17:48			Issue has been resolved after create	Remote
9889	02-01-2024	OTHERS	Andrews Ganj	Enforcem	C020120240105		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:10	01-02-2024 16:12	0:0:2:24			mail issue	Onsite
9890	02-01-2024	OTHERS	Andrews Ganj	Enforcem	C020120240104		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 16:09	01-02-2024 16:12	0:0:3:14			Image uploader issue	Onsite
9891	02-01-2024	OTHERS	Andrews Ganj	Enforcem	C020120240103		Hardware	MOUSE	Not working	Other	LOW	Closed	02-01-2024 16:09	01-02-2024 16:13	0:0:4:0			Mouse issue	Onsite
9892	02-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	CUSTOME	C020120240102		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-01-2024 16:04	01-03-2024 12:58	0:20:54:20			wrongly assinged	Onsite
9893	02-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	CUSTOME	C020120240101		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-01-2024 16:03	01-03-2024 17:14	1:1:10:24			Call Close By Sanjay & Subhash	Onsite
9894	02-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	CUSTOME	C020120240100		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-01-2024 16:03	01-03-2024 17:14	1:1:11:8			Call Close By Sanjay & Subhash	Onsite
9895	02-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C020120240099		Hardware	System	Other Software	Browser	LOW	Closed	02-01-2024 16:02	01-02-2024 16:59	0:0:56:40			After browser change ess working	Remote
9896	02-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	CUSTOME	C020120240097		Network	LAN Issue	LAN Issue	Port	LOW	Closed	02-01-2024 16:01	01-03-2024 17:15	1:1:13:50			Call Close By Sanjay & Subhash	Onsite
9897	02-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C020120240096		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-01-2024 16:01	01-03-2024 17:15	1:1:13:58			Call Close By Sanjay & Subhash	Onsite
9898	02-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	CUSTOME	C020120240098		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-01-2024 16:01	01-03-2024 17:14	1:1:12:46			Call Close By Sanjay & Subhash	Onsite
9899	02-01-2024	SAKET	Chhatarpur CC	O-M	C020120240093		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	02-01-2024 16:00	01-02-2024 16:17	0:0:17:50			LAN reconnected from N/W switch	Onsite
9900	02-01-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C020120240094		Hardware	PC	Not working at all	Others	LOW	Closed	02-01-2024 16:00	01-02-2024 16:04	0:0:4:27			Pls check	Onsite
9901	02-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C020120240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 16:00	01-02-2024 16:56	0:0:56:5			Mail has been compact and reactivate	Remote
9902	02-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020120240092		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-01-2024 15:59	01-02-2024 16:04	0:0:5:33			Pls check	Onsite
9903	02-01-2024	SAKET	Jonapur CC	O-M	C020120240090		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 15:59	01-02-2024 16:15	0:0:16:21			remove paper from printer	Onsite
9904	02-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C020120240091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 15:59	01-02-2024 16:26	0:0:27:10			installed and configured mail on	Onsite
9905	02-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C020120240088		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	02-01-2024 15:58	01-02-2024 16:25	0:0:27:13			replaced the battery from nehru place	Onsite
9906	02-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C020120240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 15:58	01-02-2024 16:54	0:0:56:7			New mail archive created	Onsite
9907	02-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C020120240087		Network	Link	Link Connectivity Issue	Others	LOW	Closed	02-01-2024 15:58	01-09-2024 10:36	6:18:37:59			fyi	Onsite
9908	02-01-2024	OTHERS	HUDCO Grid	PROTECTI	C020120240089		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	02-01-2024 15:58	01-02-2024 16:13	0:0:14:52			RAM issue	Onsite
9909	02-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C020120240085		Hardware	PC	Not working at all	Others	LOW	Closed	02-01-2024 15:57	01-02-2024 16:25	0:0:27:32			unlocked the account from ads login	Onsite
9910	02-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C020120240083		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 15:57	01-02-2024 16:14	0:0:17:38			software not install	Onsite
9911	02-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020120240084		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 15:57	01-03-2024 12:54	0:20:57:2			fyi	Onsite
9912	02-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C020120240082		Hardware	Laptop	Not working at all	Driver	LOW	Closed	02-01-2024 15:57	01-02-2024 16:24	0:0:26:54			installed keyboard driver issue	Onsite
9913	02-01-2024	OTHERS	HUDCO Grid	PROTECTI	C020120240081		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 15:56	01-02-2024 16:12	0:0:15:19			Printer installation	Onsite
9914	02-01-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C020120240080		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-01-2024 15:56	01-02-2024 16:05	0:0:8:33			wrongly assigned	Onsite
9915	02-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C020120240079		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 15:56	01-02-2024 16:14	0:0:17:46			windows startup repair	Onsite
9916	02-01-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C020120240078		Network	Link	Link Connectivity Issue	Link	LOW	Closed	02-01-2024 15:55	01-02-2024 16:11	0:0:16:2			Connectivity issue	Onsite
9917	02-01-2024	SAKET	Adchini	DSK	C020120240077		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 15:54	01-02-2024 16:13	0:0:18:32			SAP not open	Remote
9918	02-01-2024	SAKET	Adchini	BUSINESS/	C020120240076		Hardware	PC	Not working at all	No power	LOW	Closed	02-01-2024 15:54	01-02-2024 16:13	0:0:18:47			power issue	Onsite
9919	02-01-2024	SAKET	Adchini	BUSINESS/	C020120240075		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 15:53	01-02-2024 16:11	0:0:18:32			printer services restart	Onsite
9920	02-01-2024	SAKET	Adchini	DSS	C020120240074		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	02-01-2024 15:52	01-02-2024 16:11	0:0:18:35			LAN reconnected	Onsite
9921	02-01-2024	SAKET	Adchini	DSS	C020120240073		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	02-01-2024 15:51	01-02-2024 16:10	0:0:19:34			mail lock	Remote
9922	02-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C020120240072		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	02-01-2024 15:40	01-02-2024 16:55	0:1:15:2			Issue resolved	Onsite
9923	02-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C020120240071		Hardware	System	Other Software	Adobe	LOW	Closed	02-01-2024 15:39	01-02-2024 16:55	0:1:16:31			Issue resolved	Onsite
9924	02-01-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C020120240070		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	02-01-2024 15:38	01-02-2024 16:55	0:1:17:20			Issue resolved	Onsite
9925	02-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020120240069		Hardware	MOUSE	Not working	Sent to	LOW	Closed	02-01-2024 15:37	01-02-2024 16:08	0:0:30:55			Mouse replaced from Nehru place.	Onsite
9926	02-01-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C020120240067		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	02-01-2024 15:37	01-02-2024 16:55	0:1:18:5			Issue resolved	Onsite
9927	02-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020120240068		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-01-2024 15:37	01-02-2024 16:08	0:0:31:4			Mouse replaced from Nehru place.	Onsite
9928	02-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020120240066		Telecome	Instrumen	SIP	Network	LOW	Closed	02-01-2024 15:36	01-02-2024 16:07	0:0:31:11			LAN cable reconnect.	Onsite
9929	02-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020120240065		Telecome	Instrumen	IP	Network	LOW	Closed	02-01-2024 15:35	01-02-2024 16:07	0:0:31:50			LAN Cable changed.	Onsite
9930	02-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C020120240064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 15:34	01-02-2024 16:06	0:0:32:3			paper remove from printer.	Onsite
9931	02-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020120240063		Hardware	System	Other Software	New	MEDIUM	Closed	02-01-2024 15:32	01-02-2024 16:19	0:0:46:33			After reconfigured p92 icon issue	
9932	02-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C020120240062		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-01-2024 15:31	01-02-2024 16:18	0:0:47:5			After replace local replica issue	
9933	02-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C020120240061		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	02-01-2024 15:30	01-02-2024 16:18	0:0:47:16			After crimp rj 45 connector issue	
9934	02-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C020120240060		Hardware	System	Other Software	Browser	MEDIUM	Closed	02-01-2024 15:29	01-02-2024 16:16	0:0:47:15			After reinstall chrome browser issue	
9935	02-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020120240058		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	02-01-2024 15:28	01-02-2024 16:15	0:0:47:16			After replace patch cable issue	
9936	02-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020120240059		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	02-01-2024 15:28	01-02-2024 16:16	0:0:47:19			After remove paper issue resolved	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9937	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240056		Hardware	System	Other Software	Adobe	LOW	Closed	02-01-2024 15:27	01-02-2024 16:05	0:0:38:19			pdf not working issue resolved	Onsite
9938	02-01-2024	VASANT KUNJ	Bijwasan	O-M	C020120240057		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-01-2024 15:27	01-05-2024 10:35	2:19:8:2			RJ45 require to replace	Onsite
9939	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240055		Hardware	System	MS Office	File Not	LOW	Closed	02-01-2024 15:26	01-02-2024 16:05	0:0:39:5			Ms excel not working issue resolved	Onsite
9940	02-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C020120240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 15:23	01-02-2024 15:32	0:0:8:21			Mail quota cleared now issue resolved	
9941	02-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020120240053		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	02-01-2024 15:22	01-02-2024 16:04	0:0:42:15			Printer not working issue resolved	Onsite
9942	02-01-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C020120240052		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	02-01-2024 15:21	01-02-2024 16:21	0:0:59:45			USB driver updated keyboard and	
9943	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240051		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	02-01-2024 15:06	01-02-2024 15:08	0:0:2:10			LAN connector replaced.	Onsite
9944	02-01-2024	NEHRU PLACE	20 No Building	MMG	C020120240050		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	02-01-2024 14:56	01-02-2024 15:10	0:0:14:33			IP configuration done	Onsite
9945	02-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C020120240049		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 14:55	01-02-2024 15:10	0:0:15:27			printer installation done	Onsite
9946	02-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020120240048		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	02-01-2024 14:49	01-02-2024 14:56	0:0:7:34			resolved	Onsite
9947	02-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020120240047		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	02-01-2024 14:47	01-02-2024 14:56	0:0:8:41			resolved	Onsite
9948	02-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C020120240045		Hardware	PC	Not working at all	Others	LOW	Closed	02-01-2024 14:45	01-02-2024 15:42	0:0:56:59			PC.PM.& Audit.	Onsite
9949	02-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C020120240046		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 14:45	01-02-2024 15:10	0:0:25:1			all mail archive, issue resolved	Onsite
9950	02-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C020120240044		Hardware	System	Other Software	Browser	LOW	Closed	02-01-2024 14:44	01-02-2024 15:44	0:1:0:14			Sap icon configure.	Onsite
9951	02-01-2024	NEHRU PLACE	20 No Building	C-M	C020120240042		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	02-01-2024 14:43	01-02-2024 15:09	0:0:26:29			RAM clean & re-insert system working	Onsite
9952	02-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C020120240043		Hardware	System	Other Software	New	LOW	Closed	02-01-2024 14:43	01-02-2024 15:09	0:0:26:15			IP msg installation done	Onsite
9953	02-01-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C020120240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 14:42	01-02-2024 15:51	0:1:9:29			Create new replica now working fine	Remote
9954	02-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C020120240041		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 14:42	01-02-2024 15:44	0:1:1:54			Jam Paper Removed.	Onsite
9955	02-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C020120240038		Hardware	System	MS Office	File Not	HIGH	Closed	02-01-2024 14:40	01-02-2024 16:22	0:1:41:46			ms office reinstall	Onsite
9956	02-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C020120240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-01-2024 14:40	01-02-2024 15:51	0:1:10:13			Driver installed now working fine	Remote
9957	02-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C020120240037		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	02-01-2024 14:40	01-02-2024 16:30	0:1:50:9			Replace USB Cable now working fine	Onsite
9958	02-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C020120240035		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	02-01-2024 14:39	01-02-2024 15:49	0:1:10:23			Cable recheck and plug properly now	Onsite
9959	02-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C020120240036		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	02-01-2024 14:39	01-02-2024 16:23	0:1:43:50			Printer paper jam cline	Onsite
9960	02-01-2024	JANAK PURI	I A 1 Janakpuri	O-M	C020120240034		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	02-01-2024 14:38	01-02-2024 15:49	0:1:11:0			Clean temp files and run diagnostic	Onsite
9961	02-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C020120240033		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-01-2024 14:36	01-02-2024 15:48	0:1:11:47			Replace Keyboard now working fine	Onsite
9962	02-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C020120240032		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	02-01-2024 14:20	01-02-2024 16:22	0:2:1:55			scanner cline	Onsite
9963	02-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020120240031		Hardware	Printer	Image Issue	Image	HIGH	Closed	02-01-2024 14:19	01-02-2024 16:21	0:2:1:58			Print cartage changed	Onsite
9964	02-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C020120240030		Hardware	PC	Hanging/Slow processing	Temp	HIGH	Closed	02-01-2024 14:17	01-02-2024 16:20	0:2:2:43			cline up run and date time sitting	Onsite
9965	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240028		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 14:14	01-02-2024 15:08	0:0:54:12			Network down.	Onsite
9966	02-01-2024	HAUZ KHAAS	Green Park Market	O-M	C020120240029		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	02-01-2024 14:14	01-02-2024 15:08	0:0:53:52			LAN cable loose.	Onsite
9967	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240027		Hardware	System	Other Software	software	LOW	Closed	02-01-2024 14:12	01-02-2024 15:08	0:0:55:33			Network not working.	Onsite
9968	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	02-01-2024 14:11	01-02-2024 15:07	0:0:56:16			UPS power on problem.	Onsite
9969	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240025		Hardware	UPS	Backup	No Power	LOW	Closed	02-01-2024 14:11	01-02-2024 15:07	0:0:56:16			Power problem.	Onsite
9970	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240024		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	02-01-2024 14:09	01-02-2024 15:07	0:0:57:10			PC shifted.	Onsite
9971	02-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C020120240023		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	02-01-2024 14:08	01-02-2024 15:06	0:0:57:44			Unlock the password now issue	Remote
9972	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240022		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	02-01-2024 14:08	01-02-2024 15:05	0:0:56:55			PC shifted.	Onsite
9973	02-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020120240021		Hardware	System	Other Software	New	LOW	Closed	02-01-2024 14:07	01-02-2024 15:05	0:0:57:41			Change the P92 password now issue	Remote
9974	02-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020120240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 14:07	01-02-2024 15:05	0:0:57:37			Lotus software reinstalled.	Onsite
9975	02-01-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C020120240018		Hardware	System	Other Software	Browser	LOW	Closed	02-01-2024 14:06	01-02-2024 15:04	0:0:58:24			Network patch cable change now	Onsite
9976	02-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020120240019		Hardware	System	MS Office	Software	LOW	Closed	02-01-2024 14:06	01-02-2024 15:04	0:0:58:1			Re Installed the MS Office now issue	Onsite
9977	02-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020120240017		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 14:05	01-02-2024 15:02	0:0:57:18			Remove the paper from printer now	Onsite
9978	02-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C020120240016		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-01-2024 14:04	01-02-2024 15:01	0:0:57:26			Re Installed the VPN now issue	Onsite
9979	02-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C020120240015		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	02-01-2024 13:34	01-02-2024 13:52	0:0:18:5			Anti Virus update done scan full	Onsite
9980	02-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C020120240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 13:33	01-02-2024 13:51	0:0:18:46			Lotus repair again and create new	Onsite
9981	02-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C020120240013		Hardware	PC	Network Not Working	Network	LOW	Closed	02-01-2024 13:31	01-02-2024 13:51	0:0:19:57			check lan driver ok cable ok then	Onsite
9982	02-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C020120240012		Hardware	System	Other Software	Adobe	LOW	Closed	02-01-2024 13:29	01-02-2024 13:50	0:0:21:11			adobe 8.0 software reinstall and set	Onsite
9983	02-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C020120240011		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-01-2024 13:28	01-02-2024 13:49	0:0:21:30			Printer drivers reinstalled with set	Onsite
9984	02-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C020120240010		Hardware	System	Other Software	Browser	LOW	Closed	02-01-2024 13:15	01-02-2024 14:08	0:0:52:28			Sap logon issue resolved as required.	
9985	02-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C020120240008		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-01-2024 13:14	01-02-2024 14:06	0:0:52:8			Keyboard issue resolved as required.	
9986	02-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C020120240009		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	02-01-2024 13:14	01-02-2024 14:07	0:0:52:10			Printer issue resolved as required.	
9987	02-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C020120240007		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-01-2024 13:02	01-08-2024 17:02	6:4:0:37			Dear team please align engineer on	Onsite
9988	02-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C020120240006		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	02-01-2024 11:57	01-02-2024 12:00	0:0:2:48			a4 paper sixe set 8n printer now issue	Onsite
9989	02-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C020120240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 11:56	01-02-2024 11:59	0:0:3:34			reconfigured the mail issue resolved..	Onsite
9990	02-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C020120240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 11:13	01-02-2024 12:58	0:1:45:7			resolved	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
9991	02-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/	C020120240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-01-2024 10:59	01-02-2024 12:58	0:1:59:3			resolved	Remote
9992	02-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/	C020120240002		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-01-2024 10:58	01-02-2024 12:59	0:2:0:57			resolved	Remote
9993	02-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C020120240001		Hardware	PC	Hardware Issue	Sent to	HIGH	Closed	02-01-2024 10:21	01-02-2024 11:20	0:0:59:18			please arrange to replaced the tft	Onsite
9994	03-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C030120240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 18:26	01-03-2024 18:30	0:0:3:43			issue resolved after create a new	Onsite
9995	03-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C030120240154		Hardware	System	MS Office	Software	LOW	Closed	03-01-2024 18:26	01-03-2024 18:28	0:0:1:33			software repaired and issue resolved	Onsite
9996	03-01-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C030120240152		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 18:25	01-03-2024 18:29	0:0:4:1			issue resolved after update the	Onsite
9997	03-01-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C030120240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	03-01-2024 18:25	01-03-2024 18:29	0:0:4:9			paper jam clear and issue resolved	Onsite
9998	03-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C030120240150		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 18:24	01-03-2024 18:29	0:0:4:27			issue resolved after update the	Onsite
9999	03-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C030120240149		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 18:24	01-03-2024 18:29	0:0:4:41			issue resolved after update the	Onsite
10000	03-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C030120240148		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 18:24	01-03-2024 18:28	0:0:4:36			issue resolved after update the	Onsite
10001	03-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C030120240147		Hardware	MOUSE	Not working	Hardware	LOW	Closed	03-01-2024 18:23	01-03-2024 18:28	0:0:4:20			mouse changed and issue resolved	Onsite
10002	03-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C030120240146		Hardware	Printer	Image Issue	Others	LOW	Closed	03-01-2024 18:16	01-03-2024 18:17	0:0:0:28			Issue Resolved	Onsite
10003	03-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C030120240145		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	03-01-2024 18:15	01-03-2024 18:17	0:0:1:13			Issue Resolved	Onsite
10004	03-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C030120240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 18:10	01-03-2024 18:11	0:0:1:34			Issue Resolved	Onsite
10005	03-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C030120240142		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	03-01-2024 18:09	01-03-2024 18:11	0:0:2:26			Issue Resolved	Onsite
10006	03-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C030120240143		Hardware	System	Other Software	New	LOW	Closed	03-01-2024 18:09	01-03-2024 18:11	0:0:1:53			Issue Resolved	Onsite
10007	03-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C030120240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-01-2024 18:08	01-03-2024 18:11	0:0:3:7			Issue Resolved	Onsite
10008	03-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C030120240141		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 18:08	01-03-2024 18:11	0:0:2:49			Issue Resolved	Onsite
10009	03-01-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C030120240139		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	03-01-2024 18:07	01-03-2024 18:11	0:0:4:0			Issue Resolved	Onsite
10010	03-01-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C030120240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-01-2024 18:05	01-03-2024 18:10	0:0:5:24			Issue Resolved	Onsite
10011	03-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C030120240137		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	03-01-2024 18:04	01-03-2024 18:10	0:0:6:13			Issue Resolved	Onsite
10012	03-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C030120240136		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	03-01-2024 18:03	01-03-2024 18:10	0:0:6:56			Issue Resolved	Onsite
10013	03-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C030120240135		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-01-2024 18:03	01-03-2024 18:10	0:0:7:15			Issue Resolved	Onsite
10014	03-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C030120240134		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-01-2024 17:15	01-03-2024 17:22	0:0:7:32			issue resolved	Onsite
10015	03-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C030120240133		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-01-2024 17:14	01-03-2024 17:22	0:0:8:36			issue resolved	Onsite
10016	03-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C030120240132		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	03-01-2024 17:13	01-03-2024 17:22	0:0:9:8			issue resolved	Onsite
10017	03-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C030120240131		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	03-01-2024 17:07	01-03-2024 17:22	0:0:15:4			issue resolved	Onsite
10018	03-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C030120240130		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	03-01-2024 17:06	01-03-2024 17:22	0:0:15:45			issue resolved	Onsite
10019	03-01-2024	NEHRU PLACE CSO	Second Floor - B Block	Finance	C030120240129		Hardware	System	Other Software	software	LOW	Closed	03-01-2024 17:04	01-03-2024 17:21	0:0:17:7			issue resolved	Onsite
10020	03-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C030120240128		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	03-01-2024 17:03	01-03-2024 17:21	0:0:17:56			issue resolved	Onsite
10021	03-01-2024	NEHRU PLACE CSO	Second Floor - B Block	CES	C030120240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	03-01-2024 17:02	01-03-2024 17:19	0:0:16:43			issue resolved	Onsite
10022	03-01-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C030120240126		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	03-01-2024 17:00	01-03-2024 17:18	0:0:18:1			issue resolved	Onsite
10023	03-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C030120240125		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	03-01-2024 16:58	01-03-2024 17:18	0:0:19:19			issue resolved	Onsite
10024	03-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C030120240124		Hardware	System	Other Software	New	LOW	Closed	03-01-2024 16:58	01-03-2024 16:59	0:0:1:15			issue resolved	Onsite
10025	03-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C030120240123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 16:57	01-03-2024 16:59	0:0:1:49			issue resolved	Onsite
10026	03-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C030120240122		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	03-01-2024 16:57	01-03-2024 17:17	0:0:20:8			issue resolved	Onsite
10027	03-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C030120240121		Hardware	MOUSE	Not working	Hardware	LOW	Closed	03-01-2024 16:56	01-03-2024 17:17	0:0:21:3			issue resolved	Onsite
10028	03-01-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C030120240119		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	03-01-2024 16:55	01-03-2024 17:16	0:0:21:30			issue resolved	Onsite
10029	03-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C030120240120		Hardware	MOUSE	Not working	Hardware	LOW	Closed	03-01-2024 16:55	01-03-2024 17:17	0:0:21:36			issue resolved	Onsite
10030	03-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C030120240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 16:54	01-03-2024 17:16	0:0:21:53			issue resolved	Onsite
10031	03-01-2024	NEHRU PLACE CSO	Second Floor - C Block	CORPORA	C030120240117		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	03-01-2024 16:53	01-03-2024 17:16	0:0:22:12			issue resolved	Onsite
10032	03-01-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C030120240116		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-01-2024 16:17	01-03-2024 16:58	0:0:41:5			issue resolved	Onsite
10033	03-01-2024	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C030120240114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	03-01-2024 16:16	01-03-2024 16:59	0:0:42:49			issue resolved	Onsite
10034	03-01-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C030120240115		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	03-01-2024 16:16	01-03-2024 16:58	0:0:42:19			issue resolved	Onsite
10035	03-01-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C030120240113		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	03-01-2024 16:15	01-03-2024 16:59	0:0:43:17			issue resolved	Onsite
10036	03-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C030120240112		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	03-01-2024 16:15	01-03-2024 16:58	0:0:43:14			issue resolved	Onsite
10037	03-01-2024	JANAK PURI	I A 3 Janakpuri	O-M	C030120240111		Network	Link	Link Connectivity Issue	Link	LOW	Closed	03-01-2024 16:06	01-03-2024 17:37	0:1:31:3			Done network troubleshooting steps	Onsite
10038	03-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C030120240110		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	03-01-2024 15:53	01-03-2024 17:05	0:1:12:9			Clear paper jam now working fine	Onsite
10039	03-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C030120240109		Network	LAN Issue	LAN Issue	Others	LOW	Closed	03-01-2024 15:52	01-03-2024 17:04	0:1:12:24			Replace coil cord now working fine	Onsite
10040	03-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C030120240108		Hardware	System	Other Software	proxy	LOW	Closed	03-01-2024 15:51	01-03-2024 17:04	0:1:12:42			Change proxy setting now working	Remote
10041	03-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C030120240107		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	03-01-2024 15:50	01-03-2024 17:03	0:1:13:3			Replace keyboard now working fine	Onsite
10042	03-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C030120240106		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	03-01-2024 15:43	01-03-2024 17:03	0:1:20:6			Lotus traveller configure on mobile	Onsite
10043	03-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C030120240105		Hardware	System	Other Software	software	LOW	Closed	03-01-2024 14:35	01-03-2024 14:44	0:0:8:56			Server slow working.	Onsite
10044	03-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C030120240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 14:35	01-03-2024 14:44	0:0:9:10			User forget the password.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10045	03-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/CCC	C030120240103		Hardware	PC	Network Not Working	Other	LOW	Closed	03-01-2024 14:30	01-03-2024 14:34	0:0:3:57			proxy setting change	Onsite
10046	03-01-2024	NEHRU PLACE	20 No Building	Billing	C030120240102		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	03-01-2024 14:26	01-03-2024 14:33	0:0:7:42			paper remove from printer	Onsite
10047	03-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C030120240101		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 14:24	01-03-2024 14:33	0:0:8:50			new archive done	Onsite
10048	03-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/CCC	C030120240100		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 14:22	01-03-2024 14:33	0:0:10:49			mail install & configure done	Onsite
10049	03-01-2024	SAKET	Adchini	CIVIL	C030120240099		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	03-01-2024 14:12	01-03-2024 14:24	0:0:12:6			date and time set manualy	Remote
10050	03-01-2024	SAKET	Adchini	BUSINESS/BPT	C030120240098		Hardware	System	Other Software	software	LOW	Closed	03-01-2024 14:11	01-03-2024 14:23	0:0:12:36			VPN not work	Remote
10051	03-01-2024	SAKET	Shivalik Grid	OM-EHV	C030120240097		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 14:10	01-03-2024 14:23	0:0:13:2			mail reinstsll	Onsite
10052	03-01-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C030120240096		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	03-01-2024 14:08	01-03-2024 14:45	0:0:37:26			Mail send to Lotus support for unlock	
10053	03-01-2024	SAKET	Adchini	DSK	C030120240095		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	03-01-2024 14:07	01-03-2024 14:22	0:0:14:44			printer reinstall	Remote
10054	03-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C030120240094		Hardware	System	Other Software	Adobe	LOW	Closed	03-01-2024 14:01	01-03-2024 14:24	0:0:23:52			Adobe has been repaired	Remote
10055	03-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C030120240093		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	03-01-2024 13:58	01-03-2024 14:24	0:0:25:33			System restored then working fine	Onsite
10056	03-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C030120240092		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 13:50	01-03-2024 13:52	0:0:1:36			Sharing PC setting changed.	Onsite
10057	03-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C030120240091		Hardware	PC	Not working at all	No power	LOW	Closed	03-01-2024 13:49	01-03-2024 13:51	0:0:1:31			Power cable reconnect.	Onsite
10058	03-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C030120240090		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	03-01-2024 13:48	01-03-2024 14:45	0:0:56:12			After replace local replica issue	
10059	03-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C030120240089		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	03-01-2024 13:47	01-03-2024 14:43	0:0:56:5			Printer configured issue resolved	
10060	03-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C030120240088		Hardware	System	Other Software	Adobe	MEDIUM	Closed	03-01-2024 13:46	01-03-2024 14:43	0:0:56:29			After repaired pdf file issue resolved	
10061	03-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/BPT	C030120240087		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	03-01-2024 13:46	01-03-2024 16:32	0:2:46:42			resolved	
10062	03-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C030120240085		Hardware	System	Other Software	software	MEDIUM	Closed	03-01-2024 13:45	01-03-2024 14:42	0:0:56:23			After reinstall Oracle issue resolved	
10063	03-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/BPT	C030120240086		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	03-01-2024 13:45	01-03-2024 16:32	0:2:46:22			resolved	
10064	03-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy Audit	C030120240084		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	03-01-2024 13:45	01-03-2024 13:57	0:0:11:54			RJ45 Replaced	Onsite
10065	03-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/BPT	C030120240082		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	03-01-2024 13:44	01-03-2024 16:31	0:2:46:36			resolved	
10066	03-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/BPT	C030120240081		Hardware	System	Other Software	software	LOW	Closed	03-01-2024 13:44	01-03-2024 16:30	0:2:46:6			resolved	
10067	03-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C030120240083		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	03-01-2024 13:44	01-03-2024 14:41	0:0:56:36			After replace patch cable issue	
10068	03-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C030120240080		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	03-01-2024 13:43	01-03-2024 14:40	0:0:56:51			Printer configured call closed	
10069	03-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/BPT	C030120240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 13:37	01-03-2024 16:29	0:2:51:58			issue resolved after create a new	
10070	03-01-2024	VASANT KUNJ	Mahipalpur	O-M	C030120240079		Hardware	Printer	Image Issue	Dark	LOW	Closed	03-01-2024 13:37	01-03-2024 13:56	0:0:18:29			Cartridge changed	Onsite
10071	03-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/BPT	C030120240076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	03-01-2024 13:36	01-03-2024 16:27	0:2:50:39			printer issue resolved after change the	
10072	03-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/BPT	C030120240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 13:36	01-03-2024 16:27	0:2:51:21			mail issue resolved after archive all	
10073	03-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C030120240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 13:33	01-03-2024 13:47	0:0:13:33			Archive path recreate.	Onsite
10074	03-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C030120240074		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-01-2024 13:32	01-03-2024 13:55	0:0:22:3			RAM issue fixed	Onsite
10075	03-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C030120240073		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	03-01-2024 13:31	01-03-2024 13:47	0:0:15:39			Printer paper Jam	Onsite
10076	03-01-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BPT	C030120240072		Hardware	Attendane	Others	new	LOW	Closed	03-01-2024 13:31	01-03-2024 13:48	0:0:17:33			register finger print	Onsite
10077	03-01-2024	SAKET	Adchini	BUSINESS/BPT	C030120240069		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 13:29	01-03-2024 14:33	0:1:4:12			Google Chrome re-installed	
10078	03-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C030120240070		Telecome	CCTV	Camera	Others	LOW	Closed	03-01-2024 13:29	01-03-2024 13:49	0:0:20:24			Reinstall KVMs software.	Onsite
10079	03-01-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/BPT	C030120240071		Hardware	System	Other Software	New	LOW	Closed	03-01-2024 13:29	01-03-2024 13:48	0:0:18:54			all data transfer to ADS user.	Onsite
10080	03-01-2024	SAKET	D-Block Saket	O-M	C030120240068		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	03-01-2024 13:27	01-03-2024 14:32	0:1:4:53			IP address configured	
10081	03-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/BPT	C030120240067		Hardware	Printer	Paper Pickup	Others	LOW	Closed	03-01-2024 13:25	01-03-2024 13:51	0:0:25:36			Printer Software installation.	Onsite
10082	03-01-2024	SAKET	MIG CC	O-M	C030120240066		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	03-01-2024 13:25	01-03-2024 14:31	0:1:6:10			Paper pickup issue, call logged to	
10083	03-01-2024	PALAM	C2 D,Dabri More Palam Commercial Office	BUSINESS/BPT	C030120240065		Hardware	PC	Not working at all	Others	LOW	Closed	03-01-2024 13:25	01-03-2024 13:51	0:0:26:43			Pc Installation.	Onsite
10084	03-01-2024	SAKET	Fatehpur Beri CC	O-M	C030120240064		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 13:24	01-03-2024 14:30	0:1:5:43			New Archive created	Remote
10085	03-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/BPT	C030120240063		Hardware	Printer	Paper Pickup	Others	LOW	Closed	03-01-2024 13:21	01-03-2024 13:52	0:0:30:50			Cartridge change.	Onsite
10086	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240062		Hardware	MOUSE	Not working	Hardware	LOW	Closed	03-01-2024 13:17	01-03-2024 13:23	0:0:6:29			Mouse not working issue resolved	Onsite
10087	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240061		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 13:16	01-03-2024 13:23	0:0:7:7			pdf not working issue resolved	Onsite
10088	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240060		Hardware	System	Other Software	Adobe	LOW	Closed	03-01-2024 13:15	01-03-2024 13:22	0:0:7:4			Ms office not working issue reaolved	Onsite
10089	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240059		Hardware	System	Other Software	Adobe	LOW	Closed	03-01-2024 13:15	01-03-2024 13:22	0:0:7:13			Google chrome not working issue	Onsite
10090	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240058		Hardware	System	Other Software	Adobe	LOW	Closed	03-01-2024 13:14	01-03-2024 13:22	0:0:7:35			pdf not working issue resolved	Onsite
10091	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240057		Hardware	System	MS Office	File	LOW	Closed	03-01-2024 13:13	01-03-2024 13:22	0:0:8:7			Ms office not working issue resolved	Onsite
10092	03-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C030120240056		Hardware	System	Other Software	Adobe	LOW	Closed	03-01-2024 13:13	01-03-2024 13:21	0:0:8:36			IP msg not working issue resolved	Onsite
10093	03-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/BPT	C030120240055		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	03-01-2024 13:11	01-03-2024 13:27	0:0:15:18			Scanner deriver reinstalled and issue	Remote
10094	03-01-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C030120240054		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	03-01-2024 13:10	01-03-2024 13:26	0:0:15:47			New Archive file create request and	Remote
10095	03-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/BPT	C030120240053		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	03-01-2024 13:08	01-03-2024 13:24	0:0:16:43			Mail Software repair and restart the	Remote
10096	03-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C030120240052		Hardware	System	Other Software	Browser	MEDIUM	Closed	03-01-2024 13:06	01-03-2024 13:23	0:0:16:59			Update Google corm browser and	Remote
10097	03-01-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C030120240051		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	03-01-2024 13:04	01-03-2024 13:22	0:0:18:20			New Archive file create request.	Remote
10098	03-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/BPT	C030120240050		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	03-01-2024 13:02	01-03-2024 13:21	0:0:19:17			Clean C Drive,Prefetch and Temp File	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10099	03-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C030120240049		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	03-01-2024 13:01	01-03-2024 13:07	0:0:5:35			Removed Jam PaPer Now Working	Onsite
10100	03-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C030120240048		Hardware	PC	Not working at all	Harddisk	MEDIUM	Closed	03-01-2024 13:01	01-03-2024 13:20	0:0:19:6			PC on/off button not proper working	Onsite
10101	03-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C030120240047		Hardware	Printer	Image Issue	Light	LOW	Closed	03-01-2024 12:56	01-03-2024 13:02	0:0:6:20			Cartage Replaced Issue resolved	Onsite
10102	03-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C030120240046		Hardware	System	Other Software	New	LOW	Closed	03-01-2024 12:49	01-03-2024 12:50	0:0:1:1			on tjhe way to attend meeting	Onsite
10103	03-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C030120240045		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	03-01-2024 12:16	01-03-2024 12:26	0:0:9:18			LAN Cable Attached & Now Team	Onsite
10104	03-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C030120240044		Hardware	System	MS Office	File Not	LOW	Closed	03-01-2024 12:16	01-03-2024 12:38	0:0:22:1			Reinstalled tha Ms office now issue	
10105	03-01-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C030120240042		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-01-2024 12:15	01-03-2024 12:32	0:0:17:20			Change the RAM now issue resolved	Onsite
10106	03-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C030120240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 12:15	01-03-2024 12:41	0:0:26:2			Quota cleared issue resolved	
10107	03-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C030120240040		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	03-01-2024 12:14	01-03-2024 12:31	0:0:17:56			Change the tray size to A4 now issue	Onsite
10108	03-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C030120240041		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	03-01-2024 12:14	01-03-2024 12:43	0:0:28:2			Printer connected issue resolved	
10109	03-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C030120240039		Hardware	System	Other Software	Browser	LOW	Closed	03-01-2024 12:13	01-03-2024 12:29	0:0:16:28			Installed the firefox browser now	Onsite
10110	03-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C030120240038		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	03-01-2024 12:12	01-03-2024 12:30	0:0:17:20			Remove the paper now issue resolved	Onsite
10111	03-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C030120240037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 12:12	01-03-2024 12:29	0:0:17:11			Configured the mail now issue	Onsite
10112	03-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C030120240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 12:11	01-03-2024 12:29	0:0:17:31			Installed now issue resolved	Onsite
10113	03-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	IT	C030120240035		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	03-01-2024 12:11	01-03-2024 12:45	0:0:33:55			Going R K Puram commercial for	Onsite
10114	03-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C030120240034		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	03-01-2024 12:10	01-03-2024 12:28	0:0:17:53			Unlock from server side now issue	Remote
10115	03-01-2024	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala	O-M	C030120240033		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	03-01-2024 12:10	01-03-2024 12:45	0:0:34:33			printer connection done drivers	Onsite
10116	03-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C030120240032		Hardware	System	Other Software	New	LOW	Closed	03-01-2024 12:10	01-03-2024 12:28	0:0:17:58			Password change now issue resolved	Remote
10117	03-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C030120240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 12:09	01-03-2024 12:44	0:0:35:3			Mail issue not open , repair software	Onsite
10118	03-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C030120240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 12:09	01-03-2024 12:28	0:0:18:44			Create new archive now issue	Remote
10119	03-01-2024	ALAKNANDA	G Block Kalkaji	MMG	C030120240031		Hardware	Laptop	Not working at all	No power	LOW	Closed	03-01-2024 12:09	01-03-2024 12:31	0:0:21:3			After troubleshooting now issue	Onsite
10120	03-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C030120240026		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	03-01-2024 12:08	01-03-2024 12:31	0:0:23:2			Change the USB Port from PC now	Onsite
10121	03-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C030120240027		Network	Link	Link Connectivity Issue	Link	LOW	Closed	03-01-2024 12:08	01-03-2024 12:52	0:0:43:21			Network issue resolved as reqd.	Onsite
10122	03-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C030120240028		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 12:08	01-03-2024 12:27	0:0:18:44			Re Install the mail now issue resolved	Onsite
10123	03-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C030120240025		Hardware	Laptop	Not working at all	Others	LOW	Closed	03-01-2024 12:07	01-03-2024 12:44	0:0:37:27			Laptop adapter cable not powered on	Onsite
10124	03-01-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C030120240024		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	03-01-2024 12:01	01-03-2024 12:33	0:0:31:40			OS reinstalled.	Onsite
10125	03-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C030120240023		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	03-01-2024 12:01	01-03-2024 12:30	0:0:29:50			Printer driver installed.	Onsite
10126	03-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C030120240022		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	03-01-2024 12:00	01-03-2024 12:30	0:0:30:7			Paper tray setting problem.	Onsite
10127	03-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C030120240021		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	03-01-2024 11:59	01-03-2024 12:37	0:0:38:21			Printer setting issue resolved.	
10128	03-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C030120240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 11:58	01-03-2024 12:28	0:0:30:26			Lotus account unlocked by lotus	Onsite
10129	03-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C030120240020		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:58	01-03-2024 12:29	0:0:30:36			There was power issue.	Onsite
10130	03-01-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C030120240018		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:49	01-03-2024 11:50	0:0:0:54			replace the power cable	Onsite
10131	03-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	IT	C030120240017		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	03-01-2024 11:46	01-03-2024 12:25	0:0:38:21			Meeting In RK Puram At 3 o'clock	Onsite
10132	03-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C030120240016		Hardware	System	Other Software	software	LOW	Closed	03-01-2024 11:45	01-03-2024 12:57	0:1:12:42			wrongly assinged	Onsite
10133	03-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C030120240015		Software	SAP R/3	CO	Others	LOW	Closed	03-01-2024 11:44	01-03-2024 11:45	0:0:0:41			configure the sap	Remote
10134	03-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C030120240014		Hardware	System	Other Software	software	LOW	Closed	03-01-2024 11:44	01-03-2024 17:19	0:5:35:41			Call Close By Sanjay & Subhash	Onsite
10135	03-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C030120240013		Hardware	Laptop	Not working at all	Laptop	LOW	Closed	03-01-2024 11:43	01-03-2024 11:45	0:0:2:7			reset the battery	Onsite
10136	03-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C030120240012		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:43	01-03-2024 17:20	0:5:37:9			Call Close By Sanjay & Subhash	Onsite
10137	03-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C030120240011		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:42	01-03-2024 11:46	0:0:3:57			set the tonner now working fine	Onsite
10138	03-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C030120240010		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	03-01-2024 11:40	01-03-2024 11:46	0:0:5:51			replace the eyboard	Onsite
10139	03-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C030120240009		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:39	01-03-2024 11:46	0:0:7:39			reinstall the driver	Onsite
10140	03-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C030120240008		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	03-01-2024 11:37	01-03-2024 17:20	0:5:43:3			Call Close By Sanjay & Subhash	Onsite
10141	03-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C030120240007		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	03-01-2024 11:36	01-03-2024 17:21	0:5:44:42			Call Close By Sanjay & Subhash	Onsite
10142	03-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C030120240006		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:32	01-03-2024 11:47	0:0:15:15			change the power cable	Onsite
10143	03-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C030120240005		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	03-01-2024 11:06	01-03-2024 12:11	0:1:4:37			issue has been resolved after changed	Onsite
10144	03-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C030120240004		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	03-01-2024 11:05	01-03-2024 12:10	0:1:5:3			Issue has been resolved after changed	Onsite
10145	03-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C030120240003		Hardware	Printer	Image Issue	Light	LOW	Closed	03-01-2024 10:39	01-03-2024 11:01	0:0:22:20			Cartage Replaced Now Working Issue	Onsite
10146	03-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C030120240002		Hardware	MOUSE	Not working	Other	LOW	Closed	03-01-2024 10:37	01-03-2024 11:00	0:0:23:10			Mouse Replaced Now Working Issue	Onsite
10147	03-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C030120240001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	03-01-2024 10:02	01-03-2024 10:10	0:0:7:44			archive created issue resolved..	Onsite
10148	04-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C040120240185		Data Centre	Oracle	Database	Client	LOW	Closed	04-01-2024 18:43	01-04-2024 18:45	0:0:2:24			Issue has been resolved after installed	Onsite
10149	04-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C040120240183		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 18:41	01-04-2024 18:44	0:0:3:39			Issue has been resolved after installed	Onsite
10150	04-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C040120240184		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-01-2024 18:41	01-04-2024 18:45	0:0:3:26			Issue has been resolved after reset	Onsite
10151	04-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C040120240182		Hardware	PC	Not working at all	Others	LOW	Closed	04-01-2024 18:40	01-04-2024 18:44	0:0:3:38			Issue has been resolved after installed	Onsite
10152	04-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C040120240181		Network	LAN Issue	LAN Issue	Others	LOW	Closed	04-01-2024 17:50	01-05-2024 17:44	0:23:54:36			Call close by Sanjay & Subhash	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10153	04-01-2024	OTHERS	VSNL	RCM	C040120240180		Hardware	System	MS Office	Others	LOW	Closed	04-01-2024 17:40	01-04-2024 17:52	0:0:11:49			Excel File save as issue resolve	Onsite
10154	04-01-2024	OTHERS	VSNL	RCM	C040120240179		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:39	01-04-2024 17:51	0:0:12:17			Change password issue resolve	Onsite
10155	04-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C040120240175		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-01-2024 17:38	01-04-2024 17:42	0:0:4:43			after mouse cable reconnect issue	Onsite
10156	04-01-2024	OTHERS	VSNL	RCM	C040120240176		Hardware	System	Other Software	New	LOW	Closed	04-01-2024 17:38	01-04-2024 17:51	0:0:12:49			Linux Software re-installed	Onsite
10157	04-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C040120240177		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-01-2024 17:38	01-04-2024 17:43	0:0:4:52			after paper jam clear issue resolved	Onsite
10158	04-01-2024	OTHERS	VSNL	RCM	C040120240178		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:38	01-04-2024 17:51	0:0:12:34			Archive all mails	Onsite
10159	04-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C040120240173		Hardware	Printer	Image Issue	Light	LOW	Closed	04-01-2024 17:37	01-04-2024 17:42	0:0:4:50			after printer cartridge change issue	Onsite
10160	04-01-2024	OTHERS	VSNL	KCC/MLCC	C040120240172		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-01-2024 17:37	01-04-2024 17:50	0:0:13:8			remove paper issue resolve	Onsite
10161	04-01-2024	OTHERS	VSNL	KCC/MLCC	C040120240174		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-01-2024 17:37	01-04-2024 17:50	0:0:12:49			remove paper issue resolve	Onsite
10162	04-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C040120240170		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:36	01-04-2024 17:40	0:0:3:51			issue resolved	Onsite
10163	04-01-2024	OTHERS	VSNL	O-M	C040120240171		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 17:36	01-04-2024 17:49	0:0:13:15			Laptop Battery remove and re-insert	Onsite
10164	04-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C040120240168		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 17:35	01-04-2024 17:43	0:0:7:39			issue resolved after after update the	Onsite
10165	04-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C040120240169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:35	01-04-2024 17:39	0:0:4:17			issue resolved	Onsite
10166	04-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C040120240167		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 17:34	01-04-2024 17:42	0:0:8:2			ess issue resolved after update the	Onsite
10167	04-01-2024	NEHRU PLACE CSO	Third Floor - B Block	CORPORA	C040120240166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:33	01-04-2024 17:39	0:0:5:56			issue resolved	Onsite
10168	04-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C040120240165		Hardware	PC	Network Not Working	No Power	LOW	Closed	04-01-2024 17:33	01-04-2024 17:39	0:0:6:18			issue resolved	Onsite
10169	04-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040120240164		Hardware	PC	Not working at all	Others	LOW	Closed	04-01-2024 17:33	01-04-2024 18:22	0:0:49:12			Data transfer.	Onsite
10170	04-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C040120240163		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 17:32	01-04-2024 17:39	0:0:7:9			issue resolved	Onsite
10171	04-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C040120240161		Hardware	System	Other Software	software	LOW	Closed	04-01-2024 17:31	01-04-2024 17:39	0:0:8:11			issue resolved	Onsite
10172	04-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C040120240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:31	01-04-2024 18:23	0:0:51:31			New Replica create.	Remote
10173	04-01-2024	NEHRU PLACE CSO	First Floor - D Block	CES	C040120240160		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-01-2024 17:30	01-04-2024 17:39	0:0:8:47			issue resolved	Onsite
10174	04-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C040120240159		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	04-01-2024 17:29	01-04-2024 17:39	0:0:9:8			issue resolved	Onsite
10175	04-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C040120240157		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	04-01-2024 17:29	01-04-2024 17:38	0:0:9:4			issue resolved	Onsite
10176	04-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040120240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:29	01-04-2024 18:26	0:0:56:29			Mail installation & configuration.	Onsite
10177	04-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040120240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:28	01-04-2024 18:26	0:0:58:13			Mail installation & configuration.	Onsite
10178	04-01-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CIVIL	C040120240156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-01-2024 17:28	01-04-2024 17:37	0:0:8:48			issue resolved	Onsite
10179	04-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C040120240154		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	04-01-2024 17:27	01-04-2024 17:37	0:0:10:11			issue resolved	Onsite
10180	04-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C040120240152		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-01-2024 17:26	01-04-2024 17:42	0:0:15:35			issue resolved after archive all mails	Onsite
10181	04-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040120240153		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	04-01-2024 17:26	01-04-2024 18:27	0:1:0:46			Tab change.	Onsite
10182	04-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C040120240151		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	04-01-2024 17:25	01-04-2024 17:42	0:0:16:20			issue resolved after printer install	Onsite
10183	04-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C040120240150		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 17:23	01-04-2024 17:40	0:0:17:11			printer issue resolved after reinstall	Onsite
10184	04-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C040120240149		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-01-2024 17:21	01-04-2024 17:39	0:0:17:49			mail issue resolved after archived all	Onsite
10185	04-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C040120240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:18	01-04-2024 17:38	0:0:19:54			issue resolved after create a new	Onsite
10186	04-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C040120240147		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 17:18	01-04-2024 17:38	0:0:20:8			issue resolved after update the	Onsite
10187	04-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C040120240146		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	04-01-2024 17:17	01-04-2024 17:37	0:0:19:54			issue resolved after clean the lens	Onsite
10188	04-01-2024	NEHRU PLACE CSO	Second Floor - B Block	PMG	C040120240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:05	01-04-2024 17:07	0:0:2:23			Issue Resolved	Onsite
10189	04-01-2024	NEHRU PLACE CSO	Second Floor - B Block	PMG	C040120240144		Hardware	System	MS Office	Others	LOW	Closed	04-01-2024 17:04	01-04-2024 17:07	0:0:3:7			Issue Resolved	Onsite
10190	04-01-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C040120240143		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-01-2024 17:03	01-04-2024 17:41	0:0:38:4			after printer driver update and printer	Onsite
10191	04-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C040120240142		Hardware	System	Other Software	Adobe	LOW	Closed	04-01-2024 17:03	01-04-2024 17:07	0:0:4:15			Issue Resolved	Onsite
10192	04-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	ADMIN	C040120240141		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 17:02	01-04-2024 17:07	0:0:4:59			Issue Resolved	Onsite
10193	04-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C040120240140		Hardware	System	MS Office	Tools And	LOW	Closed	04-01-2024 17:01	01-04-2024 17:07	0:0:5:21			Issue Resolved	Onsite
10194	04-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C040120240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:01	01-04-2024 17:06	0:0:5:35			Issue Resolved	Onsite
10195	04-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C040120240138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 17:00	01-04-2024 17:06	0:0:6:4			Issue Resolved	Onsite
10196	04-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C040120240137		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 16:59	01-04-2024 17:06	0:0:7:9			Issue Resolved	Onsite
10197	04-01-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C040120240136		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 16:58	01-04-2024 17:06	0:0:7:54			Issue Resolved	Onsite
10198	04-01-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	ADMIN	C040120240135		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 16:57	01-04-2024 17:06	0:0:8:21			Issue Resolved	Onsite
10199	04-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C040120240134		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	04-01-2024 16:56	01-04-2024 17:05	0:0:9:14			Issue Resolved	Onsite
10200	04-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C040120240133		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-01-2024 16:55	01-04-2024 17:40	0:0:45:56			after lan cable reinsert issue resolved	Onsite
10201	04-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C040120240132		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	04-01-2024 16:53	01-04-2024 17:40	0:0:47:1			after lan cable reinsert issue resolved	Onsite
10202	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240130		Hardware	System	Other Software	Adobe	LOW	Closed	04-01-2024 16:51	01-04-2024 16:55	0:0:4:41			Ip msg not working issue resolved	Onsite
10203	04-01-2024	NEHRU PLACE	20 No Building	MMG	C040120240129		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 16:51	01-04-2024 17:11	0:0:19:49			chrome reinstall, issue resolved	Onsite
10204	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240131		Hardware	System	MS Office	File	LOW	Closed	04-01-2024 16:51	01-04-2024 16:56	0:0:4:22			Ms office installation done	Onsite
10205	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240128		Hardware	System	Other Software	Adobe	LOW	Closed	04-01-2024 16:50	01-04-2024 16:53	0:0:2:55			Ms word not working issue resolved	Onsite
10206	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240126		Hardware	System	Other Software	Adobe	LOW	Closed	04-01-2024 16:49	01-04-2024 16:52	0:0:3:39			IP msg not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10207	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240127		Hardware	System	Other Software	Adobe	LOW	Closed	04-01-2024 16:49	01-04-2024 16:53	0:0:3:23			google chrome not working issue	Onsite
10208	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240125		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	04-01-2024 16:43	01-04-2024 16:52	0:0:9:10			Office meeting at RKP done	Onsite
10209	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240124		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	04-01-2024 16:42	01-04-2024 16:52	0:0:10:6			Printer not working issue resolved	Onsite
10210	04-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C040120240123		Hardware	System	Other Software	proxy	LOW	Closed	04-01-2024 16:39	01-04-2024 18:29	0:1:49:58			resolved	Onsite
10211	04-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C040120240122		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	04-01-2024 16:27	01-04-2024 16:53	0:0:25:52			mouse clean and problem resolved.	Onsite
10212	04-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C040120240121		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	04-01-2024 16:26	01-04-2024 16:52	0:0:26:52			Temp file cleared	Remote
10213	04-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C040120240120		Hardware	System	MS Office	File Not	LOW	Closed	04-01-2024 16:24	01-04-2024 16:52	0:0:27:27			MS office 2007 set as difault	Remote
10214	04-01-2024	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C040120240119		Hardware	PC	TFT	Color	MEDIUM	Closed	04-01-2024 16:21	01-04-2024 16:51	0:0:30:5			TFT VGA cable not proper working.	Onsite
10215	04-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C040120240118		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-01-2024 16:18	01-08-2024 10:42	3:18:23:38			Wrong call	Onsite
10216	04-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C040120240117		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-01-2024 16:17	01-08-2024 10:42	3:18:25:17			Wrong call	Onsite
10217	04-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C040120240116		Hardware	UPS	Backup	Others	LOW	Closed	04-01-2024 16:16	01-04-2024 16:19	0:0:3:13			resolved with the help of electrician	Onsite
10218	04-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C040120240114		Hardware	System	Other Software	New	MEDIUM	Closed	04-01-2024 16:12	01-04-2024 16:57	0:0:44:46			After Recrate P92 icon issue resolved	Remote
10219	04-01-2024	OTHERS	HUDCO Grid	PROTECTI	C040120240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 16:12	01-04-2024 16:49	0:0:37:48			Mail s/w corrupt	Onsite
10220	04-01-2024	OTHERS	Andrews Ganj	Enforcem	C040120240115		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 16:12	01-04-2024 16:49	0:0:36:6			Printer installed	Onsite
10221	04-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C040120240111		Hardware	PC	Hanging/Slow processing	Hanging/S	MEDIUM	Closed	04-01-2024 16:11	01-04-2024 16:50	0:0:39:5			After change windows settings issue	
10222	04-01-2024	OTHERS	HUDCO Grid	PROTECTI	C040120240112		Hardware	System	Other Software	proxy	LOW	Closed	04-01-2024 16:11	01-04-2024 16:50	0:0:38:46			Ess issue	Onsite
10223	04-01-2024	SARITA VIHAR	Kalindi Colony	OM-DIV	C040120240109		Hardware	System	Other Software	Browser	MEDIUM	Closed	04-01-2024 16:10	01-04-2024 16:49	0:0:39:7			After clear cookies and set proxy issue	
10224	04-01-2024	OTHERS	HUDCO Grid	PROTECTI	C040120240110		Network	LAN Issue	LAN Issue	Others	LOW	Closed	04-01-2024 16:10	01-04-2024 16:50	0:0:39:53			connectivity issue	Onsite
10225	04-01-2024	OTHERS	Andrews Ganj	Enforcem	C040120240107		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 16:09	01-04-2024 16:51	0:0:42:3			mail issue	Onsite
10226	04-01-2024	OTHERS	PLA Court	Enforcem	C040120240108		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-01-2024 16:09	01-04-2024 16:50	0:0:41:6			pc booting issue	Onsite
10227	04-01-2024	VASANT KUNJ	B 1 Near Police Station	Data	C040120240106		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 16:08	01-04-2024 16:50	0:0:41:49			Reshared the file after the drive	Remote
10228	04-01-2024	OTHERS	HUDCO Grid	PROTECTI	C040120240105		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	04-01-2024 16:08	01-04-2024 16:51	0:0:43:18			Laptop issue	Onsite
10229	04-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C040120240104		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	04-01-2024 16:07	01-04-2024 16:48	0:0:41:7			After reinstall mail software issue	
10230	04-01-2024	VASANT KUNJ	C 9 Vasant Kunj	O-M	C040120240103		Network	Link	Link Connectivity Issue	Link	LOW	Closed	04-01-2024 16:05	01-04-2024 16:48	0:0:42:31			Link FLT has been done with network	Onsite
10231	04-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C040120240102		Hardware	Scanner	Scaning issue	Others	MEDIUM	Closed	04-01-2024 15:49	01-04-2024 16:14	0:0:25:17			After change scanner setting and	Onsite
10232	04-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C040120240101		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	04-01-2024 15:48	01-04-2024 16:13	0:0:25:9			After remove paper issue resolve call	Onsite
10233	04-01-2024	SAKET	C Dot Grid	O-M	C040120240100		Network	LAN Issue	LAN Issue	Others	LOW	Closed	04-01-2024 15:46	01-04-2024 16:24	0:0:37:38			IT meeting	Onsite
10234	04-01-2024	SAKET	Adchini	Recovery	C040120240099		Hardware	PC	TFT	Power	LOW	Closed	04-01-2024 15:44	01-04-2024 16:24	0:0:39:26			power cable loos	Onsite
10235	04-01-2024	SAKET	Adchini	Sustainabi	C040120240098		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	04-01-2024 15:42	01-04-2024 16:23	0:0:41:11			LAN reconnected	Onsite
10236	04-01-2024	SAKET	Adchini	CIVIL	C040120240097		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	04-01-2024 15:40	01-04-2024 16:23	0:0:42:31			date and time set manualy	Onsite
10237	04-01-2024	SAKET	Adchini	SAFETY	C040120240095		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 15:39	01-04-2024 16:22	0:0:43:25			reconnected printer	Onsite
10238	04-01-2024	SAKET	Adchini	SAFETY	C040120240096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 15:39	01-04-2024 16:23	0:0:43:6			LAN reconnected	Onsite
10239	04-01-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C040120240094		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 15:39	01-04-2024 16:33	0:0:54:14			issue resolved	Onsite
10240	04-01-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C040120240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 15:38	01-04-2024 16:33	0:0:54:41			issue resolved	Onsite
10241	04-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C040120240091		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	04-01-2024 15:37	01-04-2024 16:33	0:0:56:20			issue resolved	Onsite
10242	04-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C040120240092		Hardware	PC	System Password issue	Others	LOW	Closed	04-01-2024 15:37	01-04-2024 16:33	0:0:55:41			issue resolved	Onsite
10243	04-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BUSINESS/	C040120240090		Hardware	Laptop	Screen Issue	Others	LOW	Closed	04-01-2024 15:36	01-04-2024 16:34	0:0:57:26			issue resolved	Onsite
10244	04-01-2024	NEHRU PLACE CSO	Second Floor - C Block Conf. Kaveri	PMG	C040120240089		Hardware	Laptop	Screen Issue	Others	LOW	Closed	04-01-2024 15:36	01-04-2024 16:34	0:0:58:12			issue resolved	Onsite
10245	04-01-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C040120240088		Hardware	Laptop	Screen Issue	Others	LOW	Closed	04-01-2024 15:35	01-04-2024 16:34	0:0:58:53			issue resolved	Onsite
10246	04-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C040120240087		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 15:35	01-04-2024 16:34	0:0:59:37			issue resolved	Onsite
10247	04-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C040120240086		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 15:34	01-04-2024 16:33	0:0:58:31			issue resolved	Onsite
10248	04-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C040120240085		Hardware	System	Other Software	software	LOW	Closed	04-01-2024 15:12	01-04-2024 15:50	0:0:38:13			reinstalled the oracle issue resolved	Onsite
10249	04-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C040120240084		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-01-2024 15:11	01-04-2024 15:49	0:0:38:9			unlocked email id issue resolved	Onsite
10250	04-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C040120240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 15:10	01-04-2024 15:48	0:0:38:19			created new archive folder issue	Onsite
10251	04-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C040120240081		Hardware	System	Other Software	Adobe	LOW	Closed	04-01-2024 15:09	01-04-2024 15:48	0:0:39:2			change the file extension issue	Onsite
10252	04-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C040120240082		Hardware	System	MS Office	File	LOW	Closed	04-01-2024 15:09	01-04-2024 15:48	0:0:38:39			repair ms office issue resolved	Onsite
10253	04-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C040120240080		Hardware	Printer	Image Issue	Image	LOW	Closed	04-01-2024 15:07	01-04-2024 15:48	0:0:40:39			change the cartridge issue resolved	Onsite
10254	04-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C040120240079		Hardware	PC	TFT	Sent to	LOW	Closed	04-01-2024 15:06	01-04-2024 15:47	0:0:40:39			replaced from nehru place issue	Onsite
10255	04-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040120240078		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-01-2024 14:56	01-04-2024 16:17	0:1:21:42			Clean ram and run diagnostic now	Onsite
10256	04-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040120240077		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-01-2024 14:55	01-04-2024 16:17	0:1:22:13			Clean ram and run diagnostic now	Onsite
10257	04-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040120240076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 14:54	01-04-2024 16:17	0:1:22:49			Create local replica now working fine	Remote
10258	04-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040120240074		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-01-2024 14:53	01-04-2024 15:18	0:0:25:21			Printer driver Reinstall	Onsite
10259	04-01-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C040120240075		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-01-2024 14:53	01-04-2024 16:18	0:1:24:34			Clean ram and run diagnostic now	Onsite
10260	04-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040120240072		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	04-01-2024 14:52	01-04-2024 15:18	0:0:26:38			RAM Clean and insert again	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10261	04-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040120240073		Network	Link	Link Connectivity Issue	Power	LOW	Closed	04-01-2024 14:52	01-04-2024 16:16	0:1:23:57			Power issue resolve now working fine	Onsite
10262	04-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040120240071		Hardware	System	Other Software	proxy	LOW	Closed	04-01-2024 14:51	01-04-2024 16:16	0:1:24:39			Change setting now working fine	Onsite
10263	04-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040120240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 14:50	01-04-2024 15:00	0:0:10:9			All Mails Archive Then Compact &	Onsite
10264	04-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	ADMIN	C040120240068		Hardware	MOUSE	Not working	Sent to	HIGH	Closed	04-01-2024 14:50	01-04-2024 15:39	0:0:49:16			resolved	Onsite
10265	04-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040120240069		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-01-2024 14:50	01-04-2024 15:19	0:0:29:13			Keyboard replaced	Onsite
10266	04-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040120240067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 14:49	01-04-2024 15:20	0:0:31:20			All mail archive and start new replica.	Onsite
10267	04-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040120240065		Telecome	Instrumen	IP	Adaptor	LOW	Closed	04-01-2024 14:46	01-05-2024 11:17	0:20:31:34			Replace against the faulty adapter	Onsite
10268	04-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C040120240066		Hardware	System	MS Office	File Saving	HIGH	Closed	04-01-2024 14:46	01-04-2024 15:39	0:0:52:31			resolved	Onsite
10269	04-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C040120240064		Hardware	Printer	Paper Pickup	Paper Size	HIGH	Closed	04-01-2024 14:43	01-04-2024 15:38	0:0:54:47			resolved	Onsite
10270	04-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040120240063		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-01-2024 14:42	01-04-2024 15:29	0:0:47:47			Recreate workspace folder name.	Onsite
10271	04-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C040120240062		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	04-01-2024 14:41	01-04-2024 16:16	0:1:34:45			Clean ram and run diagnostic now	Onsite
10272	04-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C040120240061		Hardware	System	Other Software	software	HIGH	Closed	04-01-2024 14:40	01-04-2024 15:33	0:0:53:19			resolved	Onsite
10273	04-01-2024	NEHRU PLACE	20 No Building	Energy	C040120240059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 14:38	01-04-2024 15:20	0:0:41:53			New archive create done	Onsite
10274	04-01-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C040120240060		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	04-01-2024 14:38	01-04-2024 15:30	0:0:52:17			issue resolved	Onsite
10275	04-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C040120240058		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 14:37	01-04-2024 15:19	0:0:42:28			NAS drive Map	Onsite
10276	04-01-2024	NEHRU PLACE	20 No Building	MMG	C040120240057		Hardware	Laptop	Network Not Working	Other	LOW	Closed	04-01-2024 14:35	01-04-2024 15:19	0:0:44:23			Proxy setting change	Onsite
10277	04-01-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	BUSINESS/	C040120240056		Hardware	UPS	Backup	Others	LOW	Closed	04-01-2024 14:34	01-04-2024 15:12	0:0:38:7			Wrongly Assigned	Onsite
10278	04-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C040120240055		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	04-01-2024 14:33	01-04-2024 14:35	0:0:2:39			send to nhp	Onsite
10279	04-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C040120240054		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	04-01-2024 14:31	01-04-2024 14:35	0:0:4:4			send to nhp	Onsite
10280	04-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C040120240052		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-01-2024 14:30	01-04-2024 15:12	0:0:42:20			wrongly assigned	Onsite
10281	04-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C040120240053		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-01-2024 14:30	01-04-2024 15:12	0:0:41:44			resolved	Onsite
10282	04-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C040120240051		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	04-01-2024 14:28	01-04-2024 15:12	0:0:44:23			jombay.com	Onsite
10283	04-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C040120240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-01-2024 14:26	01-04-2024 15:13	0:0:47:0			wrongly assigned	Onsite
10284	04-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C040120240049		Network	Link	Link Connectivity Issue	Others	LOW	Closed	04-01-2024 14:20	01-04-2024 15:30	0:1:9:28			No issue found at site, working fine.	Onsite
10285	04-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C040120240048		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	04-01-2024 14:07	01-04-2024 14:39	0:0:31:42			printer reinstalled issue resolved..	Onsite
10286	04-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C040120240047		Hardware	PC	Not working at all	Others	LOW	Closed	04-01-2024 14:06	01-04-2024 14:38	0:0:32:20			Mukesh Singh transferred from A6	Onsite
10287	04-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C040120240046		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	04-01-2024 14:01	01-04-2024 14:40	0:0:38:9			LAN cable changed.	Onsite
10288	04-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C040120240045		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 14:00	01-04-2024 14:39	0:0:39:30			BSP password changed.	Onsite
10289	04-01-2024	NEHRU PLACE	W Block GK 1	O-M	C040120240044		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-01-2024 13:59	01-04-2024 14:39	0:0:39:45			Temp file delete & C drive space	Onsite
10290	04-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	DSK	C040120240043		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 13:57	01-04-2024 14:53	0:0:55:53			Printer driver installed.	Onsite
10291	04-01-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C040120240042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 13:55	01-04-2024 14:52	0:0:57:26			Printer driver installed.	Onsite
10292	04-01-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C040120240041		Hardware	System	Other Software	software	LOW	Closed	04-01-2024 13:54	01-04-2024 14:51	0:0:57:44			OS repaired.	Onsite
10293	04-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C040120240040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-01-2024 13:53	01-04-2024 14:51	0:0:58:1			Printer driver installed.	Onsite
10294	04-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C040120240039		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-01-2024 13:52	01-04-2024 14:48	0:0:56:2			PC shifted.	Onsite
10295	04-01-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C040120240038		Hardware	Anti virus	ANTI VIRUS	Anti Virus	HIGH	Closed	04-01-2024 13:37	01-04-2024 13:54	0:0:16:28			Anti virus update and scan full pc	Onsite
10296	04-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C040120240037		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	04-01-2024 13:36	01-04-2024 13:53	0:0:16:58			mail Archive	Onsite
10297	04-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C040120240036		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-01-2024 13:09	01-04-2024 14:04	0:0:54:28			reset the password now issue	Remote
10298	04-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C040120240035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 13:08	01-04-2024 14:03	0:0:55:11			Change the server now issue resolved	Remote
10299	04-01-2024	ALAKNANDA	CR Park HR Office	HR	C040120240034		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-01-2024 13:07	01-04-2024 14:03	0:0:56:16			Enable the finger print now issue	Onsite
10300	04-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C040120240032		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 13:05	01-04-2024 14:03	0:0:57:57			Printed now issue resolved	Onsite
10301	04-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C040120240033		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	04-01-2024 13:05	01-04-2024 14:32	0:1:26:56			New Archive file create request	Remote
10302	04-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C040120240031		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	04-01-2024 13:04	01-04-2024 14:02	0:0:58:16			Installed in mobile now issue resolved	Onsite
10303	04-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C040120240029		Hardware	System	Other Software	Browser	LOW	Closed	04-01-2024 13:01	01-04-2024 13:18	0:0:17:8			Issue resolved as reqd.	Remote
10304	04-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C040120240030		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-01-2024 13:01	01-04-2024 14:01	0:1:0:33			Remove paper from printer now issue	Onsite
10305	04-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C040120240028		Hardware	Scanner	Scaning issue	Others	LOW	Closed	04-01-2024 13:00	01-04-2024 13:34	0:0:33:27			Scanning issue resolved.	Onsite
10306	04-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C040120240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 12:59	01-04-2024 13:17	0:0:17:19			Mail archive created as reqd.	Remote
10307	04-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C040120240026		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 12:59	01-04-2024 13:16	0:0:17:31			Mail archive created as reqd.	Remote
10308	04-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C040120240025		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	04-01-2024 12:55	01-04-2024 14:29	0:1:34:0			Lan cable reconnect and problem.	Onsite
10309	04-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C040120240024		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	04-01-2024 12:53	01-04-2024 14:28	0:1:35:7			RAM change and pc working fine.	Onsite
10310	04-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C040120240023		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	04-01-2024 12:48	01-04-2024 14:26	0:1:38:17			Mail Archive file path reconfigure.	Remote
10311	04-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C040120240022		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	04-01-2024 12:39	01-04-2024 14:22	0:1:43:15			IP reconfigure and problem resolved.	Onsite
10312	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240020		Network	LAN Issue	LAN Issue	Port	LOW	Closed	04-01-2024 12:18	01-08-2024 17:01	4:4:43:36			Call Close By Sanjay & Subhash	Onsite
10313	04-01-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C040120240021		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	04-01-2024 12:18	01-04-2024 12:57	0:0:39:3			usb port chnaged	Onsite
10314	04-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040120240018		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-01-2024 12:17	01-08-2024 17:02	4:4:45:6			Call Close By Sanjay & Subhash	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10315	04-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C040120240019		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	04-01-2024 12:17	01-04-2024 12:58	0:0:40:53			lotus reinstall	Onsite
10316	04-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C040120240017		Hardware	PC	Restart Problem	Others	HIGH	Closed	04-01-2024 12:16	01-04-2024 12:57	0:0:40:30			vga cable changed	Onsite
10317	04-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040120240016		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-01-2024 12:07	01-04-2024 12:30	0:0:22:59			Removed Jam Paper Now Working	Onsite
10318	04-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C040120240015		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 11:50	01-04-2024 12:48	0:0:58:16			Do mail archive & compact.	Onsite
10319	04-01-2024	PALAM	C2 D,Dabri More Palam Commercial Office	BUSINESS/	C040120240014		Hardware	PC	TFT	Color	LOW	Closed	04-01-2024 11:44	01-04-2024 12:49	0:1:5:2			VGA Cable Change.	Onsite
10320	04-01-2024	PALAM	C2 D,Dabri More Palam Commercial Office	BUSINESS/	C040120240013		Hardware	PC	Not working at all	Others	LOW	Closed	04-01-2024 11:43	01-04-2024 12:50	0:1:7:1			Harddisk sata cable port change.	Onsite
10321	04-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C040120240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-01-2024 11:14	01-04-2024 11:39	0:0:24:30			used die notes exe now issue	Onsite
10322	04-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C040120240010		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	04-01-2024 11:13	01-04-2024 11:39	0:0:26:10			ram cleaned and slot change now	Onsite
10323	04-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040120240011		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	04-01-2024 11:13	01-04-2024 11:32	0:0:19:10			LAN Cable Punched With Clamping	Onsite
10324	04-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040120240009		Hardware	System	Other Software	New	LOW	Closed	04-01-2024 11:13	01-04-2024 11:32	0:0:18:59			CD Writer Drivers Reinstalled Now	Onsite
10325	04-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C040120240008		Hardware	PC	System Password issue	Password	LOW	Closed	04-01-2024 11:07	01-04-2024 11:38	0:0:30:59			password unlock issue resolved	Onsite
10326	04-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CUSTOME	C040120240007		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	04-01-2024 11:01					Please do the needful.	Onsite
10327	04-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C040120240006		NON-SAP	Others	Others	Others	LOW	Closed	04-01-2024 10:53	01-04-2024 11:14	0:0:21:3			reset the browser	Remote
10328	04-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C040120240005		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	04-01-2024 10:52	01-04-2024 14:19	0:3:26:36			resolved	Onsite
10329	04-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C040120240004		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-01-2024 10:51	01-04-2024 11:15	0:0:23:56			create new replica	Remote
10330	04-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C040120240003		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-01-2024 10:49	01-04-2024 11:15	0:0:25:45			check the pc and log the call. smps	Onsite
10331	04-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C040120240002		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	04-01-2024 10:48	01-04-2024 11:16	0:0:27:27			mail sent for digest password	Onsite
10332	04-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C040120240001		Hardware	Attendane	Others	Others	LOW	Closed	04-01-2024 09:45	01-04-2024 09:52	0:0:6:57			fingure reconfigured issue resolved..	Onsite
10333	05-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C050120240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 17:44	01-05-2024 17:44	0:0:0:35			mail not archive	Onsite
10334	05-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C050120240162		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-01-2024 17:38	01-05-2024 18:07	0:0:29:20			issue resolved after clean the ram	Onsite
10335	05-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C050120240163		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-01-2024 17:38	01-05-2024 18:08	0:0:29:25			issue resolved after reinstall the same	Onsite
10336	05-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BPI	C050120240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-01-2024 17:37	01-05-2024 18:07	0:0:29:43			printer issue resolved after clear the	Onsite
10337	05-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BPI	C050120240160		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-01-2024 17:37	01-05-2024 18:06	0:0:29:40			mail issue resolved after archive all	Onsite
10338	05-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050120240159		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:37	01-05-2024 17:39	0:0:2:14			issue resolved	Onsite
10339	05-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BPI	C050120240158		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-01-2024 17:36	01-05-2024 18:06	0:0:29:29			issue resolved after create a new	Onsite
10340	05-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BPI	C050120240157		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 17:36	01-05-2024 18:05	0:0:29:27			sap issue resolved after reinstall the	Onsite
10341	05-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050120240156		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:36	01-05-2024 17:39	0:0:2:39			issue resolved	Onsite
10342	05-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BPI	C050120240154		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-01-2024 17:35	01-05-2024 18:05	0:0:29:50			printer working fine after reinstall the	Onsite
10343	05-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C050120240153		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:35	01-05-2024 17:38	0:0:3:32			issue resolved	Onsite
10344	05-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BPI	C050120240152		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	05-01-2024 17:35	01-05-2024 18:05	0:0:29:52			issue resolved after reinstall the same	Onsite
10345	05-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C050120240155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:35	01-05-2024 17:38	0:0:3:3			issue resolved	Onsite
10346	05-01-2024	NEHRU PLACE CSO	Second Floor - C Block	Resource	C050120240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:34	01-05-2024 17:38	0:0:4:1			issue resolved	Onsite
10347	05-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C050120240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:33	01-05-2024 17:38	0:0:4:47			issue resolved	Onsite
10348	05-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C050120240149		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 17:32	01-05-2024 17:38	0:0:6:1			issue resolved	Onsite
10349	05-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050120240148		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-01-2024 17:26	01-05-2024 17:26	0:0:0:24			Tray setting mismatch	Onsite
10350	05-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050120240147		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-01-2024 17:25	01-05-2024 17:27	0:0:1:25			Keyboard replaced.	Onsite
10351	05-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050120240146		Hardware	PC	Not working at all	Others	LOW	Closed	05-01-2024 17:25	01-05-2024 17:27	0:0:2:26			Data copy to another pc.	Onsite
10352	05-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050120240145		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-01-2024 17:24	01-05-2024 18:04	0:0:39:46			printer issue resolved after reinstall	Onsite
10353	05-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050120240144		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-01-2024 17:24	01-09-2024 10:33	3:17:8:59			Please provide user phone number	Onsite
10354	05-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050120240143		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-01-2024 17:24	01-05-2024 18:03	0:0:39:34			call asgin to LAN to team	Onsite
10355	05-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050120240142		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-01-2024 17:24	01-05-2024 17:27	0:0:3:35			Paper jam in printer	Onsite
10356	05-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050120240141		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 17:23	01-05-2024 17:28	0:0:5:7			Change password.	Onsite
10357	05-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050120240140		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-01-2024 17:11	01-05-2024 18:39	0:1:28:22			Cartridge change	Onsite
10358	05-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050120240139		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-01-2024 17:10	01-05-2024 18:40	0:1:30:6			Mail unlock.	Onsite
10359	05-01-2024	PALAM	Dwarka Sec 9 Complaint Center	O-M	C050120240138		Hardware	PC	Not working at all	Others	LOW	Closed	05-01-2024 17:08	01-05-2024 18:40	0:1:31:39			PC P.M & Audit.	Onsite
10360	05-01-2024	PALAM	Kailash Puri Complaint Center	O-M	C050120240137		Hardware	UPS	Backup	Output	LOW	Closed	05-01-2024 17:06	01-05-2024 18:41	0:1:34:57			Take followup issue resolve by	Onsite
10361	05-01-2024	NEHRU PLACE CSO	First Floor - D Block	SAFETY	C050120240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 17:03	01-05-2024 17:03	0:0:0:51			Issue Resolved	Onsite
10362	05-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C050120240135		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	05-01-2024 17:01	01-05-2024 17:03	0:0:1:50			Issue Resolved	Onsite
10363	05-01-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C050120240134		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-01-2024 17:01	01-05-2024 17:03	0:0:2:24			Issue Resolved	Onsite
10364	05-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C050120240133		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-01-2024 16:59	01-05-2024 17:03	0:0:3:31			Issue Resolved	Onsite
10365	05-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C050120240132		Hardware	Printer	Image Issue	Light	LOW	Closed	05-01-2024 16:57	01-05-2024 16:58	0:0:0:48			resolved	Onsite
10366	05-01-2024	NIZAMUDDIN	Lodhi Road	CUSTOME	C050120240131		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	05-01-2024 16:52	01-05-2024 16:59	0:0:7:4			resolved	Onsite
10367	05-01-2024	NEHRU PLACE	20 No Building	C-M	C050120240130		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	05-01-2024 16:49	01-05-2024 16:59	0:0:10:9			scanner driver re-install, issue	Onsite
10368	05-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050120240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 16:49	01-05-2024 16:59	0:0:10:4			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10369	05-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C050120240128		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-01-2024 16:39	01-05-2024 16:58	0:0:19:7			resolved	Onsite
10370	05-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C050120240127		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 16:38	01-05-2024 16:58	0:0:20:20			resolved	Onsite
10371	05-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C050120240126		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-01-2024 16:16	01-08-2024 17:01	3:0:44:15			Call Close By Sanjay & Subhash	Onsite
10372	05-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050120240125		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	05-01-2024 16:15	01-05-2024 16:19	0:0:3:59			Beep Sound comes , check cpu ram	Onsite
10373	05-01-2024	SAKET	Adchini	DSK	C050120240124		Telecome	CCTV	Camera	Others	LOW	Closed	05-01-2024 16:14	01-05-2024 17:04	0:0:49:53			S/W re-installed	Onsite
10374	05-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C050120240123		Hardware	OTHERS	QMS ISSUE	Connectivi	LOW	Closed	05-01-2024 16:13	01-05-2024 16:19	0:0:6:8			Set QMS portal proxy settings and	Onsite
10375	05-01-2024	SAKET	Malviya Nagar	HR	C050120240122		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	05-01-2024 16:09	01-05-2024 17:03	0:0:53:42			LAN cable replaced	Onsite
10376	05-01-2024	SAKET	D-Block Saket	O-M	C050120240121		Hardware	Printer	Image Issue	Light	LOW	Closed	05-01-2024 16:07	01-05-2024 17:02	0:0:54:58			Cleaned the printer	Onsite
10377	05-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	IT	C050120240120		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	05-01-2024 16:06	01-05-2024 16:19	0:0:12:1			Scrap Surrendered done	Onsite
10378	05-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	MMG	C050120240119		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-01-2024 16:06	01-05-2024 16:18	0:0:12:28			ADS login error , reset password now	Onsite
10379	05-01-2024	SAKET	D-Block Saket	O-M	C050120240118		Hardware	PC	Not working at all	Others	LOW	Closed	05-01-2024 16:05	01-05-2024 17:01	0:0:55:48			N/W & Sharing settings changed	Onsite
10380	05-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C050120240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 16:05	01-05-2024 16:18	0:0:12:57			lotus software reinstall and set id file	Onsite
10381	05-01-2024	SAKET	Jonapur CC	O-M	C050120240116		Network	Rack Issue	Rack Issue	Rack	LOW	Closed	05-01-2024 16:02	01-05-2024 17:00	0:0:57:40			Reassign	Onsite
10382	05-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C050120240115		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 16:02	01-05-2024 16:17	0:0:15:3			Sap software reinstall and add BSP	Onsite
10383	05-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050120240114		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-01-2024 16:01	01-05-2024 16:23	0:0:21:11			After compact issue resolved	
10384	05-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C050120240110		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 16:00	01-05-2024 16:10	0:0:9:58			File replaced.	Onsite
10385	05-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C050120240112		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 16:00	01-05-2024 16:10	0:0:9:49			PDS software uploaded.	Onsite
10386	05-01-2024	SAKET	Fatehpur Beri CC	O-M	C050120240113		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 16:00	01-05-2024 17:00	0:0:59:3			Reassign	Onsite
10387	05-01-2024	SAKET	Fatehpur Beri CC	O-M	C050120240111		Hardware	System	MS Office	Software	LOW	Closed	05-01-2024 16:00	01-05-2024 16:59	0:0:59:7			Reassign	Onsite
10388	05-01-2024	SAKET	Chhatarpur CC	O-M	C050120240108		Hardware	MOUSE	Not working	Working	LOW	Closed	05-01-2024 15:59	01-05-2024 16:56	0:0:57:49			Reassign	Onsite
10389	05-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C050120240109		Hardware	PC	TFT	Dim	LOW	Closed	05-01-2024 15:59	01-05-2024 16:04	0:0:5:5			issue has been resolved after changed	Onsite
10390	05-01-2024	SAKET	Chhatarpur CC	O-M	C050120240107		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	05-01-2024 15:56	01-05-2024 16:56	0:0:59:21			Windows startup repaired	Onsite
10391	05-01-2024	OTHERS	VSNL	KCC/MLCC	C050120240106		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 15:44	01-05-2024 17:11	0:1:27:19			CHANge the TNS file now issue	Remote
10392	05-01-2024	OTHERS	VSNL	KCC/MLCC	C050120240105		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 15:43	01-05-2024 17:11	0:1:27:37			Password Change now issue resolved	Remote
10393	05-01-2024	OTHERS	VSNL	KCC/MLCC	C050120240102		Hardware	System	Other Software	New	LOW	Closed	05-01-2024 15:42	01-05-2024 17:10	0:1:27:46			Installed new software now issue	Remote
10394	05-01-2024	OTHERS	VSNL	KCC/MLCC	C050120240104		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 15:42	01-05-2024 17:10	0:1:27:42			Re-Installed M Cube now issue	Remote
10395	05-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050120240103		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-01-2024 15:42	01-05-2024 16:05	0:0:22:11			Printer Connected Now Working Issue	Onsite
10396	05-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C050120240101		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-01-2024 15:42	01-05-2024 16:03	0:0:21:41			issue has been resolved after changed	Onsite
10397	05-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C050120240099		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 15:41	01-05-2024 16:03	0:0:22:35			issue has been resolved after changed	Onsite
10398	05-01-2024	OTHERS	VSNL	O-M	C050120240100		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 15:41	01-05-2024 17:09	0:1:27:46			Remove paper from printer now issue	Onsite
10399	05-01-2024	OTHERS	VSNL	HR	C050120240098		Hardware	UPS	Backup	Battery	LOW	Closed	05-01-2024 15:40	01-05-2024 17:09	0:1:28:14			Battery Change now issue resolved	Onsite
10400	05-01-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C050120240097		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	05-01-2024 15:39	01-05-2024 16:27	0:0:48:3			lan Cable change and network issue	Onsite
10401	05-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C050120240096		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	05-01-2024 15:37	01-05-2024 16:26	0:0:48:28			WIN 10 OC REPAIR AND ISSUE	Onsite
10402	05-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C050120240095		Hardware	OTHERS	VPN ISSUE	Configurat	MEDIUM	Closed	05-01-2024 15:36	01-05-2024 16:25	0:0:49:22			VPN RECONFIGURAE AND VPN ISSUE	Remote
10403	05-01-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C050120240094		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	05-01-2024 15:34	01-05-2024 15:35	0:0:0:51			scan the pc and remove the infected	Onsite
10404	05-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C050120240093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-01-2024 15:33	01-05-2024 16:15	0:0:42:3			Printer set as default	Remote
10405	05-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050120240092		NON-SAP	Others	Others	Others	LOW	Closed	05-01-2024 15:32	01-05-2024 15:35	0:0:2:36			reset the password	Onsite
10406	05-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C050120240091		Hardware	System	Other Software	Adobe	MEDIUM	Closed	05-01-2024 15:32	01-05-2024 16:24	0:0:52:20			Update Adobe software and resolved	Remote
10407	05-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050120240090		NON-SAP	DSK	Digi Seva Kendra Mobile APP	Others	LOW	Closed	05-01-2024 15:32	01-05-2024 15:36	0:0:4:21			check the portal. file was corrupted	Remote
10408	05-01-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C050120240089		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-01-2024 15:30	01-05-2024 16:23	0:0:53:8			Mail Software reinstalled.	Remote
10409	05-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C050120240088		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	05-01-2024 15:29	01-05-2024 16:22	0:0:53:23			lAN cABLE CHANGE AND NETWORK	Onsite
10410	05-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C050120240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 15:28	01-05-2024 16:15	0:0:46:31			Mail archive and compacted the mail	Remote
10411	05-01-2024	OTHERS	Andrews Ganj	Enforcem	C050120240086		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 15:25	01-05-2024 15:27	0:0:2:40			Printer jam issue	Onsite
10412	05-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C050120240085		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	05-01-2024 15:23	01-05-2024 16:03	0:0:39:56			issue has been resolved after changed	Onsite
10413	05-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C050120240084		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	05-01-2024 15:23	01-05-2024 16:02	0:0:39:40			issue has been resolved after changed	Onsite
10414	05-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Enforcem	C050120240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 15:22	01-05-2024 15:44	0:0:22:8			mail open after change the lan port	Onsite
10415	05-01-2024	OTHERS	Andrews Ganj	Enforcem	C050120240082		Hardware	UPS	Backup	Output	LOW	Closed	05-01-2024 15:22	01-05-2024 15:28	0:0:6:8			ups issue resolved with the help of the	Onsite
10416	05-01-2024	OTHERS	Andrews Ganj	Enforcem	C050120240081		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 15:21	01-05-2024 15:28	0:0:7:17			Image uploader issue	Onsite
10417	05-01-2024	OTHERS	HUDCO Grid	PROTECTI	C050120240079		Hardware	PC	TFT	Others	LOW	Closed	05-01-2024 15:20	01-05-2024 15:29	0:0:9:20			Tft was not connecting woth the	Onsite
10418	05-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Enforcem	C050120240080		Hardware	PC	Network Not Working	Network	LOW	Closed	05-01-2024 15:20	01-05-2024 15:43	0:0:22:49			backbone cable port change from	Onsite
10419	05-01-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C050120240078		Hardware	PC	Network Not Working	Network	LOW	Closed	05-01-2024 15:19	01-05-2024 16:13	0:0:53:22			Switch has been rebooted	Onsite
10420	05-01-2024	OTHERS	HUDCO Grid	PROTECTI	C050120240077		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-01-2024 15:19	01-05-2024 15:27	0:0:7:44			Pc booting issue	Onsite
10421	05-01-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C050120240076		Hardware	System	Other Software	Adobe	LOW	Closed	05-01-2024 15:18	01-05-2024 15:42	0:0:23:13			adobe reinstalled issue resolved	Onsite
10422	05-01-2024	SAKET	Adchini	SAFETY	C050120240075		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	05-01-2024 15:16	01-08-2024 17:00	3:1:44:24			Call Close By Sanjay & Subhash	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10423	05-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C050120240074		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-01-2024 15:13	01-05-2024 16:02	0:0:48:50			issue has been resolved after changed	Onsite
10424	05-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C050120240073		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	05-01-2024 15:08	01-09-2024 10:33	3:19:25:25			LAN not working issue	Onsite
10425	05-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C050120240072		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	05-01-2024 15:00	01-05-2024 16:00	0:0:59:56			Printer issue resolved as required	
10426	05-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C050120240071		Hardware	System	MS Office	File Not	LOW	Closed	05-01-2024 14:58	01-05-2024 15:54	0:0:55:53			Issue resolved as required	
10427	05-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050120240070		Hardware	System	MS Office	File	LOW	Closed	05-01-2024 14:57	01-05-2024 15:49	0:0:51:35			COPY the file and paste in new excel	Remote
10428	05-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050120240069		Hardware	System	Other Software	New	LOW	Closed	05-01-2024 14:57	01-05-2024 15:48	0:0:51:38			Install the new CAS shortcut now	Remote
10429	05-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C050120240068		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	05-01-2024 14:56	01-05-2024 15:48	0:0:51:34			Remove paper from scanner now	Onsite
10430	05-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C050120240066		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-01-2024 14:55	01-05-2024 15:47	0:0:51:55			After clean the Photocopy scanner	Onsite
10431	05-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050120240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 14:55	01-05-2024 15:47	0:0:51:46			Remove the paper from printer now	Onsite
10432	05-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C050120240065		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	05-01-2024 14:54	01-05-2024 15:46	0:0:51:38			Punch the cable now issue resolved	Onsite
10433	05-01-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C050120240064		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	05-01-2024 14:39	01-05-2024 15:23	0:0:43:58			Virus scanned All drive.	Onsite
10434	05-01-2024	NEHRU PLACE	W Block GK 1	O-M	C050120240063		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-01-2024 14:38	01-05-2024 15:22	0:0:44:12			USB port changed.	Onsite
10435	05-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C050120240062		Hardware	PC	System Password issue	Others	LOW	Closed	05-01-2024 14:37	01-05-2024 15:22	0:0:44:54			LAN Cable remove & enter password.	Onsite
10436	05-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C050120240061		Hardware	System	Other Software	Browser	LOW	Closed	05-01-2024 14:36	01-05-2024 15:21	0:0:45:32			Google chrome setting changed.	Onsite
10437	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240060		Telecome	CCTV	Camera	Camera	LOW	Closed	05-01-2024 14:35	01-10-2024 16:07	5:1:32:9			TEST	Onsite
10438	05-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C050120240059		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	05-01-2024 14:34	01-05-2024 15:21	0:0:46:22			LAN Cable Changed.	Onsite
10439	05-01-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C050120240057		Hardware	Printer	Image Issue	Image	HIGH	Closed	05-01-2024 14:30	01-05-2024 15:33	0:1:2:58			cleared the paper issue resolved	Onsite
10440	05-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C050120240058		Telecome	Instrumen	Analog	Lan Port	LOW	Closed	05-01-2024 14:30	01-05-2024 15:33	0:1:2:48			change the telephone cable issue	Onsite
10441	05-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C050120240056		Hardware	Printer	Image Issue	Dark	LOW	Closed	05-01-2024 14:28	01-05-2024 15:32	0:1:4:18			change the cartridge issue resolved	Onsite
10442	05-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C050120240055		Hardware	System	MS Office	File Saving	LOW	Closed	05-01-2024 14:27	01-05-2024 15:32	0:1:5:26			installed winrar file issue resolved	Onsite
10443	05-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050120240054		Hardware	System	MS Office	File Not	LOW	Closed	05-01-2024 14:26	01-05-2024 15:32	0:1:5:57			repair ms office issue resolved	Onsite
10444	05-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C050120240053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 14:25	01-05-2024 15:31	0:1:6:20			cleared the paper issue resolved	Onsite
10445	05-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C050120240052		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	05-01-2024 14:22	01-05-2024 15:31	0:1:8:57			reinstalled the window issue resolved	Onsite
10446	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240051		Hardware	System	Other Software	Adobe	LOW	Closed	05-01-2024 14:22	01-05-2024 14:25	0:0:2:35			Ms office not working issue resolved	Onsite
10447	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240049		Hardware	System	Other Software	Adobe	LOW	Closed	05-01-2024 14:21	01-05-2024 14:24	0:0:2:56			google chrome not working issue	Onsite
10448	05-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	CPC	C050120240050		Telecome	CCTV	Camera	Connector	LOW	Closed	05-01-2024 14:21	01-05-2024 15:31	0:1:9:12			there was issue with power power	Onsite
10449	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240048		Hardware	System	MS Office	File	LOW	Closed	05-01-2024 14:21	01-05-2024 14:24	0:0:3:13			Ms excel not working issue resolved	Onsite
10450	05-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C050120240047		Hardware	PC	Restart Problem	Others	HIGH	Closed	05-01-2024 14:17	01-05-2024 14:17	0:0:0:41			pc ram reconnect	Onsite
10451	05-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C050120240046		Hardware	PC	Restart Problem	Others	HIGH	Closed	05-01-2024 14:15	01-05-2024 14:18	0:0:2:59			Pc smps reconnect	Onsite
10452	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240045		Hardware	System	Other Software	Adobe	LOW	Closed	05-01-2024 14:15	01-05-2024 14:24	0:0:8:51			Pdf not working issue resolved	Onsite
10453	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240043		Hardware	System	Other Software	Browser	LOW	Closed	05-01-2024 14:14	01-05-2024 14:23	0:0:9:30			Google chrome not working issue	Onsite
10454	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240044		Hardware	System	MS Office	File	LOW	Closed	05-01-2024 14:14	01-05-2024 14:23	0:0:9:3			Ms excel not working issue resolved	Onsite
10455	05-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C050120240042		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	05-01-2024 14:11	01-05-2024 14:14	0:0:3:2			mail archive and 20m close mail after	Onsite
10456	05-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C050120240041		Hardware	PC	Restart Problem	Physical	HIGH	Closed	05-01-2024 14:10	01-05-2024 14:12	0:0:2:13			Physical clean and windows clean	Onsite
10457	05-01-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C050120240040		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 14:09	01-05-2024 14:44	0:0:35:15			Windows 10 installed.	Onsite
10458	05-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C050120240039		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	05-01-2024 14:08	01-05-2024 14:44	0:0:35:31			Lotus mail repaired.	Onsite
10459	05-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C050120240038		Hardware	System	Other Software	software	HIGH	Closed	05-01-2024 14:08	01-05-2024 14:09	0:0:0:57			Profile data copy	Onsite
10460	05-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C050120240037		Telecome	Instrumen	SIP	Others	LOW	Closed	05-01-2024 14:08	01-05-2024 14:44	0:0:35:56			Telephone shifted.	Onsite
10461	05-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050120240036		Hardware	System	MS Office	Software	LOW	Closed	05-01-2024 13:53	01-05-2024 14:23	0:0:29:28			Ms excel not working issue resolved	Onsite
10462	05-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050120240035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 13:41	01-05-2024 14:54	0:1:13:53			Mail installation & configuration.	Onsite
10463	05-01-2024	JANAK PURI	I A 3 Janakpuri	O-M	C050120240034		Network	Link	Link Connectivity Issue	Link	LOW	Closed	05-01-2024 13:39	01-05-2024 15:23	0:1:44:18			Done network troubleshooting steps	Onsite
10464	05-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050120240033		Hardware	System	Other Software	New	LOW	Closed	05-01-2024 13:37	01-05-2024 14:45	0:1:7:39			Reset P92 Password now working fine	Remote
10465	05-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C050120240032		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-01-2024 13:36	01-05-2024 14:44	0:1:8:4			Punch RJ45 Connector properly now	Onsite
10466	05-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050120240030		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-01-2024 13:35	01-05-2024 14:43	0:1:8:49			Replace keyboard now working fine	Onsite
10467	05-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C050120240031		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-01-2024 13:35	01-05-2024 14:44	0:1:8:42			Installed lan cable properly now	Onsite
10468	05-01-2024	PALAM	Mangla Puri Complaint Center	O-M	C050120240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 13:29	01-05-2024 14:55	0:1:26:20			Paper jam issue.	Onsite
10469	05-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050120240028		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-01-2024 13:28	01-05-2024 14:49	0:1:20:56			Windows Installed With Basic	Onsite
10470	05-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050120240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 13:26	01-05-2024 14:48	0:1:22:28			Password Reset With The Help Of	Onsite
10471	05-01-2024	PALAM	Mangla Puri Complaint Center	O-M	C050120240026		Hardware	UPS	Backup	Output	LOW	Closed	05-01-2024 13:24	01-05-2024 14:56	0:1:31:22			Take followup issue resolved by	Onsite
10472	05-01-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C050120240025		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-01-2024 12:35	01-05-2024 12:37	0:0:2:4			restore the os	Onsite
10473	05-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C050120240024		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-01-2024 12:34	01-05-2024 13:26	0:0:52:24			Issue resolved as reqd.	Onsite
10474	05-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050120240023		NON-SAP	Others	Others	Others	LOW	Closed	05-01-2024 12:33	01-05-2024 12:36	0:0:2:59			reset the password	Remote
10475	05-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050120240022		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	05-01-2024 12:32	01-05-2024 12:36	0:0:4:14			remove the paper	Onsite
10476	05-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050120240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 12:31	01-05-2024 12:35	0:0:4:33			install the mail id	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10477	05-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C050120240019		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	05-01-2024 12:17	01-08-2024 10:37	2:22:20:18			wrong call	Onsite
10478	05-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C050120240020		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-01-2024 12:17	01-08-2024 10:37	2:22:19:29			wrong call	Onsite
10479	05-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C050120240018		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-01-2024 11:38	01-05-2024 12:48	0:1:10:5			Date format change, issue resolved	Onsite
10480	05-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C050120240017		Hardware	System	Other Software	Browser	LOW	Closed	05-01-2024 11:37	01-05-2024 12:48	0:1:10:21			BSES site open done	Onsite
10481	05-01-2024	NEHRU PLACE	20 No Building	MMG	C050120240016		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 11:36	01-05-2024 12:47	0:1:10:49			New archive create done	Onsite
10482	05-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C050120240015		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-01-2024 11:24	01-11-2024 11:31	6:0:6:55			Please provide user phone number	Onsite
10483	05-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C050120240014		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-01-2024 11:22	01-11-2024 11:31	6:0:8:34			Please provide user phone number	Onsite
10484	05-01-2024	SAKET	Adchini	Recovery	C050120240012		Telecome	Instrumen	IP	Instrumen	LOW	Closed	05-01-2024 11:02	01-05-2024 12:10	0:1:8:21			handset receiver not work	Onsite
10485	05-01-2024	SAKET	Adchini	BUSINESS/	C050120240013		Hardware	System	Other Software	Browser	LOW	Closed	05-01-2024 11:02	01-05-2024 12:10	0:1:8:4			webx not work	Onsite
10486	05-01-2024	SAKET	Adchini	BUSINESS/	C050120240011		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-01-2024 11:00	01-05-2024 12:10	0:1:9:33			printer not work	Onsite
10487	05-01-2024	SAKET	Adchini	Recovery	C050120240010		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 10:59	01-05-2024 12:09	0:1:10:5			acount disabled	Onsite
10488	05-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C050120240009		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 10:50	01-08-2024 10:38	2:23:47:29			wrong call	Onsite
10489	05-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C050120240008		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 10:49	01-08-2024 10:38	2:23:49:39			wrong call	Onsite
10490	05-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C050120240007		Hardware	System	Other Software	software	LOW	Re-Assign	05-01-2024 10:48					Wrong call	Onsite
10491	05-01-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C050120240006		Hardware	PC	Restart Problem	Virus issue	LOW	Closed	05-01-2024 10:47	01-08-2024 10:42	2:23:55:0			Wrong call	Onsite
10492	05-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050120240005		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-01-2024 10:29	01-05-2024 10:46	0:0:16:43			Removed Jam Paper Now Working	Onsite
10493	05-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050120240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-01-2024 10:28	01-05-2024 10:46	0:0:17:16			All Mails Archive Then Compact &	Onsite
10494	05-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050120240003		Hardware	System	Other Software	software	LOW	Closed	05-01-2024 09:31	01-05-2024 09:58	0:0:27:28			sap re8nstalled issue resolved	Onsite
10495	05-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050120240002		Hardware	PC	TFT	Color	LOW	Closed	05-01-2024 09:30	01-05-2024 09:57	0:0:27:36			resolution set bydefault issue resolved	Onsite
10496	05-01-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C050120240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-01-2024 09:28	01-05-2024 10:00	0:0:32:9			keyboard replaced issue resolved	Onsite
10497	06-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Billing	C060120240005		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	06-01-2024 12:26	01-06-2024 12:50	0:0:24:4			issue resolved after reinstall the	Onsite
10498	06-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Billing	C060120240004		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-01-2024 12:25	01-06-2024 12:53	0:0:28:30			remove paper from printer and issue	Onsite
10499	06-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Billing	C060120240003		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-01-2024 12:24	01-06-2024 12:52	0:0:28:30			mouse change and call resolved	Onsite
10500	06-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Billing	C060120240002		Hardware	PC	Not working at all	Driver	LOW	Closed	06-01-2024 12:23	01-06-2024 12:52	0:0:28:42			printer issue resolved after printer	Onsite
10501	06-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Billing	C060120240001		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-01-2024 12:20	01-06-2024 12:51	0:0:30:52			mail issue resolved after create a new	Onsite
10502	08-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080120240170		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-01-2024 18:12	01-08-2024 18:15	0:0:3:17			keyboard replace	Onsite
10503	08-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080120240169		Hardware	System	Other Software	New	LOW	Closed	08-01-2024 18:11	01-08-2024 18:16	0:0:4:32			host file update.	Onsite
10504	08-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080120240168		Hardware	System	MS Office	File	LOW	Closed	08-01-2024 18:10	01-08-2024 18:16	0:0:5:31			ms office reinstall.	Onsite
10505	08-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080120240167		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-01-2024 18:10	01-08-2024 18:17	0:0:6:47			Create new replica	Onsite
10506	08-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080120240166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 18:09	01-08-2024 18:17	0:0:7:59			create new replica	Onsite
10507	08-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C080120240164		Network	LAN Issue	LAN Issue	Others	LOW	Closed	08-01-2024 17:57	01-08-2024 18:06	0:0:9:23			Lan issue resolved after change the ip	Onsite
10508	08-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C080120240165		Hardware	System	MS Office	Others	LOW	Closed	08-01-2024 17:57	01-08-2024 18:07	0:0:9:24			issue resolved after repair the	Onsite
10509	08-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C080120240163		Network	LAN Issue	LAN Issue	Port	LOW	Closed	08-01-2024 17:57	01-08-2024 18:06	0:0:9:18			issue resolved after change the lan	Onsite
10510	08-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C080120240162		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:56	01-08-2024 18:03	0:0:7:12			issue resolved after change the IP of	Onsite
10511	08-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C080120240161		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 17:55	01-08-2024 18:03	0:0:7:38			issue resolved after remove the paper	Onsite
10512	08-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C080120240160		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-01-2024 17:55	01-08-2024 18:03	0:0:7:32			issue resolved after change the mail	Onsite
10513	08-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C080120240159		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-01-2024 17:54	01-08-2024 18:02	0:0:8:18			issue resolved after create a new	Onsite
10514	08-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C080120240158		Hardware	PC	Restart Problem	Physical	LOW	Closed	08-01-2024 17:53	01-08-2024 18:02	0:0:8:33			issue resolved after clean the system	Onsite
10515	08-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C080120240157		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 17:39	01-08-2024 18:02	0:0:22:55			issue resolved after after reinstallation	Onsite
10516	08-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C080120240156		Hardware	System	MS Office	Software	LOW	Closed	08-01-2024 17:37	01-08-2024 18:01	0:0:24:10			issue resolved after repair the	Onsite
10517	08-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C080120240155		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-01-2024 17:36	01-08-2024 19:07	0:1:31:12			Sharing print in both the pc print	
10518	08-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C080120240154		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 17:34	01-08-2024 19:08	0:1:34:13			Jam paper removed from the printer	
10519	08-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C080120240153		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:33	01-08-2024 18:01	0:0:28:3			issue resolved after installation	Onsite
10520	08-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C080120240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 17:32	01-08-2024 18:00	0:0:28:48			issue resolved after installation	Onsite
10521	08-01-2024	VASANT KUNJ	Kapashera	O-M	C080120240152		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-01-2024 17:32	01-08-2024 19:05	0:1:32:42			RAM has been clean and reinserted	
10522	08-01-2024	OTHERS	VSNL	KCC/MLCC	C080120240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 17:29	01-08-2024 17:54	0:0:24:58			Remove paper issue resolve	Onsite
10523	08-01-2024	OTHERS	VSNL	KCC/MLCC	C080120240149		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-01-2024 17:28	01-08-2024 17:53	0:0:25:14			Cartridge replaced printer working	Onsite
10524	08-01-2024	OTHERS	VSNL	KCC/MLCC	C080120240148		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:27	01-08-2024 17:53	0:0:25:18			LaChance update M Cube working	Onsite
10525	08-01-2024	OTHERS	VSNL	KCC/MLCC	C080120240147		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:27	01-08-2024 17:52	0:0:25:18			Oracle re-installed	Onsite
10526	08-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C080120240146		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-01-2024 17:27	01-08-2024 17:36	0:0:9:29			New Archive file create and mail	Remote
10527	08-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C080120240143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 17:26	01-08-2024 17:39	0:0:12:46			Mail password has been changed	Remote
10528	08-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C080120240145		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:26	01-08-2024 18:00	0:0:33:46			BSP reconfigure and issue resolved	Onsite
10529	08-01-2024	OTHERS	VSNL	RCM	C080120240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 17:26	01-08-2024 17:52	0:0:25:31			Archive 2024 create	Onsite
10530	08-01-2024	OTHERS	VSNL	RCM	C080120240142		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 17:26	01-08-2024 17:51	0:0:25:40			Replica Create issue resolve	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10531	08-01-2024	OTHERS	VSNL	MMG	C080120240139		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-01-2024 17:25	01-08-2024 17:51	0:0:25:58			Scanner Installed other user	Onsite
10532	08-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C080120240141		Hardware	System	Other Software	software	MEDIUM	Closed	08-01-2024 17:25	01-08-2024 17:36	0:0:10:23			Adobe Acrobat software reinstalled.	Remote
10533	08-01-2024	OTHERS	VSNL	RCM	C080120240140		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-01-2024 17:25	01-08-2024 17:51	0:0:25:52			Password issue mail send to Lotus	Onsite
10534	08-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C080120240138		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	08-01-2024 17:24	01-08-2024 17:35	0:0:10:13			mouse scoral clean and working fine.	Onsite
10535	08-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C080120240137		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	08-01-2024 17:23	01-08-2024 17:34	0:0:10:13			Power cable change and printer issue	Onsite
10536	08-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C080120240136		Hardware	System	Other Software	Browser	LOW	Closed	08-01-2024 17:23	01-08-2024 17:39	0:0:15:27			Browser setting changed	Remote
10537	08-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C080120240135		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	08-01-2024 17:23	01-08-2024 17:33	0:0:10:15			Change the keyboard and issue	Onsite
10538	08-01-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C080120240133		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 17:19	01-08-2024 17:26	0:0:6:31			paper jam	Onsite
10539	08-01-2024	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C080120240134		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-01-2024 17:19	01-08-2024 17:38	0:0:18:27			LAN printer RJ45 has been creamped	Onsite
10540	08-01-2024	SAKET	Chhatarpur CC	O-M	C080120240132		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:18	01-08-2024 17:26	0:0:7:11			login successful	Onsite
10541	08-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C080120240131		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 17:17	01-08-2024 17:58	0:0:40:59			issue resolved after remove the paper	Onsite
10542	08-01-2024	SAKET	Adchini	CIVIL	C080120240130		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:06	01-08-2024 17:25	0:0:18:40			server issue	Onsite
10543	08-01-2024	SAKET	Adchini	DTC	C080120240129		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:05	01-08-2024 17:24	0:0:19:11			teamviewer not open	Onsite
10544	08-01-2024	SAKET	Adchini	SAFETY	C080120240128		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 17:04	01-08-2024 17:23	0:0:19:45			printer not work	Remote
10545	08-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C080120240127		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 17:03	01-08-2024 17:06	0:0:3:26			issue resolved	Onsite
10546	08-01-2024	SAKET	Adchini	HR	C080120240125		Hardware	System	Other Software	Browser	LOW	Closed	08-01-2024 17:02	01-08-2024 17:23	0:0:20:56			admin support site not open	Remote
10547	08-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080120240126		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	08-01-2024 17:02	01-08-2024 17:06	0:0:4:0			issue resolved	Onsite
10548	08-01-2024	SAKET	Adchini	BUSINESS/	C080120240123		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	08-01-2024 17:01	01-08-2024 17:22	0:0:20:51			phone not work	Onsite
10549	08-01-2024	NEHRU PLACE CSO	Third Floor - C Block	IT	C080120240124		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	08-01-2024 17:01	01-08-2024 17:06	0:0:4:48			issue resolved	Onsite
10550	08-01-2024	SAKET	Adchini	SAFETY	C080120240122		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	08-01-2024 17:00	01-08-2024 17:21	0:0:20:54			LAN reconnected from N/W switch	Onsite
10551	08-01-2024	NEHRU PLACE CSO	Third Floor - C Block	IT	C080120240120		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 17:00	01-08-2024 17:05	0:0:5:53			issue resolved	Onsite
10552	08-01-2024	SAKET	Adchini	DTC	C080120240121		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 17:00	01-08-2024 17:21	0:0:21:1			PC connected from LAN printer	Onsite
10553	08-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C080120240119		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 16:58	01-08-2024 17:05	0:0:6:50			issue resolved	Onsite
10554	08-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C080120240118		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	08-01-2024 16:57	01-08-2024 17:05	0:0:7:37			issue resolved	Onsite
10555	08-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C080120240117		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	08-01-2024 16:56	01-08-2024 17:05	0:0:8:18			issue resolved	Onsite
10556	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	Store	C080120240116		Hardware	System	MS Office	File Not	LOW	Closed	08-01-2024 16:49	01-08-2024 16:52	0:0:3:38			Ms office not working issue resolved	Onsite
10557	08-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C080120240115		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	08-01-2024 16:48	01-08-2024 17:02	0:0:13:56			Complaint logged.	Onsite
10558	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080120240113		Hardware	System	MS Office	File	LOW	Closed	08-01-2024 16:45	01-08-2024 16:52	0:0:7:16			Ms excel not working issue resolved	Onsite
10559	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080120240114		Hardware	System	MS Office	File	LOW	Closed	08-01-2024 16:45	01-08-2024 16:52	0:0:7:2			Ms office not working issue resolved	Onsite
10560	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080120240112		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-01-2024 16:44	01-08-2024 16:51	0:0:7:23			Mouse not working issue resolved	Onsite
10561	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080120240111		Hardware	System	MS Office	File	LOW	Closed	08-01-2024 16:43	01-08-2024 16:50	0:0:6:28			Ms office not working issue resolved	Onsite
10562	08-01-2024	SAKET	Adchini	BUSINESS/	C080120240110		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	08-01-2024 16:41	01-08-2024 17:16	0:0:34:43			Paper tray setting changed	Onsite
10563	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080120240109		Hardware	System	Other Software	Adobe	LOW	Closed	08-01-2024 16:40	01-08-2024 16:50	0:0:9:41			Google chrome not working issue	Onsite
10564	08-01-2024	SAKET	Fatehpur Beri CC	O-M	C080120240108		Hardware	PC	TFT	Flickering	LOW	Closed	08-01-2024 16:39	01-08-2024 17:16	0:0:36:29			Windows Resolution changed	Onsite
10565	08-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080120240107		Hardware	System	MS Office	File	LOW	Closed	08-01-2024 16:39	01-08-2024 16:49	0:0:10:29			Ms excel not working issue resolved	Onsite
10566	08-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C080120240104		Hardware	System	Other Software	Adobe	HIGH	Closed	08-01-2024 16:35	01-08-2024 16:52	0:0:16:52			Pdf reinstall	Onsite
10567	08-01-2024	SAKET	Adchini	DSK	C080120240105		Telecome	Instrumen	Analog	Line	LOW	Closed	08-01-2024 16:35	01-08-2024 17:14	0:0:39:30			Patch cable changed	Onsite
10568	08-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C080120240102		Hardware	PC	Restart Problem	Others	HIGH	Closed	08-01-2024 16:34	01-08-2024 16:53	0:0:19:30			Power point isshu	Onsite
10569	08-01-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	Billing	C080120240103		Hardware	PC	Not working at all	No power	LOW	Closed	08-01-2024 16:34	01-08-2024 16:35	0:0:0:37			power issue	Onsite
10570	08-01-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C080120240101		Hardware	PC	Not working at all	Others	LOW	Closed	08-01-2024 16:33	01-08-2024 17:14	0:0:40:35			Windows startup repaired	Onsite
10571	08-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080120240099		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	08-01-2024 16:32	01-08-2024 16:32	0:0:0:28			Issue Resolved	Onsite
10572	08-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C080120240100		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	08-01-2024 16:32	01-08-2024 16:53	0:0:21:9			Printer restart	Onsite
10573	08-01-2024	SAKET	D-Block Saket	O-M	C080120240098		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 16:31	01-08-2024 17:13	0:0:42:39			Lotus S/W re-installed	Onsite
10574	08-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C080120240097		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-01-2024 16:30	01-08-2024 16:54	0:0:23:44			mail archive	Onsite
10575	08-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C080120240096		Hardware	PC	Restart Problem	Others	HIGH	Closed	08-01-2024 16:28	01-08-2024 16:54	0:0:26:16			ram reconnect	Onsite
10576	08-01-2024	NEHRU PLACE CSO	Second Floor - B Block	CIC	C080120240095		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-01-2024 16:18	01-08-2024 16:19	0:0:0:54			Issue Resolved	Onsite
10577	08-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C080120240094		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-01-2024 16:17	01-08-2024 16:19	0:0:2:23			Issue Resolved	Onsite
10578	08-01-2024	NEHRU PLACE CSO	Third Floor - B Block	CIC	C080120240093		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-01-2024 16:16	01-08-2024 16:19	0:0:3:4			Issue Resolved	Onsite
10579	08-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	ADMIN	C080120240091		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-01-2024 16:15	01-08-2024 16:19	0:0:4:25			Issue Resolved	Onsite
10580	08-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C080120240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 16:15	01-08-2024 16:19	0:0:3:48			Issue Resolved	Onsite
10581	08-01-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	ADMIN	C080120240090		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-01-2024 16:14	01-08-2024 16:19	0:0:4:59			Issue Resolved	Onsite
10582	08-01-2024	NEHRU PLACE CSO	Third Floor - A Block	CIC	C080120240089		Hardware	PC	Network Not Working	Other	LOW	Closed	08-01-2024 16:14	01-08-2024 16:20	0:0:5:51			Issue Resolved	Onsite
10583	08-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080120240088		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 16:12	01-08-2024 16:20	0:0:8:21			Issue Resolved	Onsite
10584	08-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080120240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 16:11	01-08-2024 16:20	0:0:9:3			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10585	08-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C080120240086		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-01-2024 16:08	01-08-2024 17:25	0:1:16:19			AFTER MAIL PASSWORD RESET ISSUE	Onsite
10586	08-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C080120240085		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 16:08	01-08-2024 16:51	0:0:43:8			resolved	Onsite
10587	08-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C080120240084		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 16:06	01-08-2024 16:51	0:0:44:56			resolved	Onsite
10588	08-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C080120240083		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 16:04	01-08-2024 16:50	0:0:45:59			resolved	Onsite
10589	08-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C080120240081		Hardware	Laptop	Screen Issue	Others	LOW	Closed	08-01-2024 15:57	01-08-2024 16:33	0:0:36:27			Issue Resolved	Onsite
10590	08-01-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C080120240082		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-01-2024 15:57	01-08-2024 16:33	0:0:36:10			Issue Resolved	Onsite
10591	08-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C080120240080		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 15:56	01-08-2024 16:33	0:0:37:11			Issue Resolved	Onsite
10592	08-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C080120240079		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	08-01-2024 15:55	01-08-2024 16:33	0:0:37:27			Issue Resolved	Onsite
10593	08-01-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C080120240078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-01-2024 15:55	01-08-2024 16:32	0:0:37:33			Issue Resolved	Onsite
10594	08-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C080120240077		Hardware	Laptop	Network Not Working	Other	LOW	Closed	08-01-2024 15:54	01-08-2024 16:32	0:0:37:49			Issue Resolved	Onsite
10595	08-01-2024	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C080120240076		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	08-01-2024 15:44	01-09-2024 10:34	0:18:49:57			false ticket	Onsite
10596	08-01-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C080120240075		Hardware	PC	Not working at all	No power	LOW	Closed	08-01-2024 15:43	01-08-2024 16:53	0:1:10:10			Power issue resolved as reqd.	Onsite
10597	08-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C080120240074		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	08-01-2024 15:42	01-09-2024 10:34	0:18:51:20			false ticket	Onsite
10598	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	CUSTOME	C080120240073		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 15:33	01-09-2024 10:34	0:19:0:43			false ticket	Onsite
10599	08-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080120240070		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	08-01-2024 15:30	01-08-2024 17:18	0:1:48:31			All Temp Files & Prefetch Files Clear	Onsite
10600	08-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080120240072		Hardware	System	Other Software	New	LOW	Closed	08-01-2024 15:30	01-08-2024 17:19	0:1:48:15			Reinstall Image Uploader Now	Onsite
10601	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C080120240071		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 15:30	01-09-2024 10:34	0:19:3:47			false ticket	Onsite
10602	08-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C080120240069		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 15:29	01-08-2024 16:00	0:0:31:49			ess password reset done	Onsite
10603	08-01-2024	NEHRU PLACE	20 No Building	Energy	C080120240066		Telecome	Instrumen	Analog	Lan Port	LOW	Closed	08-01-2024 15:28	01-08-2024 16:00	0:0:32:29			lan cable re-insert, issue resolved	Onsite
10604	08-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080120240067		Hardware	System	Other Software	New	LOW	Closed	08-01-2024 15:28	01-08-2024 17:18	0:1:49:33			P92 Install Again Now Working Issue	Onsite
10605	08-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	CHD	C080120240068		Hardware	PC	TFT	Others	LOW	Closed	08-01-2024 15:28	01-08-2024 15:35	0:0:6:49			Cable loose	Onsite
10606	08-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080120240064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 15:27	01-08-2024 17:17	0:1:50:12			Removed Jam Paper Now Working	Onsite
10607	08-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080120240065		Hardware	System	Other Software	Adobe	LOW	Closed	08-01-2024 15:27	01-08-2024 17:17	0:1:49:54			Reinstalled Software	Onsite
10608	08-01-2024	NEHRU PLACE	20 No Building	MMG	C080120240063		Hardware	System	Other Software	Browser	LOW	Closed	08-01-2024 15:12	01-08-2024 15:59	0:0:47:39			browser reinstallation done	Onsite
10609	08-01-2024	NEHRU PLACE	20 No Building	HR	C080120240062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 15:10	01-08-2024 15:59	0:0:49:9			new archive create done	Onsite
10610	08-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C080120240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 14:53	01-08-2024 14:54	0:0:0:28			Printer add call done with set IP and	Onsite
10611	08-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080120240060		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 14:51	01-08-2024 15:03	0:0:12:18			SAP currupted.	Onsite
10612	08-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080120240059		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 14:50	01-08-2024 15:03	0:0:13:22			ESS password issue.	Onsite
10613	08-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080120240058		Hardware	System	MS Office	Software	LOW	Closed	08-01-2024 14:48	01-08-2024 15:03	0:0:14:45			MS office 2007 reinstalled.	Onsite
10614	08-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080120240057		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 14:44	01-08-2024 15:02	0:0:18:8			LAN connector replaced.	Onsite
10615	08-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C080120240056		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	08-01-2024 14:32	01-08-2024 14:44	0:0:11:18			Join again with ads as CPU replaced	Onsite
10616	08-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C080120240055		Hardware	PC	Not working at all	Others	LOW	Closed	08-01-2024 14:29	01-08-2024 14:30	0:0:0:42			Account login error reset password	Onsite
10617	08-01-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C080120240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 14:22	01-08-2024 15:15	0:0:53:11			archive done issue resolved	Onsite
10618	08-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080120240053		Hardware	PC	System Password issue	Password	LOW	Closed	08-01-2024 14:21	01-08-2024 15:15	0:0:53:37			password reset issue resolved	Onsite
10619	08-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C080120240052		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-01-2024 14:16	01-08-2024 14:47	0:0:30:42			Paper remove from Printer.	Onsite
10620	08-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C080120240051		Hardware	System	Other Software	Browser	LOW	Closed	08-01-2024 14:15	01-08-2024 14:46	0:0:31:39			Resolution setting changed.	Onsite
10621	08-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080120240050		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	08-01-2024 14:14	01-08-2024 14:46	0:0:31:57			Vendor changed the UPS FAN.	Onsite
10622	08-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C080120240049		Hardware	PC	Not working at all	No power	LOW	Closed	08-01-2024 14:12	01-08-2024 14:45	0:0:33:23			Power cable reconnect.	Onsite
10623	08-01-2024	NEHRU PLACE	W Block GK 1	O-M	C080120240048		Hardware	System	Other Software	Browser	LOW	Closed	08-01-2024 14:11	01-08-2024 14:45	0:0:33:23			Google chrome setting changed.	Remote
10624	08-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	IT	C080120240047		Hardware	UPS	Backup	Hardware	LOW	Closed	08-01-2024 14:11	01-08-2024 14:15	0:0:3:50			3 kva ups output not comes , check	Onsite
10625	08-01-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C080120240046		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	08-01-2024 14:07	01-08-2024 15:08	0:1:0:18			Change the power cable now issue	Onsite
10626	08-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C080120240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 14:06	01-08-2024 14:29	0:0:22:35			Archive all mail and compact now	Remote
10627	08-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C080120240044		Telecome	Instrumen	IP	Lan Port	LOW	Closed	08-01-2024 14:02	01-08-2024 14:31	0:0:29:32			Change the port now issue resolved	Onsite
10628	08-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C080120240043		Hardware	System	Other Software	Adobe	LOW	Closed	08-01-2024 14:01	01-08-2024 14:31	0:0:29:59			Installed the adobe professional now	Remote
10629	08-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C080120240042		Hardware	System	Other Software	New	LOW	Closed	08-01-2024 14:00	01-08-2024 14:30	0:0:29:59			Change the password now issue	Onsite
10630	08-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080120240041		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	08-01-2024 13:59	01-08-2024 15:06	0:1:6:55			Change the ISP network now issue	Onsite
10631	08-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C080120240040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 13:29	01-08-2024 14:14	0:0:45:4			Add printer driver again set lan IP now	Onsite
10632	08-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080120240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-01-2024 13:27	01-08-2024 14:13	0:0:46:34			Add printer driver again set lan IP now	Onsite
10633	08-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080120240038		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	08-01-2024 13:25	01-08-2024 14:13	0:0:47:59			Scanner issue send nhp for repair now	Onsite
10634	08-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C080120240037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 13:23	01-08-2024 14:12	0:0:48:50			Lotus mail software not open reinstall	Onsite
10635	08-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080120240036		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-01-2024 13:21	01-08-2024 15:11	0:1:50:1			After compact issue resolved	
10636	08-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080120240035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 13:19	01-08-2024 13:20	0:0:0:28			install the mail	Onsite
10637	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C080120240034		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	08-01-2024 13:19	01-09-2024 10:34	0:21:15:35			false ticket	Onsite
10638	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C080120240032		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 13:18	01-09-2024 10:35	0:21:17:22			false ticket	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10639	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C080120240033		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 13:18	01-09-2024 10:35	0:21:16:28			false ticket	Onsite
10640	08-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C080120240031		NON-SAP	Others	Others	Others	LOW	Closed	08-01-2024 13:17	01-08-2024 13:20	0:0:2:53			adobe install	Onsite
10641	08-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080120240029		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-01-2024 13:16	01-08-2024 13:20	0:0:4:39			unlock the id file	Onsite
10642	08-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080120240030		Hardware	System	Other Software	New	MEDIUM	Closed	08-01-2024 13:16	01-08-2024 15:12	0:1:55:36			After recreate sap icon issue resolved	
10643	08-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080120240027		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-01-2024 13:15	01-08-2024 15:10	0:1:54:57			After replace local replica issue	
10644	08-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080120240028		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-01-2024 13:15	01-08-2024 13:21	0:0:5:43			reset the password	Onsite
10645	08-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080120240026		Hardware	System	Other Software	software	MEDIUM	Closed	08-01-2024 13:14	01-08-2024 15:09	0:1:55:16			After reinstall sap software issue	
10646	08-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080120240025		Hardware	System	Other Software	Browser	MEDIUM	Closed	08-01-2024 13:13	01-08-2024 15:08	0:1:55:13			After clean cookis file and set proxy	
10647	08-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C080120240024		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-01-2024 12:27	01-08-2024 12:45	0:0:18:12			Paper size issue resolved as reqd.	Onsite
10648	08-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C080120240023		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-01-2024 12:26	01-08-2024 12:45	0:0:18:36			Paper size issue resolved as reqd.	Onsite
10649	08-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C080120240022		Hardware	System	MS Office	Others	LOW	Closed	08-01-2024 12:14	01-08-2024 12:44	0:0:30:29			Issue resolved after software repair.	Onsite
10650	08-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C080120240021		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	08-01-2024 12:13	01-08-2024 12:44	0:0:30:25			Scanner setting corrected as reqd.	Onsite
10651	08-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C080120240020		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	08-01-2024 11:59	01-08-2024 13:40	0:1:41:9			printer paper removed and printer	Onsite
10652	08-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C080120240019		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-01-2024 11:58	01-08-2024 13:01	0:1:3:1			New Archive file create and problem	Remote
10653	08-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080120240018		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-01-2024 11:55	01-08-2024 13:00	0:1:4:14			Cartridge change.	Onsite
10654	08-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080120240017		Hardware	System	Other Software	Browser	LOW	Closed	08-01-2024 11:40	01-08-2024 13:00	0:1:19:54			Ess Password reset.	Onsite
10655	08-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080120240016		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-01-2024 11:38	01-08-2024 13:01	0:1:22:46			Keyboard change.	Onsite
10656	08-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080120240015		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-01-2024 11:37	01-08-2024 13:02	0:1:24:36			Printer Software installation.	Onsite
10657	08-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C080120240014		Network	LAN Issue	LAN Issue	Others	LOW	Closed	08-01-2024 11:12	01-09-2024 10:35	0:23:23:14			Dear Team, Please align Engineer	Onsite
10658	08-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C080120240013		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	08-01-2024 11:06	01-08-2024 13:22	0:2:16:6			resolved	Onsite
10659	08-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C080120240012		Network	LAN Issue	LAN Issue	Others	LOW	Closed	08-01-2024 11:05	01-09-2024 10:36	0:23:31:1			Dear Team, Please align engineer	Onsite
10660	08-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080120240011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 11:03	01-08-2024 11:15	0:0:11:45			issue resolved..	Remote
10661	08-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C080120240010		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	08-01-2024 11:03	01-08-2024 11:05	0:0:2:8			FYI	Onsite
10662	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	IT	C080120240009		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 10:38	01-08-2024 10:38	0:0:0:36			wrong call	Onsite
10663	08-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C080120240008		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	08-01-2024 10:16	01-08-2024 10:54	0:0:37:31			repaired the OS now issue resolved..	Onsite
10664	08-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	IT	C080120240007		Hardware	System	Other Software	software	LOW	Closed	08-01-2024 10:12	01-08-2024 10:34	0:0:21:49			wrong call	Onsite
10665	08-01-2024	SAKET	Adchini	IT	C080120240006		Telecome	Instrumen	IP	Others	LOW	Closed	08-01-2024 10:10	01-08-2024 17:13	0:7:2:44			Call for testing perpose	Onsite
10666	08-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C080120240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-01-2024 10:06	01-08-2024 10:54	0:0:47:31			mail installed issue resolved	Onsite
10667	08-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C080120240004		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-01-2024 09:47	01-08-2024 10:22	0:0:34:47			reinstalled scanner and paper stream	Onsite
10668	08-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C080120240002		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	08-01-2024 09:40	01-08-2024 11:11	0:1:30:29			Resolved	Remote
10669	08-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C080120240003		Hardware	System	Other Software	proxy	LOW	Closed	08-01-2024 09:40	01-08-2024 11:11	0:1:30:25			Resolved	Remote
10670	08-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C080120240001		Hardware	PC	Not working at all	Physical	LOW	Closed	08-01-2024 09:39	01-08-2024 11:10	0:1:30:30			Resolved	Onsite
10671	09-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C090120240199		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-01-2024 17:43	01-09-2024 17:44	0:0:1:34			issue resolved	Onsite
10672	09-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C090120240198		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-01-2024 17:42	01-09-2024 17:44	0:0:2:42			issue resolved	Onsite
10673	09-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C090120240197		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-01-2024 17:40	01-09-2024 17:44	0:0:4:36			issue resolved	Onsite
10674	09-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C090120240196		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 17:39	01-09-2024 17:44	0:0:5:2			issue resolved	Onsite
10675	09-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C090120240195		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	09-01-2024 17:39	01-09-2024 17:44	0:0:5:23			issue resolved	Onsite
10676	09-01-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	IT	C090120240194		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	09-01-2024 17:38	01-09-2024 17:44	0:0:6:12			issue resolved	Onsite
10677	09-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C090120240193		Hardware	PC	Network Not Working	No Power	LOW	Closed	09-01-2024 17:37	01-09-2024 17:44	0:0:6:45			issue resolved	Onsite
10678	09-01-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C090120240192		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 17:36	01-09-2024 17:43	0:0:7:53			issue resolved	Onsite
10679	09-01-2024	OTHERS	VSNL	KCC/MLCC	C090120240191		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-01-2024 17:33	01-09-2024 18:10	0:0:37:7			New Archive Create	Onsite
10680	09-01-2024	OTHERS	VSNL	KCC/MLCC	C090120240190		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 17:32	01-09-2024 18:10	0:0:37:26			Printer Installation	Onsite
10681	09-01-2024	OTHERS	VSNL	RCM	C090120240189		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-01-2024 17:32	01-09-2024 18:09	0:0:37:46			Delete temp file and folder and scan	Onsite
10682	09-01-2024	OTHERS	VSNL	KCC/MLCC	C090120240188		Hardware	System	Other Software	New	LOW	Closed	09-01-2024 17:30	01-09-2024 18:09	0:0:39:13			Password reset	Onsite
10683	09-01-2024	OTHERS	VSNL	KCC/MLCC	C090120240186		Hardware	System	Other Software	New	LOW	Closed	09-01-2024 17:28	01-09-2024 18:09	0:0:40:39			Genus Re-installation	Onsite
10684	09-01-2024	SAKET	Jonapur CC	O-M	C090120240187		Hardware	PC	TFT	Others	LOW	Closed	09-01-2024 17:28	01-09-2024 17:31	0:0:2:48			set dispaly setting from TFT	Onsite
10685	09-01-2024	OTHERS	VSNL	O-M	C090120240185		Telecome	Instrumen	SIP	Others	LOW	Closed	09-01-2024 17:27	01-09-2024 18:08	0:0:41:1			Re-configuration	Onsite
10686	09-01-2024	SAKET	Adchini	Recovery	C090120240184		Telecome	Instrumen	IP	Instrumen	LOW	Closed	09-01-2024 17:24	01-09-2024 17:31	0:0:6:38			not work	Onsite
10687	09-01-2024	SAKET	Adchini	CIVIL	C090120240183		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 17:24	01-09-2024 17:30	0:0:6:42			account disable	Onsite
10688	09-01-2024	SAKET	Adchini	O-M	C090120240182		Hardware	PC	TFT	Power	LOW	Closed	09-01-2024 17:23	01-09-2024 17:30	0:0:7:21			display out	Onsite
10689	09-01-2024	SAKET	Adchini	BUSINESS/	C090120240181		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 17:22	01-09-2024 17:29	0:0:7:37			zip file not open	Onsite
10690	09-01-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	CHD	C090120240180		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-01-2024 17:22	01-09-2024 17:57	0:0:35:46			AFTER PC RESET ISSUE RESOLVED	Onsite
10691	09-01-2024	SAKET	Adchini	DSS	C090120240179		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	09-01-2024 17:21	01-09-2024 17:29	0:0:7:58			mail slow work	Onsite
10692	09-01-2024	KHANPUR	RPS Colony Near Mother Dairy	MMG	C090120240178		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	09-01-2024 17:18	01-09-2024 17:57	0:0:39:7			AFTER RAM CLEAN AND REINSERT	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10693	09-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C090120240176		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 17:16	01-09-2024 17:29	0:0:13:21			AFTER PRINTER DRIVER REINSTALL	Onsite
10694	09-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C090120240177		Hardware	PC	Network Not Working	No Power	LOW	Closed	09-01-2024 17:16	01-09-2024 17:30	0:0:13:15			AFTER POWER CABLE REINSERT ISSUE	Onsite
10695	09-01-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C090120240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 17:15	01-09-2024 17:16	0:0:0:55			After password reset mails replicates	Onsite
10696	09-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C090120240175		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 17:15	01-09-2024 17:29	0:0:13:32			AFTER ALL MAIL ARCHIVE ISSUE	Onsite
10697	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C090120240171		Network	Internet	Internet Issue	Internet	LOW	Closed	09-01-2024 17:14	01-10-2024 15:22	0:22:8:9			Issue Resolved	Remote
10698	09-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C090120240172		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 17:14	01-09-2024 17:28	0:0:14:9			AFTER ALL MAIL ARCHIVE ISSUE	Onsite
10699	09-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C090120240173		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-01-2024 17:14	01-09-2024 17:28	0:0:13:50			AFTER MAIL UNLOCKED ISSUE	Onsite
10700	09-01-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C090120240170		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 17:10	01-09-2024 18:14	0:1:4:18			Jam Paper removed.	Onsite
10701	09-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C090120240169		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 17:03	01-09-2024 17:05	0:0:2:6			Sap software problem , add P92	Onsite
10702	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090120240168		Data Centre	Oracle	Database	Client	LOW	Closed	09-01-2024 17:00	01-12-2024 10:40	2:17:39:54			Client Installation	Onsite
10703	09-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C090120240167		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	09-01-2024 16:59	01-09-2024 17:04	0:0:4:34			Telephone problem , Check telephone	Onsite
10704	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240166		Data Centre	Oracle	Database	Client	LOW	Closed	09-01-2024 16:59	01-09-2024 17:02	0:0:3:11			issue resolved	Onsite
10705	09-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090120240165		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	09-01-2024 16:56	01-09-2024 17:33	0:0:37:17			After kill multiple IBM process running	
10706	09-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C090120240164		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	09-01-2024 16:56	01-09-2024 17:32	0:0:36:52			After increasing core and change	
10707	09-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C090120240163		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 16:55	01-09-2024 17:03	0:0:8:17			Printer drivers ok set Lan ip again now	Onsite
10708	09-01-2024	SARITA VIHAR	Mathura Grid	OM-DIV	C090120240162		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	09-01-2024 16:54	01-09-2024 17:31	0:0:37:26			Visit Sarita vihar grid with Lan team	
10709	09-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090120240161		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	09-01-2024 16:52	01-09-2024 17:30	0:0:38:27			After clean temp file and change	
10710	09-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090120240160		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	09-01-2024 16:50	01-12-2024 16:43	2:23:53:10			Call Resolved	Onsite
10711	09-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090120240159		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	09-01-2024 16:49	01-09-2024 17:30	0:0:40:40			After crimp RJ45 connector issue	
10712	09-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C090120240158		Hardware	PC	TFT	Flickering	LOW	Closed	09-01-2024 16:45	01-09-2024 16:49	0:0:3:40			Issue Resolved	Onsite
10713	09-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C090120240157		Network	LAN Issue	Not working	Hardware	LOW	Closed	09-01-2024 16:45	01-09-2024 16:46	0:0:1:19			Keyboard and Mouse replaced.	Onsite
10714	09-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C090120240154		Hardware	Laptop	Network Not Working	Other	LOW	Closed	09-01-2024 16:44	01-09-2024 16:48	0:0:4:23			Issue Resolved	Onsite
10715	09-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C090120240156		Hardware	Laptop	System Password issue	Others	LOW	Closed	09-01-2024 16:44	01-09-2024 16:49	0:0:4:25			Issue Resolved	Onsite
10716	09-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090120240155		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	09-01-2024 16:44					LAN cable not working.	Onsite
10717	09-01-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C090120240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 16:43	01-09-2024 16:48	0:0:4:51			Issue Resolved	Onsite
10718	09-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C090120240152		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	09-01-2024 16:42	01-09-2024 16:48	0:0:5:52			Issue Resolved	Onsite
10719	09-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090120240149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 16:41	01-09-2024 16:48	0:0:7:7			Reset mail password.	Onsite
10720	09-01-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	IT	C090120240150		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-01-2024 16:41	01-09-2024 16:48	0:0:6:57			Issue Resolved	Onsite
10721	09-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090120240151		Hardware	System	Other Software	proxy	LOW	Closed	09-01-2024 16:41	01-09-2024 16:47	0:0:5:28			Change proxy setting	Onsite
10722	09-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090120240148		Hardware	System	Other Software	New	LOW	Closed	09-01-2024 16:40	01-09-2024 16:47	0:0:7:27			SAP P92 reconfigure	Onsite
10723	09-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C090120240147		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 16:39	01-09-2024 16:57	0:0:18:16			issue resolved after reconnet the	Onsite
10724	09-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C090120240146		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	09-01-2024 16:38	01-09-2024 16:59	0:0:20:24			temp files deleted and issue resolved	Onsite
10725	09-01-2024	NEHRU PLACE	20 No Building	HR	C090120240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 16:37	01-09-2024 16:55	0:0:18:17			mail replica replaced	Onsite
10726	09-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C090120240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 16:36	01-09-2024 16:59	0:0:23:34			issue resolved after reconnect the	Onsite
10727	09-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C090120240144		Hardware	PC	System Password issue	Others	LOW	Closed	09-01-2024 16:36	01-09-2024 16:48	0:0:11:17			Issue Resolved	Onsite
10728	09-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C090120240143		Hardware	MOUSE	Not working	Other	LOW	Closed	09-01-2024 16:36	01-09-2024 16:59	0:0:22:49			mouse changed and issue resolved	Onsite
10729	09-01-2024	NEHRU PLACE	20 No Building	C-M	C090120240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 16:35	01-09-2024 16:55	0:0:20:13			printer setting change	Onsite
10730	09-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C090120240141		Hardware	System	MS Office	Tools And	LOW	Closed	09-01-2024 16:35	01-09-2024 16:47	0:0:12:11			Issue Resolved	Onsite
10731	09-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C090120240138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 16:35	01-09-2024 16:47	0:0:12:35			Issue Resolved	Onsite
10732	09-01-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C090120240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 16:35	01-09-2024 17:00	0:0:24:54			issue resolved after create a new	Onsite
10733	09-01-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C090120240137		Hardware	System	MS Office	File Not	LOW	Closed	09-01-2024 16:34	01-09-2024 17:00	0:0:26:20			issue resolved after repair the	Onsite
10734	09-01-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C090120240136		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 16:33	01-09-2024 17:00	0:0:26:29			issue resolved after clear the paper	Onsite
10735	09-01-2024	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C090120240135		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	09-01-2024 16:33	01-09-2024 16:47	0:0:14:14			Issue Resolved	Onsite
10736	09-01-2024	OTHERS	Andrews Ganj	Enforcem	C090120240134		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-01-2024 16:23	01-09-2024 16:27	0:0:4:11			Pc booting issue	Onsite
10737	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C090120240133		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 16:22	01-09-2024 17:12	0:0:49:43			FTP Software installation.	Onsite
10738	09-01-2024	OTHERS	Andrews Ganj	Enforcem	C090120240131		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-01-2024 16:22	01-09-2024 16:28	0:0:6:54			connectivity issue	Onsite
10739	09-01-2024	OTHERS	Andrews Ganj	Enforcem	C090120240132		Hardware	UPS	Backup	Output	LOW	Closed	09-01-2024 16:22	01-09-2024 16:28	0:0:5:46			ups backup issue at ground floor.Issue	Onsite
10740	09-01-2024	OTHERS	HUDCO Grid	PROTECTI	C090120240129		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	09-01-2024 16:20	01-09-2024 16:27	0:0:7:1			Laptop Os issue	Onsite
10741	09-01-2024	OTHERS	Andrews Ganj	Enforcem	C090120240130		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	09-01-2024 16:20	01-09-2024 16:29	0:0:8:13			Printer issue	Onsite
10742	09-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C090120240126		Hardware	Printer	Image Issue	Image	LOW	Closed	09-01-2024 16:19	01-09-2024 16:47	0:0:27:32			Issue Resolved	Onsite
10743	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C090120240127		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 16:19	01-09-2024 17:12	0:0:53:0			Sap Software installation.	Onsite
10744	09-01-2024	SAKET	Adchini	DSK	C090120240128		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 16:19	01-09-2024 17:21	0:1:1:55			Temp files & cookies deleted from	Onsite
10745	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240125		Hardware	System	MS Office	File	LOW	Closed	09-01-2024 16:18	01-09-2024 16:21	0:0:3:47			Ms excel not working issue resolved	Onsite
10746	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240124		Hardware	System	Other Software	Adobe	LOW	Closed	09-01-2024 16:17	01-09-2024 16:21	0:0:4:13			pdf not working issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10747	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240122		Hardware	System	MS Office	File	LOW	Closed	09-01-2024 16:16	01-09-2024 16:20	0:0:4:11			Ms excel not working issue resolved	Onsite
10748	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240123		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 16:16	01-09-2024 16:21	0:0:4:9			IP msg not working issue resolved	Onsite
10749	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240121		Hardware	System	MS Office	File	LOW	Closed	09-01-2024 16:15	01-09-2024 16:20	0:0:4:36			Ms office not working issue resolved	Onsite
10750	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240120		Hardware	System	Other Software	Adobe	LOW	Closed	09-01-2024 16:15	01-09-2024 16:20	0:0:4:42			pdf not working issue resolved	Onsite
10751	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240119		Hardware	System	Other Software	Adobe	LOW	Closed	09-01-2024 16:14	01-09-2024 16:18	0:0:3:51			google chrome not working issue	Onsite
10752	09-01-2024	SAKET	Adchini	BUSINESS/	C090120240118		Telecome	Instrumen	SIP	Others	LOW	Closed	09-01-2024 16:14	01-09-2024 17:20	0:1:5:57			SIP Phone re-configured	Onsite
10753	09-01-2024	SAKET	D-Block Saket	O-M	C090120240116		Hardware	MOUSE	Not working	Working	LOW	Closed	09-01-2024 16:13	01-09-2024 17:19	0:1:6:34			Mouse working after cleaning	Onsite
10754	09-01-2024	SAKET	Pushp Vihar Sector 3	O-M	C090120240117		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-01-2024 16:13	01-09-2024 17:20	0:1:6:24			RAM Re-inserted	Onsite
10755	09-01-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C090120240114		Hardware	Laptop	Screen Issue	Others	LOW	Closed	09-01-2024 16:12	01-09-2024 16:46	0:0:34:28			Issue Resolved	Onsite
10756	09-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C090120240115		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 16:12	01-09-2024 17:19	0:1:6:55			Re-installed the S/W	Onsite
10757	09-01-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C090120240113		Hardware	Laptop	Screen Issue	Others	LOW	Closed	09-01-2024 16:11	01-09-2024 16:46	0:0:34:44			Issue Resolved	Onsite
10758	09-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C090120240112		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	09-01-2024 16:11	01-09-2024 17:19	0:1:7:18			Sharing permission settings changed	Onsite
10759	09-01-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	IT	C090120240111		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	09-01-2024 16:08	01-09-2024 16:09	0:0:0:50			test	Onsite
10760	09-01-2024	NEHRU PLACE	W Block GK 1	SAFETY	C090120240108		Hardware	Laptop	System Password issue	Others	LOW	Closed	09-01-2024 16:07	01-09-2024 16:35	0:0:28:30			Login with admin account then login	Onsite
10761	09-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090120240109		Hardware	System	Other Software	New	LOW	Closed	09-01-2024 16:07	01-09-2024 16:22	0:0:15:32			Image Uploader Reinstalled Now	Onsite
10762	09-01-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C090120240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 16:07	01-09-2024 16:36	0:0:28:19			Mail unlocked .	Onsite
10763	09-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090120240107		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 16:06	01-09-2024 16:22	0:0:16:17			Removed Jam Paper Now Working	Onsite
10764	09-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C090120240105		Data Centre	Oracle	Database	Client	LOW	Closed	09-01-2024 16:05	01-09-2024 16:32	0:0:27:21			Oracle installed.	Onsite
10765	09-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C090120240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 16:05	01-09-2024 16:34	0:0:28:53			Printer reconfigured.	Onsite
10766	09-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090120240104		Hardware	PC	Restart Problem	Others	LOW	Closed	09-01-2024 16:05	01-09-2024 16:22	0:0:16:48			Desktop Icons Setting Change Now	Onsite
10767	09-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090120240103		Hardware	PC	Restart Problem	Others	LOW	Closed	09-01-2024 16:04	01-09-2024 16:21	0:0:16:48			Display Settings Change Now Working	Onsite
10768	09-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C090120240102		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	09-01-2024 16:04	01-09-2024 16:32	0:0:27:52			keyboard replaced by Nehru place.	Onsite
10769	09-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090120240101		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-01-2024 16:04	01-09-2024 16:20	0:0:16:37			Account Unlock With The Help Of	Onsite
10770	09-01-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C090120240100		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 16:03	01-09-2024 16:31	0:0:27:59			Date & time changed.	Onsite
10771	09-01-2024	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C090120240099		Hardware	PC	Restart Problem	Virus issue	LOW	Closed	09-01-2024 15:59	01-09-2024 16:00	0:0:0:48			check the pc and remove thr virus	Onsite
10772	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090120240098		Hardware	Printer	No display on Panel	Power	LOW	Closed	09-01-2024 15:58	01-09-2024 16:06	0:0:8:15			Display issue resolved	Onsite
10773	09-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090120240097		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-01-2024 15:57	01-09-2024 16:00	0:0:3:30			check the pc and log the call	Onsite
10774	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090120240096		Hardware	MOUSE	Not working	Hardware	LOW	Closed	09-01-2024 15:56	01-09-2024 16:06	0:0:9:20			Mouse not working issue resolved	Onsite
10775	09-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090120240095		Hardware	MOUSE	Not working	Hardware	LOW	Closed	09-01-2024 15:54	01-09-2024 16:01	0:0:7:1			replace the faulty mouse	Onsite
10776	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090120240094		Hardware	Printer	No display on Panel	Others	LOW	Closed	09-01-2024 15:53	01-09-2024 16:01	0:0:7:25			Printer not working issue resolved	Onsite
10777	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090120240093		Hardware	MOUSE	Not working	Hardware	LOW	Closed	09-01-2024 15:51	01-09-2024 16:00	0:0:9:6			Mouse not working issue resolved	Onsite
10778	09-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C090120240092		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	09-01-2024 15:42	01-09-2024 17:09	0:1:26:34			Lotus traveller request form filled	Remote
10779	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090120240091		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-01-2024 15:39	01-09-2024 16:00	0:0:20:47			Printer not working issue resolved	Onsite
10780	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C090120240090		Data Centre	Oracle	Database	Client	HIGH	Closed	09-01-2024 15:37	01-09-2024 16:00	0:0:22:46			oracle client installation done	Onsite
10781	09-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090120240089		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	09-01-2024 15:34	01-09-2024 16:18	0:0:44:4			RJ 45 connecter change and pc	Remote
10782	09-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090120240088		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	09-01-2024 15:30	01-09-2024 16:17	0:0:46:22			Printer Driver reinstalled and issue	Remote
10783	09-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C090120240087		Hardware	System	MS Office	File	LOW	Closed	09-01-2024 15:30	01-09-2024 16:57	0:1:26:44			excel file repaired and issue resolved	Onsite
10784	09-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C090120240086		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-01-2024 15:29	01-09-2024 16:56	0:1:26:53			issue resolved after ram clean	Onsite
10785	09-01-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C090120240085		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	09-01-2024 15:28	01-09-2024 16:56	0:1:27:37			issue resolved after delete temp files	Onsite
10786	09-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090120240083		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	09-01-2024 15:26	01-09-2024 16:16	0:0:50:5			Mail Software repair and problem	Onsite
10787	09-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C090120240084		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 15:26	01-09-2024 16:27	0:1:0:47			issue has been resolved after	Onsite
10788	09-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C090120240082		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 15:24	01-09-2024 15:44	0:0:20:15			Proxy setting corrected as reqd.	Remote
10789	09-01-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C090120240081		Hardware	Printer	Image Issue	Others	MEDIUM	Closed	09-01-2024 15:23	01-09-2024 16:15	0:0:51:54			Printer Cartage change and problem	Onsite
10790	09-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C090120240080		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	09-01-2024 15:23	01-09-2024 16:26	0:1:3:23			issue has been resolved after changed	Onsite
10791	09-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C090120240079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 15:22	01-09-2024 15:43	0:0:21:17			Printer issue resolved	Onsite
10792	09-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C090120240078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 15:22	01-09-2024 15:39	0:0:17:11			Printer issue resolved	Onsite
10793	09-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C090120240076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 15:21	01-09-2024 16:20	0:0:59:14			Clear paper jam now working fine	Onsite
10794	09-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C090120240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 15:21	01-09-2024 15:38	0:0:17:23			Mail archive issue resolved	Onsite
10795	09-01-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C090120240077		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	09-01-2024 15:21	01-09-2024 16:14	0:0:52:58			processor fan not working due to	Onsite
10796	09-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C090120240074		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 15:20	01-09-2024 15:36	0:0:15:24			Printer issue resolved	Remote
10797	09-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C090120240073		Hardware	System	MS Office	Software	MEDIUM	Closed	09-01-2024 15:20	01-09-2024 16:12	0:0:52:17			MS Office software reinstalled and	Remote
10798	09-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C090120240071		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-01-2024 15:20	01-09-2024 16:25	0:1:5:42			issue has been resolved after reset the	Onsite
10799	09-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C090120240072		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 15:20	01-09-2024 16:20	0:1:0:25			Clear paper jam now working fine	Onsite
10800	09-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C090120240070		Hardware	PC	TFT	Power	LOW	Closed	09-01-2024 15:19	01-09-2024 16:20	0:1:1:14			Change power cable now working fine	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10801	09-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C090120240069		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 15:17	01-09-2024 16:19	0:1:2:7			Reinstalled teamviewer now working	Remote
10802	09-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C090120240068		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 15:13	01-09-2024 16:17	0:1:4:36			Reinstalled mail software now	Remote
10803	09-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C090120240067		Network	IP Schema	IP Schema Issue	Others	LOW	Closed	09-01-2024 15:12	01-09-2024 16:17	0:1:4:49			IP Address installed	Onsite
10804	09-01-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C090120240066		Hardware	System	Other Software	Adobe	LOW	Closed	09-01-2024 15:06	01-09-2024 15:57	0:0:50:32			reinstalled the pdf file issue resolved	Onsite
10805	09-01-2024	VASANT KUNJ	C 8	O-M	C090120240065		Hardware	Laptop	Network Not Working	Other	LOW	Closed	09-01-2024 14:52	01-09-2024 15:37	0:0:45:12			Wifi & Forti client has been disabled	Onsite
10806	09-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C090120240064		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-01-2024 14:51	01-09-2024 15:03	0:0:11:16			Issue Resolved	Onsite
10807	09-01-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C090120240063		Network	LAN Issue	USB not Detected	USB	LOW	Closed	09-01-2024 14:45	01-09-2024 15:47	0:1:2:4			unlock the usb port issue resolved	Onsite
10808	09-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C090120240062		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-01-2024 14:44	01-09-2024 15:46	0:1:2:34			replaced rj45 issue resolved	Onsite
10809	09-01-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C090120240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 14:43	01-09-2024 15:46	0:1:2:56			updated the driver issue resolved	Onsite
10810	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C090120240059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 14:37	01-09-2024 15:29	0:0:52:20			Workspace Rename.	Onsite
10811	09-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C090120240060		Hardware	Laptop	Hanging/Slow processing	Virus issue	LOW	Closed	09-01-2024 14:37	01-09-2024 15:45	0:1:7:24			scan the full system issue resolved	Onsite
10812	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C090120240058		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 14:36	01-09-2024 15:30	0:0:54:28			Software reinstallation.	Onsite
10813	09-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C090120240057		Network	Internet	Internet Issue	Internet	LOW	Closed	09-01-2024 14:36	01-09-2024 15:32	0:0:56:5			change the ip address issue resolved	Onsite
10814	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C090120240056		Hardware	System	MS Office	Software	LOW	Closed	09-01-2024 14:35	01-09-2024 15:31	0:0:56:32			Software installation.	Onsite
10815	09-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C090120240055		Network	LAN Issue	LAN Issue	Others	LOW	Closed	09-01-2024 14:34	01-09-2024 15:32	0:0:57:55			shifted the pf for renovation issue	Onsite
10816	09-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C090120240054		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-01-2024 14:32	01-09-2024 15:31	0:0:58:44			installed new window issue resolved	Onsite
10817	09-01-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C090120240053		Hardware	System	Other Software	New	LOW	Closed	09-01-2024 14:31	01-09-2024 14:43	0:0:12:32			MS Visio installation done	Onsite
10818	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C090120240052		Hardware	Printer	Paper Pickup	Others	LOW	Closed	09-01-2024 14:30	01-09-2024 15:32	0:1:1:58			Printer software installation.	Onsite
10819	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C090120240051		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 14:29	01-09-2024 15:33	0:1:4:6			Window update.	Onsite
10820	09-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C090120240050		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 14:28	01-09-2024 15:33	0:1:5:33			Window update.	Onsite
10821	09-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090120240049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 14:20	01-09-2024 14:54	0:0:33:41			Lotus mail archived.	Onsite
10822	09-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C090120240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 14:15	01-09-2024 15:00	0:0:44:49			Mail archive has been moved as	Remote
10823	09-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C090120240047		Network	LAN Issue	LAN Issue	Others	LOW	Closed	09-01-2024 14:13	01-09-2024 14:59	0:0:46:7			LAN cable reconnected on the lan port	Onsite
10824	09-01-2024	VASANT KUNJ	D 4 Masoodpur	O-M	C090120240046		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 14:11	01-09-2024 14:57	0:0:45:40			Browser setting change and link saved	Onsite
10825	09-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090120240045		Hardware	PC	Not working at all	Harddisk	LOW	Closed	09-01-2024 14:08	01-09-2024 14:53	0:0:45:32			Power cable loose.	Onsite
10826	09-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090120240044		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-01-2024 14:07	01-09-2024 14:53	0:0:45:16			Permission get provided.	Onsite
10827	09-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090120240043		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-01-2024 14:07	01-09-2024 14:52	0:0:45:32			Account unlocked.	Onsite
10828	09-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090120240041		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 14:06	01-09-2024 14:52	0:0:46:2			LAN connector replaced.	Onsite
10829	09-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C090120240042		Hardware	System	Other Software	Adobe	LOW	Closed	09-01-2024 14:06	01-09-2024 14:55	0:0:48:53			adobe acrobat has been set as default	Remote
10830	09-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090120240040		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 14:05	01-09-2024 14:51	0:0:46:14			Due to server down from back side.	Onsite
10831	09-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C090120240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 13:54	01-09-2024 15:07	0:1:13:45			Create new archive now issue	Remote
10832	09-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090120240039		Hardware	System	Other Software	software	LOW	Closed	09-01-2024 13:54	01-09-2024 15:08	0:1:13:27			Password change now issue resolved	Remote
10833	09-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090120240037		Hardware	System	Other Software	Browser	LOW	Closed	09-01-2024 13:53	01-09-2024 15:07	0:1:14:17			DSK Portal password change now	Remote
10834	09-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090120240036		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	09-01-2024 13:49	01-09-2024 15:07	0:1:17:26			Change the KBD now issue resolved	Onsite
10835	09-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090120240035		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-01-2024 13:46	01-09-2024 15:07	0:1:20:47			Remove the paper from printer now	Onsite
10836	09-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C090120240034		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-01-2024 13:45	01-09-2024 15:06	0:1:21:33			Crimp the cable now issue resolved	Onsite
10837	09-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C090120240033		Hardware	PC	Not working at all	No power	LOW	Closed	09-01-2024 13:44	01-09-2024 15:06	0:1:22:21			Change the power cable now issue	Onsite
10838	09-01-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C090120240032		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	09-01-2024 13:42	01-09-2024 15:59	0:2:17:21			closed	Onsite
10839	09-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C090120240030		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-01-2024 13:38	01-09-2024 13:53	0:0:15:0			paper stream scanning software	Remote
10840	09-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C090120240031		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 13:38	01-09-2024 13:54	0:0:15:32			due to wifi on lan disable, now off wifi	Remote
10841	09-01-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C090120240029		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	09-01-2024 13:37	01-09-2024 14:21	0:0:43:48			usb driver updated now issue	Onsite
10842	09-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C090120240028		Hardware	System	Other Software	Browser	HIGH	Closed	09-01-2024 12:44	01-09-2024 12:51	0:0:6:58			browser reinstall	Onsite
10843	09-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C090120240027		Hardware	PC	TFT	Black V	LOW	Closed	09-01-2024 12:37	01-09-2024 12:59	0:0:22:28			TFT replaced done & install received	Onsite
10844	09-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	IT	C090120240026		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	09-01-2024 12:35	01-09-2024 12:37	0:0:1:24			CLOSE	Onsite
10845	09-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C090120240025		Hardware	System	Other Software	proxy	LOW	Closed	09-01-2024 12:34	01-09-2024 12:58	0:0:24:51			proxy settings done now works	Onsite
10846	09-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C090120240024		Hardware	Laptop	Network Not Working	Other	LOW	Closed	09-01-2024 12:33	01-09-2024 12:58	0:0:24:58			Check lan drivers ok changed IP with	Onsite
10847	09-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090120240023		Hardware	PC	Hanging/Slow processing	Driver	LOW	Closed	09-01-2024 12:32	01-09-2024 12:37	0:0:5:21			TEST	Onsite
10848	09-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C090120240022		Hardware	PC	Not working at all	Others	LOW	Closed	09-01-2024 12:29	01-09-2024 12:57	0:0:28:30			ADS password reset and login done	Onsite
10849	09-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C090120240021		Hardware	System	Other Software	software	HIGH	Closed	09-01-2024 11:51	01-09-2024 12:14	0:0:22:51			cas exe changed	Onsite
10850	09-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C090120240020		Hardware	System	MS Office	Software	HIGH	Closed	09-01-2024 11:50	01-09-2024 12:14	0:0:24:11			ms office reinstall	Onsite
10851	09-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C090120240019		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	09-01-2024 11:49	01-09-2024 12:15	0:0:25:43			Printer ip changed	Onsite
10852	09-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C090120240018		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-01-2024 11:48	01-09-2024 12:13	0:0:25:5			smps chnaged	Onsite
10853	09-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C090120240017		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	09-01-2024 11:32	01-09-2024 13:02	0:1:30:28			clean to task manager and change the	Onsite
10854	09-01-2024	NEHRU PLACE	20 No Building	Energy	C090120240016		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-01-2024 11:30	01-09-2024 13:01	0:1:31:19			Mail unlock help with notes support	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10855	09-01-2024	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C090120240015		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	09-01-2024 11:19	01-09-2024 11:21	0:0:1:27			restore the windows	Onsite
10856	09-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090120240014		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 11:18	01-09-2024 11:20	0:0:2:11			set the pens of printer and set the	Onsite
10857	09-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090120240013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 11:17	01-09-2024 11:20	0:0:3:31			resolved	Onsite
10858	09-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C090120240012		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	09-01-2024 11:15	01-09-2024 11:20	0:0:4:4			change the cable	Onsite
10859	09-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C090120240011		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-01-2024 10:35	01-09-2024 11:00	0:0:25:45			ram moisture cleaned now pc is	Onsite
10860	09-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090120240010		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-01-2024 10:29	01-09-2024 10:45	0:0:16:26			printer reconnected issue resolved	Onsite
10861	09-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090120240009		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-01-2024 10:28	01-09-2024 10:45	0:0:16:14			printer reinstalled issue resolved	Onsite
10862	09-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C090120240008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-01-2024 10:20	01-09-2024 10:21	0:0:0:36			Resolved	Onsite
10863	09-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C090120240007		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	09-01-2024 10:14	01-09-2024 10:17	0:0:2:39			cable replaced	Onsite
10864	09-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C090120240006		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-01-2024 10:13	01-09-2024 10:16	0:0:3:14			FYI	Onsite
10865	09-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	ADMIN	C090120240005		Hardware	System	Other Software	Adobe	HIGH	Closed	09-01-2024 10:00	01-09-2024 16:00	0:5:59:54			mouse not working issue resolved	Onsite
10866	09-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C090120240003		Hardware	System	Other Software	New	LOW	Closed	09-01-2024 09:46	01-09-2024 09:46	0:0:0:34			new installation done	Onsite
10867	09-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C090120240002		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-01-2024 09:45	01-09-2024 09:47	0:0:2:20			USB cable is defective	Onsite
10868	09-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C090120240001		Hardware	UPS	Backup	Abnormal	LOW	Closed	09-01-2024 09:44	01-09-2024 09:47	0:0:3:35			UPS is not responding. Sound issue	Onsite
10869	10-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C100120240177		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-01-2024 18:00	01-10-2024 18:06	0:0:5:57			AFTER PRINTER PAPER SIZE CHAANGE	Onsite
10870	10-01-2024	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C100120240176		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	10-01-2024 17:59	01-10-2024 18:03	0:0:3:45			AFTER RAM CLEAN AND REINSERT	Onsite
10871	10-01-2024	NEHRU PLACE CSO	First Floor - E Block	DSK	C100120240175		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	10-01-2024 17:59	01-10-2024 18:01	0:0:1:52			Issue Resolved	Onsite
10872	10-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C100120240172		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:58	01-10-2024 18:02	0:0:4:11			after all mail archive issue resolved	Onsite
10873	10-01-2024	NEHRU PLACE CSO	First Floor - E Block	DSK	C100120240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:58	01-10-2024 18:01	0:0:2:18			Issue Resolved	Onsite
10874	10-01-2024	NEHRU PLACE CSO	First Floor - E Block	DSK	C100120240173		Hardware	System	Other Software	New	LOW	Closed	10-01-2024 17:58	01-10-2024 18:01	0:0:2:45			Issue Resolved	Onsite
10875	10-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C100120240171		Hardware	PC	Restart Problem	Others	HIGH	Closed	10-01-2024 17:57	01-10-2024 18:49	0:0:52:51			Power cable changed	
10876	10-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C100120240170		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	10-01-2024 17:56	01-10-2024 18:47	0:0:51:26			Mail reinstall	
10877	10-01-2024	NEHRU PLACE CSO	First Floor - E Block	DSK	C100120240169		Hardware	Laptop	Network Not Working	Other	LOW	Closed	10-01-2024 17:56	01-10-2024 18:00	0:0:4:37			Issue Resolved	Onsite
10878	10-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	LEGAL	C100120240167		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-01-2024 17:55	01-10-2024 18:00	0:0:5:37			Issue Resolved	Onsite
10879	10-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C100120240168		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	10-01-2024 17:55	01-10-2024 18:46	0:0:50:18			Printer paper jam clien	
10880	10-01-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C100120240166		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	10-01-2024 17:54	01-10-2024 18:00	0:0:6:24			Issue Resolved	Onsite
10881	10-01-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C100120240165		Hardware	PC	Restart Problem	Others	HIGH	Closed	10-01-2024 17:53	01-10-2024 18:42	0:0:48:49			Smps changed	
10882	10-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C100120240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:52	01-10-2024 18:00	0:0:7:36			Issue Resolved	Onsite
10883	10-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C100120240163		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	10-01-2024 17:51	01-10-2024 17:59	0:0:8:10			Issue Resolved	Onsite
10884	10-01-2024	NEHRU PLACE CSO	Second Floor - C Block	SCADA	C100120240162		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	10-01-2024 17:51	01-10-2024 17:59	0:0:8:29			Issue Resolved	Onsite
10885	10-01-2024	OTHERS	VSNL	HR	C100120240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:37	01-10-2024 18:15	0:0:37:38			Archive and compact mail issue	Onsite
10886	10-01-2024	SAKET	Adchini	Recovery	C100120240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:34	01-10-2024 18:17	0:0:42:12			Archive location changed	
10887	10-01-2024	SAKET	Adchini	DSS	C100120240159		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-01-2024 17:33	01-10-2024 18:16	0:0:42:20			Default printer changed	
10888	10-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C100120240157		Hardware	System	Other Software	software	LOW	Closed	10-01-2024 17:31	01-10-2024 18:15	0:0:44:15			Oracle TNS file replaced	
10889	10-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C100120240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:31	01-10-2024 17:33	0:0:1:24			issue resolved	Onsite
10890	10-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C100120240156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	10-01-2024 17:30	01-10-2024 17:33	0:0:2:13			issue resolved	Onsite
10891	10-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C100120240155		Hardware	System	Other Software	software	LOW	Closed	10-01-2024 17:30	01-10-2024 17:33	0:0:2:32			issue resolved	Onsite
10892	10-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C100120240154		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	10-01-2024 17:29	01-10-2024 17:32	0:0:2:59			issue resolved	Onsite
10893	10-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C100120240153		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	10-01-2024 17:29	01-10-2024 17:32	0:0:3:18			issue resolved	Onsite
10894	10-01-2024	SAKET	Malviya Nagar	HR	C100120240152		Hardware	PC	Not working at all	No power	LOW	Closed	10-01-2024 17:28	01-10-2024 18:14	0:0:45:44			Power Extension changed	
10895	10-01-2024	OTHERS	VSNL	KCC/MLCC	C100120240150		Hardware	MOUSE	Not working	Other	LOW	Closed	10-01-2024 17:27	01-10-2024 18:14	0:0:47:32			mouse replaced	Onsite
10896	10-01-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C100120240148		Network	Link	Link Connectivity Issue	Link	LOW	Closed	10-01-2024 17:27	01-10-2024 17:28	0:0:0:55			Link up after vendor visited at site.	Onsite
10897	10-01-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C100120240149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:27	01-10-2024 18:12	0:0:44:46			Mail replica replaced	
10898	10-01-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C100120240151		Hardware	MOUSE	Not working	Sent to	LOW	Closed	10-01-2024 17:27	01-10-2024 18:12	0:0:45:1			Mouse sent to NHP for replacement	
10899	10-01-2024	OTHERS	VSNL	KCC/MLCC	C100120240147		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	10-01-2024 17:26	01-10-2024 18:14	0:0:47:52			Laptop VPN Closed issue	Onsite
10900	10-01-2024	SAKET	D-Block Saket	O-M	C100120240146		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 17:26	01-10-2024 18:11	0:0:44:19			Paper removed from printer	
10901	10-01-2024	OTHERS	VSNL	RCM	C100120240145		Telecome	Instrumen	IP	Others	LOW	Closed	10-01-2024 17:25	01-10-2024 18:14	0:0:48:57			Redstart phone issue resolve	Onsite
10902	10-01-2024	OTHERS	VSNL	O-M	C100120240143		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	10-01-2024 17:24	01-10-2024 18:13	0:0:48:56			Clean RAM PC working now	Onsite
10903	10-01-2024	OTHERS	VSNL	RCM	C100120240144		Hardware	Printer	Paper Pickup	Others	LOW	Closed	10-01-2024 17:24	01-10-2024 18:13	0:0:48:57			Re-connect printer issue resolve	Onsite
10904	10-01-2024	OTHERS	VSNL	O-M	C100120240142		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	10-01-2024 17:22	01-10-2024 18:12	0:0:49:28			Replaced OLD ID File issue resolve	Onsite
10905	10-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C100120240141		Hardware	MOUSE	Not working	Hardware	LOW	Closed	10-01-2024 17:16	01-10-2024 17:16	0:0:0:17			Mouse replaced.	Onsite
10906	10-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C100120240140		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 17:13	01-10-2024 17:15	0:0:1:12			Lotus id file mismatch	Onsite
10907	10-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C100120240139		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	10-01-2024 17:12	01-10-2024 17:16	0:0:4:31			Lan port loose.	Onsite
10908	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240138		Hardware	System	Other Software	Adobe	LOW	Closed	10-01-2024 17:11	01-10-2024 17:18	0:0:7:19			pdf not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10909	10-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C100120240137		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	10-01-2024 17:07	01-10-2024 17:17	0:0:10:22			Cleaning JFP scanner and restart again	Onsite
10910	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240136		Hardware	System	Other Software	Adobe	LOW	Closed	10-01-2024 17:06	01-10-2024 17:18	0:0:12:8			pdf not working issue resolved	Onsite
10911	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240135		Hardware	System	MS Office	File	LOW	Closed	10-01-2024 17:05	01-10-2024 17:18	0:0:12:23			Ms excel not working issue resolved	Onsite
10912	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240134		Hardware	MOUSE	Not working	Hardware	LOW	Closed	10-01-2024 17:05	01-10-2024 17:18	0:0:12:38			Mouse not working issue resolved	Onsite
10913	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240130		Hardware	System	MS Office	File	LOW	Closed	10-01-2024 17:04	01-10-2024 17:13	0:0:9:5			Ms excel not working issue resolved	Onsite
10914	10-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C100120240131		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	10-01-2024 17:04	01-10-2024 17:11	0:0:7:1			Lan drivers ok , patch cable faulty	Onsite
10915	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240132		Hardware	System	Other Software	Adobe	LOW	Closed	10-01-2024 17:04	01-10-2024 17:13	0:0:9:12			google chrome not working issue	Onsite
10916	10-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C100120240133		Hardware	System	Other Software	Adobe	LOW	Closed	10-01-2024 17:04	01-10-2024 17:16	0:0:11:47			pdf not working issue resolved	Onsite
10917	10-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C100120240129		Hardware	MOUSE	Not working	Hardware	LOW	Closed	10-01-2024 17:03	01-10-2024 17:15	0:0:12:3			Mouse replaced.	Onsite
10918	10-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C100120240128		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 16:58	01-10-2024 17:14	0:0:16:35			Paper remove.	Onsite
10919	10-01-2024	SAKET	Adchini	LEGAL	C100120240127		Hardware	System	Other Software	Browser	LOW	Closed	10-01-2024 16:54	01-10-2024 17:03	0:0:8:4			chrome not work	Onsite
10920	10-01-2024	SAKET	Adchini	SAFETY	C100120240126		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	10-01-2024 16:53	01-10-2024 17:02	0:0:8:42			not work	Onsite
10921	10-01-2024	SAKET	Adchini	CIVIL	C100120240125		Hardware	System	Other Software	Browser	LOW	Closed	10-01-2024 16:53	01-10-2024 17:02	0:0:8:56			file downloading issue	Onsite
10922	10-01-2024	SAKET	Adchini	CIVIL	C100120240124		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 16:52	01-10-2024 17:01	0:0:8:50			pc shifting	Onsite
10923	10-01-2024	SAKET	Adchini	CHD	C100120240122		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 16:51	01-10-2024 17:00	0:0:9:4			pc shifting	Onsite
10924	10-01-2024	SAKET	Adchini	BUSINESS/	C100120240123		Hardware	System	Other Software	software	LOW	Closed	10-01-2024 16:51	01-10-2024 17:01	0:0:9:46			SAP not login	Onsite
10925	10-01-2024	SAKET	Adchini	CHD	C100120240117		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 16:50	01-10-2024 17:00	0:0:9:42			pc shifting	Onsite
10926	10-01-2024	SAKET	Adchini	CHD	C100120240121		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 16:50	01-10-2024 17:00	0:0:9:16			pc shifting	Onsite
10927	10-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C100120240120		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 16:50	01-10-2024 17:18	0:0:27:13			issue resolved after update the	Onsite
10928	10-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C100120240119		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-01-2024 16:50	01-10-2024 17:41	0:0:50:26			Power supply changed from UPS to	Onsite
10929	10-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C100120240118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	10-01-2024 16:50	01-10-2024 17:20	0:0:29:34			issue resolved after reinstall the	Onsite
10930	10-01-2024	VASANT KUNJ	Bijwasan	O-M	C100120240113		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	10-01-2024 16:49	01-10-2024 17:39	0:0:50:43			After windows update working fine	Onsite
10931	10-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C100120240112		Hardware	PC	Restart Problem	Others	LOW	Closed	10-01-2024 16:49	01-10-2024 17:18	0:0:29:50			issue resolved after clean the system	Onsite
10932	10-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C100120240114		Hardware	System	Other Software	Browser	LOW	Closed	10-01-2024 16:49	01-10-2024 17:19	0:0:29:32			issue resolved after after update the	Onsite
10933	10-01-2024	SAKET	Adchini	CHD	C100120240116		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 16:49	01-10-2024 16:59	0:0:9:43			pc shifting	Onsite
10934	10-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C100120240115		Hardware	System	Other Software	Browser	LOW	Closed	10-01-2024 16:49	01-10-2024 17:19	0:0:29:47			issue resolved after update the	Onsite
10935	10-01-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C100120240111		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 16:45	01-10-2024 17:42	0:0:57:40			mother boar power cable plug in plug	Onsite
10936	10-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C100120240110		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	10-01-2024 16:35	01-10-2024 17:36	0:1:0:5			Mail restore from the trash	Remote
10937	10-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C100120240109		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	10-01-2024 16:34	01-10-2024 17:34	0:1:0:21			System date and time update	Remote
10938	10-01-2024	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C100120240107		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	10-01-2024 16:29	01-10-2024 16:39	0:0:10:9			checkthe pc and log the call	Onsite
10939	10-01-2024	VASANT KUNJ	Mahipalpur	O-M	C100120240108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 16:29	01-10-2024 17:33	0:1:3:51			Archive has been created	Remote
10940	10-01-2024	VASANT KUNJ	B 1	O-M	C100120240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 16:28	01-10-2024 17:32	0:1:4:12			A new mail archive created	Remote
10941	10-01-2024	OTHERS	Andrews Ganj	Enforcem	C100120240104		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	10-01-2024 16:08	01-10-2024 16:09	0:0:1:9			Pc booting issue	Onsite
10942	10-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C100120240105		Hardware	System	Other Software	software	LOW	Closed	10-01-2024 16:08	01-10-2024 17:11	0:1:2:39			PPT sharing done via TeamViewer	Onsite
10943	10-01-2024	NEHRU PLACE	20 No Building	C-M	C100120240103		Hardware	PC	System Password issue	Password	LOW	Closed	10-01-2024 16:07	01-10-2024 17:10	0:1:3:27			password reset done	Onsite
10944	10-01-2024	OTHERS	Andrews Ganj	Enforcem	C100120240102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 16:07	01-10-2024 16:09	0:0:2:16			mail issue	Onsite
10945	10-01-2024	OTHERS	IIT Grid	Enforcem	C100120240101		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	10-01-2024 16:06	01-10-2024 16:09	0:0:3:23			Pc booting issue	Onsite
10946	10-01-2024	NEHRU PLACE	20 No Building	C-M	C100120240100		Hardware	System	Other Software	Adobe	LOW	Closed	10-01-2024 16:05	01-10-2024 17:10	0:1:5:30			PDF open issue resolved	Onsite
10947	10-01-2024	NEHRU PLACE	20 No Building	Energy	C100120240099		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	10-01-2024 16:04	01-10-2024 17:10	0:1:5:49			Clean temp & prefetch file and restart	Onsite
10948	10-01-2024	OTHERS	Andrews Ganj	Enforcem	C100120240098		Hardware	System	Other Software	software	LOW	Closed	10-01-2024 16:04	01-10-2024 16:10	0:0:6:2			MS office issue	Onsite
10949	10-01-2024	NEHRU PLACE	20 No Building	MMG	C100120240097		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	10-01-2024 16:03	01-10-2024 17:04	0:1:1:13			clean to task manager	Onsite
10950	10-01-2024	OTHERS	Andrews Ganj	Enforcem	C100120240096		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	10-01-2024 16:02	01-10-2024 16:10	0:0:7:52			Printer drivers installation	Onsite
10951	10-01-2024	OTHERS	Andrews Ganj	Enforcem	C100120240095		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 16:02	01-10-2024 16:10	0:0:8:40			Printer issue	Onsite
10952	10-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C100120240094		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	10-01-2024 15:54	01-10-2024 16:25	0:0:30:10			C DRIVE DISK CLEANUP,Defarmatest,	Remote
10953	10-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C100120240093		Hardware	Printer	Image Issue	Black Spot	MEDIUM	Closed	10-01-2024 15:44	01-10-2024 16:05	0:0:20:32			PRINTER CARTAGE CHANGE AND	Onsite
10954	10-01-2024	TAGORE GARDEN	Tagore Garden A Block Complaint Center	BUSINESS/	C100120240091		Network	Link	Link Connectivity Issue	Others	LOW	Closed	10-01-2024 15:40	01-10-2024 15:43	0:0:3:3			flt done now network working fine	Onsite
10955	10-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C100120240092		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	10-01-2024 15:40	01-10-2024 16:04	0:0:23:49			NEW ARCHIVE FILE CREATE AND	Remote
10956	10-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C100120240090		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	10-01-2024 15:39	01-10-2024 16:02	0:0:23:17			SCANNER SOFTWARE REINSTALLED	Remote
10957	10-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C100120240089		Telecome	Instrumen	IP	Lan Port	LOW	Closed	10-01-2024 15:37	01-10-2024 15:44	0:0:6:30			change the port	Onsite
10958	10-01-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	Billing	C100120240088		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	10-01-2024 15:34	01-10-2024 15:44	0:0:10:6			set the pin and replace the tonner	Onsite
10959	10-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C100120240087		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	10-01-2024 15:31	01-10-2024 15:46	0:0:15:7			change the date and time	Remote
10960	10-01-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C100120240086		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	10-01-2024 15:24	01-10-2024 16:34	0:1:9:59			After clean temp files and increase	Remote
10961	10-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C100120240085		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	10-01-2024 15:21	01-10-2024 16:29	0:1:8:22			remove the paper from printer now	Onsite
10962	10-01-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C100120240083		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	10-01-2024 15:20	01-10-2024 16:32	0:1:11:52			Change the power shocket now issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
10963	10-01-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C100120240084		Hardware	System	Other Software	software	MEDIUM	Closed	10-01-2024 15:20	01-10-2024 16:35	0:1:14:18			after reinstall software issue resolved	Remote
10964	10-01-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C100120240082		Hardware	PC	System Password issue	Others	LOW	Closed	10-01-2024 15:19	01-10-2024 16:31	0:1:12:18			CMOS Battery Change now issue	Remote
10965	10-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C100120240081		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	10-01-2024 15:18	01-10-2024 16:01	0:0:42:39			KEYBOARD CHANG AND PROBLEM	Onsite
10966	10-01-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C100120240080		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	10-01-2024 15:16	01-10-2024 16:35	0:1:19:15			after clear stuck mails and compact	Remote
10967	10-01-2024	NEHRU PLACE CSO	First Floor - D Block	LEGAL	C100120240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 15:15	01-10-2024 16:32	0:1:16:44			Issue resolved	Onsite
10968	10-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C100120240079		Hardware	System	Other Software	New	LOW	Closed	10-01-2024 15:15	01-10-2024 16:31	0:1:15:54			Joined	Remote
10969	10-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C100120240077		Hardware	System	MS Office	File	LOW	Closed	10-01-2024 15:14	01-10-2024 16:32	0:1:18:9			Issue resolved	Onsite
10970	10-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C100120240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 15:13	01-10-2024 16:32	0:1:19:17			Issue resolved	Onsite
10971	10-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C100120240076		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	10-01-2024 15:13	01-10-2024 16:32	0:1:18:41			Issue resolved	Onsite
10972	10-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C100120240073		Hardware	System	Other Software	New	LOW	Closed	10-01-2024 15:12	01-10-2024 16:30	0:1:18:33			Joined	Onsite
10973	10-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C100120240074		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	10-01-2024 15:12	01-10-2024 16:31	0:1:18:24			Unlock from server side now issue	Remote
10974	10-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C100120240072		Hardware	System	Other Software	software	MEDIUM	Closed	10-01-2024 15:10	01-10-2024 16:36	0:1:26:17			After reinstall Sap software issue	Remote
10975	10-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C100120240071		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	10-01-2024 15:09	01-10-2024 16:37	0:1:28:1			After clear temp files and change	Remote
10976	10-01-2024	ALAKNANDA	G Block Kalkaji	O-M	C100120240070		Telecome	Instrumen	SIP	Others	LOW	Closed	10-01-2024 15:09	01-10-2024 16:29	0:1:20:21			Login with User name and password	Onsite
10977	10-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C100120240069		Hardware	System	Other Software	software	LOW	Closed	10-01-2024 15:08	01-10-2024 16:28	0:1:20:16			Reset the password now issue	Remote
10978	10-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C100120240068		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	10-01-2024 15:08	01-10-2024 16:37	0:1:29:2			After update printer driver issue	Remote
10979	10-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C100120240067		Hardware	System	Other Software	New	LOW	Closed	10-01-2024 15:07	01-10-2024 16:27	0:1:19:18			Install the SAP again now issue	Onsite
10980	10-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C100120240066		Hardware	PC	Network Not Working	No Power	MEDIUM	Closed	10-01-2024 15:07	01-10-2024 16:37	0:1:30:18			After fix cpu power cable issue	Remote
10981	10-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C100120240065		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 15:07	01-10-2024 16:26	0:1:19:26			Boot from HDD now issue resolved	Onsite
10982	10-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C100120240064		Hardware	System	Other Software	Browser	LOW	Closed	10-01-2024 15:07	01-10-2024 15:39	0:0:32:53			use firefox browser now issue	Remote
10983	10-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C100120240063		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	10-01-2024 15:06	01-10-2024 16:38	0:1:31:59			After end multiple mail process	Remote
10984	10-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C100120240062		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	10-01-2024 15:06	01-10-2024 15:39	0:0:33:0			password changed issue resolved..	Onsite
10985	10-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C100120240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 15:05	01-10-2024 15:38	0:0:33:14			new archive created issue resolved..	Onsite
10986	10-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C100120240060		Hardware	System	Other Software	New	MEDIUM	Closed	10-01-2024 15:04	01-10-2024 16:38	0:1:34:33			After recreate P92 icon issue resolved	Remote
10987	10-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C100120240059		Hardware	System	Other Software	software	MEDIUM	Closed	10-01-2024 15:03	01-10-2024 16:39	0:1:36:6			After reinstall cas software issue	Remote
10988	10-01-2024	HAUZ KHAAS	Near Laxman Public School	O-M	C100120240058		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	10-01-2024 15:02	01-10-2024 15:57	0:0:54:46			Temp file deleted.	Onsite
10989	10-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C100120240055		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	10-01-2024 14:57	01-10-2024 15:57	0:0:59:37			Local LAN loose.	Onsite
10990	10-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C100120240056		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	10-01-2024 14:57	01-10-2024 15:57	0:0:59:25			Complaint logged.	Onsite
10991	10-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C100120240053		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	10-01-2024 14:56	01-10-2024 15:56	0:0:59:55			Lotus mail reinstalled.	Onsite
10992	10-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C100120240054		Hardware	System	Other Software	Browser	MEDIUM	Closed	10-01-2024 14:56	01-10-2024 16:00	0:1:3:12			GOOGLE CORMS UPDATE AND	Remote
10993	10-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C100120240052		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 14:55	01-10-2024 15:56	0:1:0:29			Lotus software installed.	Onsite
10994	10-01-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C100120240051		Hardware	System	Other Software	software	MEDIUM	Closed	10-01-2024 14:53	01-10-2024 15:59	0:1:6:7			DTM SOFTWARE REINSTALLED AND	Remote
10995	10-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C100120240049		Hardware	System	Other Software	proxy	LOW	Closed	10-01-2024 14:51	01-10-2024 15:50	0:0:59:21			Change date and time now working	Onsite
10996	10-01-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C100120240050		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	10-01-2024 14:51	01-10-2024 15:58	0:1:6:16			IP SETTING RECONFIGURE AND ISSUE	Onsite
10997	10-01-2024	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C100120240048		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	10-01-2024 14:50	01-10-2024 15:56	0:1:6:1			printer paper removed and printer	Onsite
10998	10-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C100120240047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 14:47	01-10-2024 15:51	0:1:3:55			Reset password now working fine	Remote
10999	10-01-2024	JANAK PURI	I A 3 Janakpuri	O-M	C100120240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 14:46	01-10-2024 15:52	0:1:6:28			New mail installation and	Remote
11000	10-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C100120240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 14:45	01-10-2024 16:49	0:2:3:42			clear paper jam now working fine	Onsite
11001	10-01-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C100120240043		Network	Link	Link Connectivity Issue	Link	LOW	Closed	10-01-2024 14:44	01-10-2024 15:51	0:1:7:55			Done network troubleshooting steps	Onsite
11002	10-01-2024	NEHRU PLACE	W Block GK 1	O-M	C100120240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 14:33	01-10-2024 15:33	0:0:59:40			Password changed.	Onsite
11003	10-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C100120240041		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	10-01-2024 14:32	01-10-2024 15:32	0:1:0:6			SIP phone lan cable reconnect.	Onsite
11004	10-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C100120240040		Hardware	System	Other Software	Media	LOW	Closed	10-01-2024 14:31	01-10-2024 15:32	0:1:0:18			CMOS battery replaced & date time	Onsite
11005	10-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C100120240039		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	10-01-2024 14:07	01-10-2024 14:38	0:0:30:26			Removed temp files with Trend micro	Onsite
11006	10-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C100120240038		Hardware	PC	TFT	Flickering	LOW	Closed	10-01-2024 14:06	01-10-2024 14:37	0:0:31:8			TFT replaced with VGA cable install	Onsite
11007	10-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C100120240037		Hardware	Printer	No display on Panel	Others	LOW	Closed	10-01-2024 14:04	01-10-2024 14:36	0:0:32:10			Add printer with install drivers & set	Onsite
11008	10-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C100120240036		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	10-01-2024 14:02	01-10-2024 14:36	0:0:33:38			FLT done both sides hard boot done	Onsite
11009	10-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C100120240035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	10-01-2024 14:00	01-10-2024 14:35	0:0:35:0			Add printer with install drivers & set	Onsite
11010	10-01-2024	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim	Dispancer	C100120240034		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	10-01-2024 13:58	01-10-2024 14:34	0:0:36:13			Software install done with set IP &	Onsite
11011	10-01-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C100120240033		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	10-01-2024 13:54	01-10-2024 14:31	0:0:36:44			Learn user how to copy mail from	Remote
11012	10-01-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C100120240032		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 13:37	01-10-2024 14:33	0:0:56:55			PC installation on another room.	Onsite
11013	10-01-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C100120240031		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 13:36	01-10-2024 14:38	0:1:2:42			PC installation on another room.	Onsite
11014	10-01-2024	PALAM	Kailash Puri Complaint Center	O-M	C100120240030		Hardware	PC	Not working at all	Others	LOW	Closed	10-01-2024 13:35	01-10-2024 14:39	0:1:3:59			PC installation on another room.	Onsite
11015	10-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C100120240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 13:34	01-10-2024 13:50	0:0:15:15			Mail Archived & Compact &	Onsite
11016	10-01-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C100120240028		Hardware	System	Other Software	Browser	LOW	Closed	10-01-2024 13:33	01-10-2024 14:40	0:1:6:24			Learn user how call log.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11017	10-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C100120240027		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 13:33	01-10-2024 13:49	0:0:15:35			Removed Jam Paper Now Working	Onsite
11018	10-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C100120240026		Hardware	PC	Restart Problem	Others	LOW	Closed	10-01-2024 13:32	01-10-2024 13:48	0:0:15:46			Desktop Icons Setting Changed Now	Onsite
11019	10-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C100120240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 13:32	01-10-2024 13:47	0:0:15:38			Mail Configured Now Working Issue	Onsite
11020	10-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C100120240024		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	10-01-2024 13:29	01-10-2024 14:40	0:1:11:22			Paper jam removed.	Onsite
11021	10-01-2024	PALAM	Mangla Puri Complaint Center	O-M	C100120240023		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 13:25	01-10-2024 14:41	0:1:16:28			Do Mail archive & compact.	Onsite
11022	10-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C100120240022		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	10-01-2024 12:50	01-10-2024 13:40	0:0:50:41			Printer driver issue resolved.	Onsite
11023	10-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C100120240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 12:42	01-10-2024 13:40	0:0:57:25			Mail opening issue resolved	Remote
11024	10-01-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C100120240020		Hardware	PC	TFT	IF HW	LOW	Closed	10-01-2024 11:54	01-10-2024 12:40	0:0:45:55			need to change TFT black spot on TFT	Onsite
11025	10-01-2024	PALAM	C2 D,Dabri More Palam Commercial Office	IT	C100120240019		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	10-01-2024 11:44	01-11-2024 17:08	1:5:24:0			Lan point required for two users of	Onsite
11026	10-01-2024	PALAM	C2 D,Dabri More Palam Commercial Office	IT	C100120240018		Network	IP Schema	IP Schema Issue	Change ip	LOW	Closed	10-01-2024 11:43	01-11-2024 17:08	1:5:24:19			Ip required for two users of civil	Onsite
11027	10-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C100120240017		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	10-01-2024 11:33	01-10-2024 11:35	0:0:1:30			password reset done	Onsite
11028	10-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C100120240016		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	10-01-2024 11:33	01-10-2024 11:35	0:0:2:50			unlocked Resolved	Onsite
11029	10-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C100120240015		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	10-01-2024 11:32	01-10-2024 11:36	0:0:3:48			usb drivers installed	Onsite
11030	10-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C100120240014		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-01-2024 11:32	01-10-2024 12:32	0:1:0:37			Printer setting corrected as reqd.	Remote
11031	10-01-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C100120240013		Hardware	Laptop	Other Issue	Others	LOW	Closed	10-01-2024 11:31	01-10-2024 11:36	0:0:5:8			Ads joining and configration of mail	Onsite
11032	10-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C100120240012		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	10-01-2024 11:26	01-10-2024 12:28	0:1:1:19			run the laptop on safe mode and	Onsite
11033	10-01-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C100120240011		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	10-01-2024 11:19	01-10-2024 11:24	0:0:4:6			call Resolved	Onsite
11034	10-01-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C100120240010		Telecome	Instrumen	IP	Network	LOW	Closed	10-01-2024 11:14	01-10-2024 12:27	0:1:12:52			change the ip address of telephone	Onsite
11035	10-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	MMG	C100120240009		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	10-01-2024 11:13	01-10-2024 12:27	0:1:14:0			cleared the paper issue resolved	Onsite
11036	10-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C100120240008		Hardware	System	MS Office	File	LOW	Closed	10-01-2024 11:11	01-10-2024 12:27	0:1:15:57			repair ms office issue resolved	Onsite
11037	10-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C100120240007		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	10-01-2024 11:07	01-10-2024 12:31	0:1:23:9			Printer issue resolved	Remote
11038	10-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C100120240006		Hardware	PC	System Password issue	Others	LOW	Closed	10-01-2024 11:07	01-10-2024 12:30	0:1:23:21			Password issue resolved	Remote
11039	10-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C100120240005		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	10-01-2024 11:07	01-10-2024 12:26	0:1:19:27			unlocked email id issue resolved	Onsite
11040	10-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C100120240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-01-2024 10:49	01-10-2024 11:06	0:0:16:55			issue resolved	Remote
11041	10-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C100120240003		Hardware	System	Other Software	proxy	LOW	Closed	10-01-2024 10:48	01-10-2024 11:05	0:0:17:19			reset the proxy setting issue resolved..	Remote
11042	10-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C100120240002		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	10-01-2024 10:47	01-10-2024 11:05	0:0:17:31			mail account unlock issue resolved	Remote
11043	10-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	ADMIN	C100120240001		Hardware	MOUSE	Not working	Hardware	HIGH	Closed	10-01-2024 09:55	01-10-2024 15:23	0:5:27:58			Send to nehru place now issue	Onsite
11044	11-01-2024	KHANPUR	RPS Colony Near Mother Dairy	O-M	C110120240207		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 19:59	01-11-2024 20:08	0:0:8:53			After printer driver reinstall issue	Onsite
11045	11-01-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C110120240206		Hardware	PC	Not working at all	Others	LOW	Closed	11-01-2024 19:58	01-11-2024 20:07	0:0:9:18			After pc driver update issue resolved	Onsite
11046	11-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C110120240205		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-01-2024 19:53	01-11-2024 20:07	0:0:13:50			After printer cartridge change issue	Onsite
11047	11-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C110120240204		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	11-01-2024 19:51	01-11-2024 20:06	0:0:14:43			After scanner driver update issue	Onsite
11048	11-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C110120240203		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 17:54	01-11-2024 17:55	0:0:0:37			installation done and call closed	Onsite
11049	11-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C110120240202		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 17:54	01-11-2024 17:55	0:0:0:56			installation done and call closed	Onsite
11050	11-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C110120240201		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 17:54	01-11-2024 17:55	0:0:1:16			installation done and call closed	Onsite
11051	11-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C110120240200		Hardware	System	MS Office	Others	LOW	Closed	11-01-2024 17:54	01-11-2024 17:55	0:0:1:34			installation done and call closed	Onsite
11052	11-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C110120240199		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 17:44	01-11-2024 17:55	0:0:11:57			installation done and call closed	Onsite
11053	11-01-2024	OTHERS	VSNL	RCM	C110120240196		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 17:41	01-11-2024 18:07	0:0:26:23			Adobe remove and re-installed	Onsite
11054	11-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C110120240197		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 17:41	01-11-2024 17:55	0:0:13:44			installation done and call closed	Onsite
11055	11-01-2024	OTHERS	VSNL	RCM	C110120240198		Hardware	PC	Restart Problem	Others	LOW	Closed	11-01-2024 17:41	01-11-2024 18:08	0:0:26:25			SMPS not working properly replaced	Onsite
11056	11-01-2024	OTHERS	VSNL	Data	C110120240195		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 17:40	01-11-2024 18:07	0:0:26:53			Linux Software installed issue resolve	Onsite
11057	11-01-2024	OTHERS	VSNL	BUSINESS/	C110120240194		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 17:39	01-11-2024 18:06	0:0:27:29			New Replica Create	Onsite
11058	11-01-2024	OTHERS	VSNL	BUSINESS/	C110120240193		Hardware	Scanner	Scaning issue	Others	LOW	Closed	11-01-2024 17:38	01-11-2024 18:06	0:0:27:56			Scanner installed	Onsite
11059	11-01-2024	OTHERS	VSNL	RCM	C110120240192		Hardware	System	MS Office	Others	LOW	Closed	11-01-2024 17:37	01-11-2024 18:06	0:0:28:8			Micro setting Enable issue resolve	Onsite
11060	11-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C110120240191		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 17:31	01-11-2024 18:11	0:0:39:56			Issue has been resolved after	Onsite
11061	11-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C110120240190		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 17:31	01-11-2024 18:11	0:0:40:1			Issue has been resolved after installed	Onsite
11062	11-01-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C110120240189		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 17:18	01-11-2024 18:10	0:0:52:17			Issue has been resolved after	Onsite
11063	11-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C110120240188		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 17:17	01-11-2024 17:18	0:0:0:23			Issue Resolved	Onsite
11064	11-01-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C110120240187		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 17:15	01-11-2024 18:10	0:0:54:37			Issue has been resolved after	Onsite
11065	11-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C110120240186		Hardware	System	MS Office	Software	LOW	Closed	11-01-2024 17:13	01-11-2024 18:09	0:0:56:1			Issue has been resolved after repair	Onsite
11066	11-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C110120240183		Hardware	Printer	Paper Pickup	Others	LOW	Closed	11-01-2024 17:12	01-11-2024 17:27	0:0:15:27			Paper setting issue resolved.	Onsite
11067	11-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C110120240184		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	11-01-2024 17:12	01-11-2024 18:08	0:0:56:36			Issue has been resolved after restart	Onsite
11068	11-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C110120240185		Hardware	System	MS Office	Software	LOW	Closed	11-01-2024 17:12	01-11-2024 18:09	0:0:56:35			Issue has been resolved after	Onsite
11069	11-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C110120240182		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-01-2024 17:11	01-11-2024 18:08	0:0:56:44			Issue has been resolved after reset	Onsite
11070	11-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	GIS	C110120240181		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 17:11	01-11-2024 17:27	0:0:15:32			Mail archive issue resolved	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11071	11-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C110120240180		Hardware	System	MS Office	Others	LOW	Closed	11-01-2024 17:10	01-11-2024 17:26	0:0:15:50			Issue resolved as reqd.	Onsite
11072	11-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C110120240179		Hardware	MOUSE	Not working	Hardware	LOW	Closed	11-01-2024 17:09	01-11-2024 18:08	0:0:58:24			Issue has been resolved after changed	Onsite
11073	11-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	BUSINESS/	C110120240178		Hardware	PC	Restart Problem	Physical	LOW	Closed	11-01-2024 17:06	01-11-2024 18:06	0:0:59:34			Issue has been resolved after cleaning	Onsite
11074	11-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110120240177		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-01-2024 17:05	01-11-2024 18:05	0:1:0:12			Issue has been resolved after clear the	Onsite
11075	11-01-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C110120240174		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 17:04	01-11-2024 18:51	0:1:47:40			Issue resolved after Lan point changed	
11076	11-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110120240175		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-01-2024 17:04	01-11-2024 18:05	0:1:0:57			Issue has been resolved after clear the	Onsite
11077	11-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110120240176		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-01-2024 17:04	01-11-2024 18:05	0:1:0:48			Issue has been resolved after clear the	Onsite
11078	11-01-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C110120240173		Network	LAN Issue	LAN Issue	Others	LOW	Closed	11-01-2024 17:03	01-11-2024 17:16	0:0:13:27			Working after re-connecting	Onsite
11079	11-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C110120240172		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	11-01-2024 17:03	01-11-2024 17:04	0:0:1:27			issue resolved	Onsite
11080	11-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C110120240170		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 17:02	01-11-2024 17:04	0:0:2:17			issue resolved	Onsite
11081	11-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C110120240171		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-01-2024 17:02	01-11-2024 17:04	0:0:1:55			issue resolved	Onsite
11082	11-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C110120240169		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 17:01	01-11-2024 17:04	0:0:2:59			issue resolved	Onsite
11083	11-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C110120240168		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 16:59	01-11-2024 17:04	0:0:4:17			issue resolved	Onsite
11084	11-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C110120240166		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	11-01-2024 16:57	01-11-2024 16:58	0:0:1:51			Issue Resolved	Onsite
11085	11-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C110120240167		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	11-01-2024 16:57	01-11-2024 16:59	0:0:1:7			Issue Resolved	Onsite
11086	11-01-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	ADMIN	C110120240165		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 16:55	01-11-2024 16:58	0:0:2:36			Issue Resolved	Onsite
11087	11-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C110120240164		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 16:54	01-11-2024 16:58	0:0:3:45			Issue Resolved	Onsite
11088	11-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C110120240163		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 16:53	01-11-2024 16:57	0:0:4:23			Issue Resolved	Onsite
11089	11-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C110120240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 16:53	01-11-2024 16:57	0:0:4:25			Issue Resolved	Onsite
11090	11-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C110120240160		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 16:52	01-11-2024 16:57	0:0:5:8			Issue Resolved	Onsite
11091	11-01-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C110120240161		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 16:52	01-11-2024 16:57	0:0:4:40			Issue Resolved	Onsite
11092	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240159		Hardware	System	MS Office	File	LOW	Closed	11-01-2024 16:51	01-11-2024 17:01	0:0:9:39			Ms excel not working issue resolved	Onsite
11093	11-01-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C110120240158		Hardware	Laptop	Network Not Working	Other	LOW	Closed	11-01-2024 16:50	01-11-2024 16:57	0:0:6:25			Issue Resolved	Onsite
11094	11-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	PMG	C110120240157		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 16:50	01-11-2024 16:57	0:0:7:3			Issue Resolved	Onsite
11095	11-01-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	BPI	C110120240156		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 16:49	01-11-2024 16:56	0:0:7:33			Issue Resolved	Onsite
11096	11-01-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C110120240155		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 16:48	01-11-2024 16:56	0:0:8:18			Issue Resolved	Onsite
11097	11-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C110120240154		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 16:47	01-11-2024 16:56	0:0:9:5			Issue Resolved	Onsite
11098	11-01-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C110120240153		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 16:46	01-11-2024 16:56	0:0:9:22			Issue Resolved	Onsite
11099	11-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C110120240152		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 16:45	01-11-2024 16:47	0:0:2:23			Adobe reinstalled.	Onsite
11100	11-01-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C110120240151		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-01-2024 16:44	01-11-2024 16:56	0:0:11:22			Issue Resolved	Onsite
11101	11-01-2024	VASANT KUNJ	D 4	O-M	C110120240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 16:42	01-11-2024 16:57	0:0:14:41			Mail installed and configured	Remote
11102	11-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110120240149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 16:40	01-11-2024 16:41	0:0:1:33			Printer driver issue.	Onsite
11103	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240148		Hardware	System	MS Office	File	LOW	Closed	11-01-2024 16:34	01-11-2024 17:00	0:0:26:56			Ms office not working issue resolved	Onsite
11104	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240147		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	11-01-2024 16:33	01-11-2024 16:59	0:0:26:10			CMOS not working issue resolved	Onsite
11105	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240145		Hardware	PC	Not working at all	Driver	LOW	Closed	11-01-2024 16:32	01-11-2024 16:56	0:0:24:23			PC not working issue resolved	Onsite
11106	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240146		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 16:32	01-11-2024 16:56	0:0:24:16			Google chrome not working issue	Onsite
11107	11-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110120240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 16:31	01-11-2024 16:40	0:0:8:42			Create new replica.	Onsite
11108	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240143		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 16:31	01-11-2024 16:56	0:0:24:37			Pdf not working issue resolved	Onsite
11109	11-01-2024	SAKET	Adchini	CIVIL	C110120240142		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 16:30	01-11-2024 16:48	0:0:17:52			given zip file is corrupted	Onsite
11110	11-01-2024	SAKET	Adchini	CIVIL	C110120240141		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 16:30	01-11-2024 16:48	0:0:18:21			reinstalled windows	Onsite
11111	11-01-2024	SAKET	Adchini	HR	C110120240140		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 16:28	01-11-2024 16:47	0:0:19:15			server issue	Onsite
11112	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240137		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 16:27	01-11-2024 16:55	0:0:28:10			pdf not working issue resolved	Onsite
11113	11-01-2024	SAKET	Adchini	BUSINESS/	C110120240138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 16:27	01-11-2024 16:47	0:0:20:0			28.8MB mail stuck in sent item	Onsite
11114	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240139		Hardware	MOUSE	Not working	Hardware	LOW	Closed	11-01-2024 16:27	01-11-2024 16:55	0:0:28:2			Mouse not working issue resolved	Onsite
11115	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240136		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 16:26	01-11-2024 16:54	0:0:27:31			IP msg not working issue resolved	Onsite
11116	11-01-2024	SAKET	Adchini	BUSINESS/	C110120240135		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	11-01-2024 16:26	01-11-2024 16:44	0:0:17:34			printer not work	Onsite
11117	11-01-2024	SAKET	Adchini	CHD	C110120240134		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	11-01-2024 16:25	01-11-2024 16:46	0:0:21:3			stapler pin stuck in one key(remove	Onsite
11118	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240133		Hardware	System	Other Software	Adobe	LOW	Closed	11-01-2024 16:25	01-11-2024 16:54	0:0:28:23			google chrome not working issue	Onsite
11119	11-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110120240132		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 16:24	01-11-2024 16:53	0:0:29:47			pdf not working not working	Onsite
11120	11-01-2024	SAKET	Pushp Vihar Sector 3	WORKSHO	C110120240131		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 16:22	01-11-2024 16:44	0:0:21:53			Excel file not open	Onsite
11121	11-01-2024	SAKET	Adchini	BUSINESS/	C110120240130		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	11-01-2024 16:21	01-11-2024 16:44	0:0:22:36			printer not work	Onsite
11122	11-01-2024	NEHRU PLACE	20 No Building	Energy	C110120240129		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-01-2024 16:14	01-11-2024 16:36	0:0:21:45			all mail archive, issue resolved	Onsite
11123	11-01-2024	NEHRU PLACE	20 No Building	Energy	C110120240128		Hardware	System	Other Software	proxy	LOW	Closed	11-01-2024 16:12	01-11-2024 16:35	0:0:22:54			Proxy configure, issue resolved	Onsite
11124	11-01-2024	OTHERS	Andrews Ganj	Enforcem	C110120240127		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-01-2024 16:11	01-11-2024 16:17	0:0:5:32			Printer issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11125	11-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110120240126		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-01-2024 16:09	01-11-2024 16:14	0:0:5:39			Mail sent to lotus support	Onsite
11126	11-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110120240125		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	11-01-2024 16:08	01-11-2024 16:14	0:0:5:42			Printer complaint logged.	Onsite
11127	11-01-2024	OTHERS	Andrews Ganj	Enforcem	C110120240123		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	11-01-2024 16:03	01-11-2024 16:17	0:0:14:24			Pc booting issue	Onsite
11128	11-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C110120240124		Hardware	System	Other Software	Adobe	MEDIUM	Closed	11-01-2024 16:03	01-11-2024 16:56	0:0:52:40			After repair pdf file issue resolved	Remote
11129	11-01-2024	OTHERS	Andrews Ganj	Enforcem	C110120240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 16:02	01-11-2024 16:18	0:0:15:28			mail issue	Onsite
11130	11-01-2024	NEHRU PLACE	20 No Building	Energy	C110120240121		Hardware	System	Other Software	software	HIGH	Closed	11-01-2024 16:01	01-11-2024 16:35	0:0:33:46			rejoin laptop to ADS	Onsite
11131	11-01-2024	OTHERS	Andrews Ganj	Enforcem	C110120240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 16:00	01-11-2024 16:18	0:0:18:9			mail issue	Onsite
11132	11-01-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C110120240119		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	11-01-2024 15:59	01-11-2024 16:57	0:0:57:36			After change port connectivity issue	Onsite
11133	11-01-2024	NEHRU PLACE	20 No Building	Energy	C110120240117		Hardware	System	MS Office	Software	HIGH	Closed	11-01-2024 15:58	01-11-2024 16:34	0:0:35:42			clean to task manager & restart PC,	Onsite
11134	11-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C110120240118		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	11-01-2024 15:58	01-11-2024 16:58	0:0:59:34			After update printer driver issue	Remote
11135	11-01-2024	HAUZ KHAAS	Near Laxman Public School	O-M	C110120240116		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 15:56	01-11-2024 16:10	0:0:13:55			Proxy settings problem.	Onsite
11136	11-01-2024	SARITA VIHAR	Jasola Grid	BUSINESS/	C110120240115		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-01-2024 15:56	01-11-2024 16:58	0:1:1:32			Mail configured call closed	Remote
11137	11-01-2024	HAUZ KHAAS	Near Laxman Public School	O-M	C110120240113		Hardware	Scanner	Scaning issue	Others	LOW	Closed	11-01-2024 15:55	01-11-2024 16:10	0:0:15:1			Scanner need to service.	Onsite
11138	11-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C110120240114		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-01-2024 15:55	01-11-2024 16:59	0:1:3:38			After clear stuck mails and compact	Remote
11139	11-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C110120240112		Hardware	System	Other Software	Browser	MEDIUM	Closed	11-01-2024 15:54	01-11-2024 16:59	0:1:5:8			After clear chrome cookies files issue	Remote
11140	11-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C110120240111		Hardware	Attendane	Others	Others	LOW	Closed	11-01-2024 15:36	01-11-2024 15:37	0:0:0:47			map the card	Onsite
11141	11-01-2024	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C110120240110		Hardware	Attendane	Others	Others	LOW	Closed	11-01-2024 15:35	01-11-2024 15:38	0:0:2:40			resolved with the help of electrician	Onsite
11142	11-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C110120240109		Hardware	Printer	Paper Pickup	Others	LOW	Closed	11-01-2024 15:34	01-11-2024 15:39	0:0:4:40			remove the paper	Remote
11143	11-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C110120240108		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	11-01-2024 15:32	01-11-2024 15:39	0:0:6:53			check the scanner clean and reset the	Remote
11144	11-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C110120240107		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 15:31	01-11-2024 15:38	0:0:6:34			repair the os	Onsite
11145	11-01-2024	SAKET	D-Block Saket	O-M	C110120240106		Hardware	Printer	Image Issue	Others	LOW	Closed	11-01-2024 15:19	01-11-2024 15:50	0:0:30:26			Reset the printer settings factory	Onsite
11146	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C110120240104		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 15:18	01-11-2024 15:19	0:0:1:36			Installed the driver	Onsite
11147	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C110120240105		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 15:18	01-11-2024 15:20	0:0:1:25			Update the team viewer	Onsite
11148	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C110120240103		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 15:17	01-11-2024 15:19	0:0:1:49			Archive Created	Onsite
11149	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C110120240102		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-01-2024 15:17	1/15/2024 4:50:03 PM	4:1:33:3			LAN Cable Faulty	Onsite
11150	11-01-2024	PALAM	Kailash Puri Complaint Center	O-M	C110120240101		Hardware	UPS	Backup	Output	LOW	Closed	11-01-2024 15:15	01-11-2024 16:01	0:0:45:20			Talk to vendor & resolve the issue.	Onsite
11151	11-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIVIL	C110120240100		Hardware	Attendane	Others	new	LOW	Closed	11-01-2024 15:14	01-11-2024 16:22	0:1:8:2			registered new id card issue resolved	Onsite
11152	11-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C110120240098		Hardware	Printer	Paper Pickup	Others	LOW	Closed	11-01-2024 15:13	01-11-2024 16:02	0:0:48:53			Take followup & issue resolve by	Onsite
11153	11-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C110120240097		Hardware	System	MS Office	Software	LOW	Closed	11-01-2024 15:13	01-11-2024 16:05	0:0:52:20			Repair ms office issue resolved	
11154	11-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C110120240099		Hardware	Laptop	System Password issue	Password	LOW	Closed	11-01-2024 15:13	01-11-2024 16:17	0:1:3:10			Reset system login password issue	
11155	11-01-2024	SAKET	D-Block Saket	O-M	C110120240096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 15:10	01-11-2024 15:25	0:0:14:48			Mail ID configured	Remote
11156	11-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C110120240095		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 15:07	01-11-2024 16:04	0:0:57:11			BSES-HRAMS Link installation.	Onsite
11157	11-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C110120240094		Hardware	PC	Not working at all	Others	LOW	Closed	11-01-2024 15:05	01-11-2024 16:07	0:1:2:12			PC Installation.	Onsite
11158	11-01-2024	NEHRU PLACE	20 No Building	MMG	C110120240093		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 15:04	01-11-2024 16:33	0:1:28:54			P92 reconfigure, issue resolved	Onsite
11159	11-01-2024	SAKET	Adchini	BUSINESS/	C110120240092		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 14:59	01-11-2024 15:21	0:0:22:13			Windows firewall settings changed	Onsite
11160	11-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C110120240091		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 14:57	01-11-2024 15:24	0:0:26:50			S/W installed	Remote
11161	11-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C110120240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 14:56	01-11-2024 16:03	0:1:6:24			Change the replication form issue	
11162	11-01-2024	SAKET	Jonapur CC	O-M	C110120240089		Hardware	UPS	Backup	Others	LOW	Closed	11-01-2024 14:56	01-11-2024 16:42	0:1:46:7			Earthing check in Aaya Nagar CC	Onsite
11163	11-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C110120240085		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	11-01-2024 14:55	01-11-2024 15:53	0:0:58:19			formatted the pc and installed all	Onsite
11164	11-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C110120240088		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	11-01-2024 14:55	01-11-2024 16:08	0:1:12:28			Lotus traveller installation.	Onsite
11165	11-01-2024	SAKET	Chhatarpur CC	O-M	C110120240086		Hardware	System	MS Office	File Not	LOW	Closed	11-01-2024 14:55	01-11-2024 15:24	0:0:28:25			Reassign	Remote
11166	11-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C110120240084		Hardware	Printer	Image Issue	Image	LOW	Closed	11-01-2024 14:54	01-11-2024 15:48	0:0:54:13			change the printer setting issue	Onsite
11167	11-01-2024	SAKET	Fatehpur Beri CC	O-M	C110120240083		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-01-2024 14:53	01-11-2024 15:23	0:0:30:25			Reassign	Remote
11168	11-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	MMG	C110120240082		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	11-01-2024 14:51	01-11-2024 16:17	0:1:25:58			New Archive create.	Remote
11169	11-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C110120240081		Hardware	System	Other Software	Browser	HIGH	Closed	11-01-2024 14:50	01-11-2024 16:16	0:1:26:24			IOMS link change.	Onsite
11170	11-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C110120240080		Hardware	Printer	Connectivity Issue	Hardware	HIGH	Closed	11-01-2024 14:48	01-11-2024 16:15	0:1:26:13			printer power cable change and	Onsite
11171	11-01-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C110120240079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-01-2024 14:44	01-11-2024 15:18	0:0:33:58			Printer connected	Remote
11172	11-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C110120240078		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 14:42	01-11-2024 15:17	0:0:35:19			SAP P92 reset from the BSES site	Remote
11173	11-01-2024	VASANT KUNJ	C 8	O-M	C110120240077		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-01-2024 14:41	01-11-2024 15:15	0:0:34:20			Mail sent to lotus team for unlock	Remote
11174	11-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C110120240076		Hardware	System	MS Office	File Print	MEDIUM	Closed	11-01-2024 14:37	01-11-2024 16:07	0:1:29:53			Repair the ms office software problem	Remote
11175	11-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C110120240075		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	11-01-2024 14:36	01-11-2024 16:09	0:1:33:33			Clean c drive,temp,prefetch and	Onsite
11176	11-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C110120240074		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	11-01-2024 14:35	01-11-2024 16:10	0:1:35:3			Printer Driver reinstalled printer	Onsite
11177	11-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C110120240073		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	11-01-2024 14:34	01-11-2024 14:47	0:0:12:43			Printer paper jam clien	Onsite
11178	11-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C110120240072		Hardware	PC	Restart Problem	Others	HIGH	Closed	11-01-2024 14:33	01-11-2024 14:47	0:0:14:17			Ram reconnect	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11179	11-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110120240071		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 14:24	01-11-2024 15:22	0:0:57:37			P92 password reset.	Onsite
11180	11-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C110120240069		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-01-2024 14:23	01-11-2024 15:21	0:0:57:44			Mail id unlocked & Password reset.	Onsite
11181	11-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110120240070		Hardware	PC	Network Not Working	Other	LOW	Closed	11-01-2024 14:23	01-11-2024 15:21	0:0:57:49			SIP phone LAN Cable reconnected.	Onsite
11182	11-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C110120240068		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-01-2024 14:22	01-11-2024 15:20	0:0:58:8			Mail id unlocked.	Onsite
11183	11-01-2024	NEHRU PLACE	W Block GK 1	O-M	C110120240067		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-01-2024 14:21	01-11-2024 15:20	0:0:58:54			Mail id unlocked.	Onsite
11184	11-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110120240066		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 14:11	01-11-2024 14:34	0:0:23:30			Host file updated.	Onsite
11185	11-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110120240062		Hardware	Attendane	Others	new	LOW	Closed	11-01-2024 13:56	01-11-2024 14:01	0:0:5:0			card registration done issue resolved	Onsite
11186	11-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110120240063		Hardware	Attendane	Others	new	LOW	Closed	11-01-2024 13:56	01-11-2024 14:01	0:0:4:58			card registration done issue resolved	Onsite
11187	11-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110120240061		Hardware	Attendane	Others	new	LOW	Closed	11-01-2024 13:55	01-11-2024 14:00	0:0:5:4			card registration done issue resolved	Onsite
11188	11-01-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C110120240060		Hardware	PC	Network Not Working	Network	LOW	Closed	11-01-2024 13:53	01-11-2024 14:12	0:0:18:20			PC lan not working , check drivers ok	Onsite
11189	11-01-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C110120240059		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 13:52	01-11-2024 14:11	0:0:19:11			Printer not working connect another	Onsite
11190	11-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C110120240058		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-01-2024 13:48	01-11-2024 14:11	0:0:22:12			PC Booting issue HDD cable port	Onsite
11191	11-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C110120240057		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-01-2024 13:46	01-11-2024 14:10	0:0:23:51			Printer add again with install drivers	Onsite
11192	11-01-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C110120240056		Hardware	MOUSE	Not working	Working	LOW	Closed	11-01-2024 13:41	01-11-2024 14:33	0:0:52:10			working after dust cleanned issue	Onsite
11193	11-01-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C110120240055		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	11-01-2024 13:24	01-11-2024 13:25	0:0:0:39			ram issue. Resolved	Onsite
11194	11-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C110120240054		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 13:23	01-11-2024 13:25	0:0:1:43			Resolved	Onsite
11195	11-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C110120240052		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 13:23	01-11-2024 13:25	0:0:2:48			Resolved	Onsite
11196	11-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C110120240053		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-01-2024 13:23	01-11-2024 13:25	0:0:2:9			Resolved	Onsite
11197	11-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C110120240050		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 13:22	01-11-2024 13:26	0:0:3:54			Resolved	Onsite
11198	11-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C110120240051		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 13:22	01-11-2024 13:26	0:0:3:24			Resolved	Onsite
11199	11-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C110120240049		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	11-01-2024 13:06	01-11-2024 13:34	0:0:28:8			Install lan drivers in dell pc and set ip	Onsite
11200	11-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C110120240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 13:03	01-11-2024 13:33	0:0:30:22			Install lotus mail Config & Create new	Onsite
11201	11-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C110120240047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 12:58	01-11-2024 13:32	0:0:34:29			Install lotus mail Config & Create new	Onsite
11202	11-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C110120240046		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 12:55	01-11-2024 13:32	0:0:36:48			Install lotus mail Config & Create new	Onsite
11203	11-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C110120240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 12:53	01-11-2024 13:32	0:0:38:16			Lotus mail id config call as create new	Onsite
11204	11-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C110120240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 12:48	01-11-2024 13:41	0:0:53:4			Re Installed the Mail now Issue	Remote
11205	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C110120240042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 12:47	01-11-2024 13:40	0:0:53:38			Installed the printer now Issue	Remote
11206	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C110120240043		Hardware	System	Other Software	Browser	LOW	Closed	11-01-2024 12:47	01-11-2024 13:41	0:0:53:25			Password Chnage now Issue resolved	Remote
11207	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C110120240041		Hardware	System	Other Software	proxy	LOW	Closed	11-01-2024 12:46	01-11-2024 13:40	0:0:53:42			Disable proxy now Issue resolved	Remote
11208	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C110120240040		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	11-01-2024 12:46	01-11-2024 13:39	0:0:53:57			Boot with HDD now Issue resolved	Onsite
11209	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C110120240039		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 12:45	01-11-2024 13:39	0:0:54:1			Configure the SAP P92 now Issue	Remote
11210	11-01-2024	NIZAMUDDIN	Jangpura	O-M	C110120240037		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-01-2024 12:44	01-11-2024 13:38	0:0:54:13			Remove paper from printer now Issue	Onsite
11211	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C110120240038		Hardware	System	MS Office	File	LOW	Closed	11-01-2024 12:44	01-11-2024 13:39	0:0:54:9			Installed the MS Office now Issue	Remote
11212	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C110120240035		Hardware	PC	Hanging/Slow processing	Harddisk	LOW	Closed	11-01-2024 12:43	01-11-2024 13:37	0:0:54:28			Backup Done	Onsite
11213	11-01-2024	NIZAMUDDIN	Jangpura	O-M	C110120240036		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-01-2024 12:43	01-11-2024 13:38	0:0:54:24			Crimp the Cable now Issue resolved	Onsite
11214	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C110120240034		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 12:42	01-11-2024 13:37	0:0:55:2			Installed now Issue resolved	Onsite
11215	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C110120240033		Hardware	PC	System Password issue	Password	LOW	Closed	11-01-2024 12:41	01-11-2024 13:36	0:0:55:22			Password reset now Issue resolved	Onsite
11216	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C110120240031		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-01-2024 12:40	01-11-2024 13:36	0:0:55:42			OS Installed now Issue resolved	Onsite
11217	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C110120240032		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 12:40	01-11-2024 13:36	0:0:55:38			Software Installed now Issue resolved	Remote
11218	11-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C110120240030		Hardware	Scanner	Scaning issue	Others	LOW	Closed	11-01-2024 12:39	01-11-2024 13:44	0:1:4:45			Change the setting now Issue resolved	Remote
11219	11-01-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C110120240029		Network	Link	Link Connectivity Issue	Others	LOW	Closed	11-01-2024 12:39	01-11-2024 13:44	0:1:5:8			Change the Patch Cable now Issue	Onsite
11220	11-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C110120240028		Telecome	Instrumen	IP	Others	LOW	Closed	11-01-2024 12:38	01-11-2024 13:43	0:1:5:21			Restart the phone now Issue resolved	Onsite
11221	11-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C110120240027		Network	Link	Link Connectivity Issue	Others	LOW	Closed	11-01-2024 12:37	01-11-2024 13:43	0:1:5:36			Change the IP now Issue resolved	Onsite
11222	11-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C110120240026		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 12:36	01-11-2024 13:43	0:1:6:15			SAP P92 Installation now Issue	Remote
11223	11-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C110120240025		Hardware	System	Other Software	New	LOW	Closed	11-01-2024 12:36	01-11-2024 13:42	0:1:6:34			New Shortcut created now Issue	Remote
11224	11-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C110120240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 12:35	01-11-2024 13:42	0:1:6:51			Create new Workspace now Issue	Onsite
11225	11-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C110120240023		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	11-01-2024 12:34	01-11-2024 13:41	0:1:7:5			PC RAM Change now Issue resolved	Onsite
11226	11-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C110120240022		Telecome	Instrumen	Analog	Others	MEDIUM	Closed	11-01-2024 12:19	01-11-2024 14:07	0:1:47:49			Change media-gateway port and	Remote
11227	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C110120240021		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	11-01-2024 12:17	01-11-2024 13:35	0:1:17:57			Send IT to NHP	Onsite
11228	11-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C110120240020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-01-2024 11:39	01-11-2024 12:22	0:0:43:31			Printer re-confiured as reqd.	Remote
11229	11-01-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C110120240019		Hardware	System	Other Software	software	MEDIUM	Closed	11-01-2024 11:07	01-11-2024 11:33	0:0:26:0			DTM software reinstalled and with	Remote
11230	11-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C110120240018		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 11:04	01-11-2024 11:43	0:0:39:7			MS-office issue resolved as reqd.	Onsite
11231	11-01-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C110120240017		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-01-2024 11:01	01-11-2024 11:02	0:0:0:29			Printer connected	Onsite
11232	11-01-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C110120240016		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-01-2024 11:00	01-11-2024 11:03	0:0:3:37			Laptop port issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11233	11-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110120240015		Hardware	System	Other Software	software	LOW	Closed	11-01-2024 10:58	01-11-2024 12:00	0:1:2:33			Rejoin ads user.	Onsite
11234	11-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110120240013		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-01-2024 10:57	01-11-2024 12:00	0:1:3:3			Rj45 connector change.	Onsite
11235	11-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C110120240014		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-01-2024 10:57	01-11-2024 11:31	0:0:34:17			All Inbox and sent Mail Archive. After	Remote
11236	11-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110120240012		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	11-01-2024 10:56	01-11-2024 11:59	0:1:3:32			LAN cable change	Onsite
11237	11-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110120240011		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-01-2024 10:35	01-11-2024 10:49	0:0:14:24			LAN Cable Connected Properly Now	Onsite
11238	11-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110120240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 10:34	01-11-2024 11:12	0:0:37:15			Mail Configured & Password Change	Onsite
11239	11-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110120240008		Hardware	PC	System Password issue	Password	LOW	Closed	11-01-2024 10:33	01-11-2024 10:49	0:0:16:21			Password Reset Now Working Issue	Onsite
11240	11-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110120240009		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	11-01-2024 10:33	01-11-2024 10:50	0:0:16:55			LAN Cable Plugged Properly In Laptop	Onsite
11241	11-01-2024	OTHERS	VSNL	O-M	C110120240007		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	11-01-2024 10:28	01-11-2024 11:29	0:1:1:33			Delete temp file and folder and scan	Onsite
11242	11-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C110120240006		Hardware	PC	New OS Insatallation	New OS	HIGH	Closed	11-01-2024 10:26	01-11-2024 12:49	0:2:23:7			Please send PC to IT Room	Onsite
11243	11-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C110120240005		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-01-2024 10:01	01-11-2024 11:19	0:1:18:38			issue has been resolved after clear the	Onsite
11244	11-01-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C110120240004		Hardware	PC	System Password issue	Password	LOW	Closed	11-01-2024 10:00	01-11-2024 10:13	0:0:13:43			default password reset issue resolved	Onsite
11245	11-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C110120240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 09:58	01-11-2024 10:13	0:0:14:32			mail id installed issue resolved	Onsite
11246	11-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C110120240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-01-2024 09:29	01-11-2024 09:42	0:0:13:12			mail installed issue resolved	Remote
11247	11-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110120240001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-01-2024 09:21	01-12-2024 16:43	1:7:22:18			Please do the needful.	Onsite
11248	12-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C120120240192		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-01-2024 18:46	01-12-2024 18:49	0:0:2:4			issue resolved	Onsite
11249	12-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C120120240191		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 18:45	01-12-2024 18:48	0:0:2:56			issue resolved	Onsite
11250	12-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C120120240190		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	12-01-2024 18:45	01-12-2024 18:48	0:0:3:16			issue resolved	Onsite
11251	12-01-2024	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C120120240189		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-01-2024 18:44	01-12-2024 18:48	0:0:3:35			issue resolved	Onsite
11252	12-01-2024	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C120120240188		Hardware	Printer	Image Issue	Image	LOW	Closed	12-01-2024 18:43	01-12-2024 18:47	0:0:4:21			issue resolved	Onsite
11253	12-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C120120240187		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	12-01-2024 18:42	01-12-2024 18:47	0:0:4:49			issue resolved	Onsite
11254	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240186		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-01-2024 17:45	01-12-2024 18:19	0:0:34:9			Mouse replaced.	Onsite
11255	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240185		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-01-2024 17:43	01-12-2024 18:19	0:0:35:53			Laptop restart.	Onsite
11256	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240184		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:42	01-12-2024 18:20	0:0:38:9			In Archive folder.nsf extension add.	Onsite
11257	12-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120120240183		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:11	01-12-2024 17:30	0:0:18:36			issue resolved after change the	Onsite
11258	12-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120120240178		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-01-2024 17:10	01-12-2024 17:39	0:0:29:28			scanner issue resolved after clean the	Onsite
11259	12-01-2024	OTHERS	VSNL	OET	C120120240180		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 17:10	01-12-2024 17:53	0:0:43:18			Printer installed	Onsite
11260	12-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120120240181		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:10	01-12-2024 17:37	0:0:26:47			issue resolved after create and edit a	Onsite
11261	12-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120120240182		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 17:10	01-12-2024 17:36	0:0:25:53			issue resolved after printer installation	Onsite
11262	12-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C120120240179		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 17:10	01-12-2024 17:20	0:0:10:12			issue has been resolved after create	Onsite
11263	12-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120120240176		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 17:09	01-12-2024 17:39	0:0:30:34			issue resolved after reinstall the	Onsite
11264	12-01-2024	OTHERS	VSNL	OET	C120120240175		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 17:09	01-12-2024 17:53	0:0:44:34			Printer installed	Onsite
11265	12-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C120120240177		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 17:09	01-12-2024 17:19	0:0:10:1			issue has been resolved after	Onsite
11266	12-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120120240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 17:08	01-12-2024 17:24	0:0:16:21			AFTER MAIL ARCHIVED ISSUE	Onsite
11267	12-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C120120240173		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 17:08	01-12-2024 17:19	0:0:11:10			issue has been resolved after reset the	Onsite
11268	12-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C120120240170		Hardware	System	MS Office	Software	LOW	Closed	12-01-2024 17:07	01-12-2024 17:18	0:0:11:19			issue has been resolved after	Onsite
11269	12-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C120120240171		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-01-2024 17:07	01-12-2024 17:24	0:0:16:36			AFTER PRINTER RESTART AND LAN	Onsite
11270	12-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C120120240172		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-01-2024 17:07	01-12-2024 17:24	0:0:16:22			AFTER PAPER JAM CLEAR ISSUE	Onsite
11271	12-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C120120240168		Hardware	PC	Not working at all	No power	LOW	Closed	12-01-2024 17:06	01-12-2024 17:23	0:0:16:58			AFTER POWER CABLE REINSERT ISSUE	Onsite
11272	12-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C120120240167		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-01-2024 17:06	01-12-2024 17:17	0:0:11:34			issue has been resolved after changed	Onsite
11273	12-01-2024	OTHERS	VSNL	QUALITY	C120120240169		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:06	01-12-2024 17:52	0:0:46:26			Account unlock	Onsite
11274	12-01-2024	OTHERS	VSNL	OET	C120120240166		Hardware	System	Other Software	Browser	LOW	Closed	12-01-2024 17:05	01-12-2024 17:52	0:0:46:44			Chrome remove and re-installed	Onsite
11275	12-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C120120240165		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:05	01-12-2024 17:38	0:0:33:15			mail issue resolved after create a new	Onsite
11276	12-01-2024	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C120120240164		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	12-01-2024 17:05	01-12-2024 17:22	0:0:17:26			AFTER EARTHING CABLE RECONNET	Onsite
11277	12-01-2024	OTHERS	VSNL	KCC/MLCC	C120120240163		Hardware	System	Other Software	Browser	LOW	Closed	12-01-2024 17:05	01-12-2024 17:51	0:0:46:40			Hosts file replaced issue resolve	Onsite
11278	12-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C120120240161		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-01-2024 17:04	01-12-2024 17:17	0:0:13:4			issue has been resolved after changed	Onsite
11279	12-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C120120240162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-01-2024 17:04	01-12-2024 17:38	0:0:33:55			issue resolved after clear the paper	Onsite
11280	12-01-2024	OTHERS	VSNL	O-M	C120120240160		Network	LAN Issue	LAN Issue	Others	LOW	Closed	12-01-2024 17:03	01-12-2024 17:51	0:0:47:20			Replaced patch Cable issue resolve	Onsite
11281	12-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120120240159		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:02	01-12-2024 17:37	0:0:34:52			issue resolved after repair the mail	Onsite
11282	12-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120120240158		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-01-2024 17:02	01-12-2024 17:28	0:0:25:52			keyboard change and call closed	Onsite
11283	12-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120120240157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 17:01	01-12-2024 17:27	0:0:26:20			issue resolved after update the	Onsite
11284	12-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120120240156		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 17:00	01-12-2024 17:27	0:0:26:35			issue resolved after update the	Onsite
11285	12-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C120120240155		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-01-2024 16:59	01-12-2024 17:17	0:0:17:23			issue has been resolved after changed	Onsite
11286	12-01-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C120120240154		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:56	01-12-2024 16:56	0:0:0:13			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11287	12-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C120120240153		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	12-01-2024 16:53	01-12-2024 16:56	0:0:2:33			Issue Resolved	Onsite
11288	12-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C120120240152		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	12-01-2024 16:53	01-12-2024 16:56	0:0:2:45			Issue Resolved	Onsite
11289	12-01-2024	NEHRU PLACE CSO	Third Floor - A Block	C-M	C120120240151		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:52	01-12-2024 16:56	0:0:3:24			Issue Resolved	Onsite
11290	12-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C120120240149		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-01-2024 16:51	01-12-2024 16:55	0:0:4:36			Issue Resolved	Onsite
11291	12-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C120120240150		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:51	01-12-2024 16:56	0:0:4:17			Issue Resolved	Onsite
11292	12-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C120120240148		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	12-01-2024 16:50	01-12-2024 16:55	0:0:5:39			Issue Resolved	Onsite
11293	12-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C120120240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 16:47	01-12-2024 16:55	0:0:7:54			Issue Resolved	Onsite
11294	12-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C120120240146		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:45	01-12-2024 16:55	0:0:9:48			Issue Resolved	Onsite
11295	12-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120120240145		Hardware	PC	System Password issue	Password	LOW	Closed	12-01-2024 16:44	01-12-2024 16:55	0:0:10:43			Issue Resolved	Onsite
11296	12-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C120120240144		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 16:42	01-12-2024 16:55	0:0:12:17			Issue Resolved	Onsite
11297	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240143		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	12-01-2024 16:42	01-12-2024 16:47	0:0:4:53			Removed Jam Paper Now Working	Onsite
11298	12-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120120240142		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-01-2024 16:41	01-12-2024 16:43	0:0:1:46			Printer paper jam error , removed	Onsite
11299	12-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C120120240141		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:40	01-12-2024 16:42	0:0:2:33			Display shows big icons , Display	Onsite
11300	12-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C120120240140		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:39	01-12-2024 16:42	0:0:3:1			ADS login error , reset password and	Onsite
11301	12-01-2024	SAKET	Adchini	DTC	C120120240139		Hardware	MOUSE	Not working	Other	LOW	Closed	12-01-2024 16:38	01-12-2024 16:56	0:0:18:2			USB 3.0 driver re-installed	Onsite
11302	12-01-2024	SAKET	Adchini	DTC	C120120240138		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 16:31	01-12-2024 16:55	0:0:23:40			Set as default program changed	Onsite
11303	12-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120120240137		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:27	01-12-2024 16:32	0:0:5:32			Google Chrome Updation.	Onsite
11304	12-01-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C120120240136		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-01-2024 16:26	01-12-2024 17:53	0:1:27:29				
11305	12-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C120120240135		Hardware	Scanner	Scaning issue	Paper	MEDIUM	Closed	12-01-2024 16:24	01-12-2024 17:12	0:0:48:22			Need to replaced scanner Lance	
11306	12-01-2024	OTHERS	Andrews Ganj	Enforcem	C120120240134		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:21	01-12-2024 16:22	0:0:1:34			SAP Issue	Onsite
11307	12-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120120240133		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 16:20	01-12-2024 16:33	0:0:12:51			Reset JPG file settings.	Onsite
11308	12-01-2024	OTHERS	Andrews Ganj	Enforcem	C120120240132		Hardware	PC	TFT	Others	LOW	Closed	12-01-2024 16:20	01-12-2024 16:23	0:0:3:21			TFT issue	Onsite
11309	12-01-2024	OTHERS	Andrews Ganj	Enforcem	C120120240131		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:19	01-12-2024 16:24	0:0:4:28			Image upload issue	Onsite
11310	12-01-2024	OTHERS	HUDCO Grid	PROTECTI	C120120240130		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 16:18	01-12-2024 16:25	0:0:7:9			Mail issue	Onsite
11311	12-01-2024	OTHERS	Andrews Ganj	Enforcem	C120120240129		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	12-01-2024 16:16	01-12-2024 16:26	0:0:10:25			webex installation	Onsite
11312	12-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120120240128		Hardware	Printer	Image Issue	Image	LOW	Closed	12-01-2024 16:14	01-12-2024 16:31	0:0:17:31			cartridge replace	Onsite
11313	12-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120120240127		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-01-2024 16:12	01-12-2024 16:31	0:0:19:13			Keyboard replaced.	Onsite
11314	12-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120120240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 16:10	01-12-2024 16:30	0:0:20:58			Password reset and restart mail again	Onsite
11315	12-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C120120240125		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 16:06	01-12-2024 16:15	0:0:8:12			Zoom Installation	Onsite
11316	12-01-2024	OTHERS	Police Colony	Enforcem	C120120240124		Hardware	PC	Restart Problem	Heating	LOW	Closed	12-01-2024 16:04	01-12-2024 16:22	0:0:17:49			Pc booting issue	Onsite
11317	12-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C120120240123		Hardware	Laptop	Restart Problem	Harddisk	MEDIUM	Closed	12-01-2024 16:01	01-12-2024 17:17	0:1:16:21			resolved	Onsite
11318	12-01-2024	SAKET	D-Block Saket	O-M	C120120240122		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 15:56	01-12-2024 16:40	0:0:44:0			TeamViewer not open	Onsite
11319	12-01-2024	SAKET	Adchini	LEGAL	C120120240121		Hardware	Laptop	Not working at all	Others	LOW	Closed	12-01-2024 15:55	01-12-2024 16:40	0:0:45:6			ip not installed	Onsite
11320	12-01-2024	SAKET	Adchini	CIVIL	C120120240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 15:54	01-12-2024 16:40	0:0:45:29			date and time not set	Onsite
11321	12-01-2024	SAKET	Adchini	HR	C120120240119		Hardware	System	Other Software	proxy	LOW	Closed	12-01-2024 15:53	01-12-2024 16:39	0:0:45:50			Zoom meeting not work	Onsite
11322	12-01-2024	SAKET	Adchini	BUSINESS/	C120120240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 15:53	01-12-2024 16:39	0:0:46:18			mail not work	Onsite
11323	12-01-2024	SAKET	Adchini	BUSINESS/	C120120240117		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 15:52	01-12-2024 16:39	0:0:46:41			win rar not open	Onsite
11324	12-01-2024	SAKET	Adchini	BUSINESS/	C120120240116		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 15:51	01-12-2024 16:37	0:0:46:27			printer not work	Onsite
11325	12-01-2024	SAKET	Adchini	BUSINESS/	C120120240115		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 15:50	01-12-2024 16:37	0:0:46:30			printer not work	Onsite
11326	12-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C120120240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 15:50	01-12-2024 16:46	0:0:56:36			Mail issue resolved as reqd.	Onsite
11327	12-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C120120240113		Hardware	PC	Not working at all	Others	LOW	Closed	12-01-2024 15:47	01-12-2024 16:46	0:0:59:11			Working after Sata cable connected to	Onsite
11328	12-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C120120240112		Hardware	OTHERS	QMS ISSUE	Printer	LOW	Closed	12-01-2024 15:46	01-12-2024 16:23	0:0:36:48			Complaint has been logged to vandor	Onsite
11329	12-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C120120240111		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	12-01-2024 15:46	01-12-2024 15:57	0:0:10:13			Printer A4 size setting	Onsite
11330	12-01-2024	NEHRU PLACE CSO	Ground Floor	IT	C120120240110		Hardware	PC	Hanging/Slow processing	Patch	LOW	Closed	12-01-2024 15:45	01-12-2024 15:48	0:0:3:8			System need to format	Onsite
11331	12-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C120120240109		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-01-2024 15:45	01-12-2024 16:21	0:0:36:20			Mail changed home to online	Remote
11332	12-01-2024	NEHRU PLACE CSO	Ground Floor	IT	C120120240108		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	12-01-2024 15:44	01-12-2024 15:48	0:0:3:45			Issue resolved	Onsite
11333	12-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120120240107		Hardware	PC	Restart Problem	Temp	LOW	Closed	12-01-2024 15:42	01-12-2024 15:48	0:0:6:16			Issue resolved	Onsite
11334	12-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120120240106		Hardware	PC	System Password issue	Others	LOW	Closed	12-01-2024 15:41	01-12-2024 15:48	0:0:6:49			Issue resolved	Onsite
11335	12-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C120120240105		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	12-01-2024 15:40	01-12-2024 15:48	0:0:8:6			Issue resolved	Onsite
11336	12-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C120120240103		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 15:39	01-12-2024 16:21	0:0:41:56			Mail archived then compact the mail	Remote
11337	12-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C120120240104		Hardware	Laptop	Screen Issue	Color	LOW	Closed	12-01-2024 15:39	01-12-2024 15:48	0:0:8:33			Issue resolved	Onsite
11338	12-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120120240101		Hardware	PC	System Password issue	Password	LOW	Closed	12-01-2024 15:38	01-12-2024 15:47	0:0:9:18			Issue resolved	Onsite
11339	12-01-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C120120240102		Hardware	PC	System Password issue	Others	LOW	Closed	12-01-2024 15:38	01-12-2024 15:47	0:0:8:53			Issue resolved	Onsite
11340	12-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120120240099		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	12-01-2024 15:37	01-12-2024 15:47	0:0:9:53			Issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11341	12-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120120240100		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	12-01-2024 15:37	01-12-2024 15:47	0:0:9:43			Issue resolved	Onsite
11342	12-01-2024	VASANT KUNJ	Bijwasan	O-M	C120120240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-01-2024 15:36	01-12-2024 16:19	0:0:43:53			USB port changed	Onsite
11343	12-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C120120240095		Hardware	System	Other Software	proxy	LOW	Closed	12-01-2024 15:36	01-12-2024 15:46	0:0:10:50			Issue resolved	Onsite
11344	12-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C120120240098		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 15:36	01-12-2024 15:47	0:0:10:31			Issue resolved	Onsite
11345	12-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C120120240097		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-01-2024 15:36	01-12-2024 15:47	0:0:10:36			Issue resolved	Onsite
11346	12-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C120120240094		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-01-2024 15:34	01-12-2024 15:56	0:0:22:13			mail reconfigure	Remote
11347	12-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C120120240093		Hardware	System	Other Software	software	HIGH	Closed	12-01-2024 15:33	01-12-2024 15:55	0:0:22:31			pdf software install	Remote
11348	12-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C120120240092		Hardware	System	MS Office	Software	MEDIUM	Closed	12-01-2024 15:32	01-12-2024 16:44	0:1:12:16			After reinstall excel file issue resolved	Remote
11349	12-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	MMG	C120120240091		Hardware	PC	Restart Problem	Others	HIGH	Closed	12-01-2024 15:31	01-12-2024 15:54	0:0:22:53			ram slot changed	Onsite
11350	12-01-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C120120240090		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	12-01-2024 15:30	01-12-2024 15:54	0:0:23:24			scanner software install	Onsite
11351	12-01-2024	NEHRU PLACE	W Block GK 1	O-M	C120120240089		Hardware	PC	Not working at all	Physical	LOW	Closed	12-01-2024 15:26	01-12-2024 15:58	0:0:31:58			Physical Cleaning & reinsert the RAM.	Onsite
11352	12-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120120240088		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	12-01-2024 15:25	01-12-2024 15:59	0:0:34:6			Ticked logged with vendor.	Onsite
11353	12-01-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C120120240087		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 15:25	01-12-2024 15:59	0:0:34:18			Reconfiguration printer drivers.	Onsite
11354	12-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C120120240086		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	12-01-2024 15:24	01-12-2024 15:59	0:0:34:21			Reconnect LAN Cable.	Onsite
11355	12-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C120120240084		Hardware	PC	Not working at all	Physical	LOW	Closed	12-01-2024 15:24	01-12-2024 15:58	0:0:34:21			Physical Cleaning & reinsert the RAM.	Onsite
11356	12-01-2024	SARITA VIHAR	Pocket B Block	BUSINESS/	C120120240085		Hardware	System	Other Software	software	MEDIUM	Closed	12-01-2024 15:24	01-12-2024 16:46	0:1:22:10			after reinstall chrome issue resolved	Remote
11357	12-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C120120240083		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	12-01-2024 15:22	01-12-2024 16:47	0:1:24:34			After clean ram and reinsert issue	Onsite
11358	12-01-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C120120240082		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	12-01-2024 15:21	01-12-2024 15:45	0:0:23:25			After uncheck offline tick issue	Remote
11359	12-01-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C120120240081		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-01-2024 15:20	01-12-2024 15:44	0:0:24:8			After replace local replica issue	Remote
11360	12-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120120240080		Hardware	System	Other Software	software	MEDIUM	Closed	12-01-2024 15:19	01-12-2024 16:47	0:1:28:45			After reinstall scandll pro issue	Remote
11361	12-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120120240079		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	12-01-2024 15:17	01-12-2024 16:48	0:1:31:14			after clean temp file and increase core	Remote
11362	12-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120120240078		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-01-2024 15:16	01-12-2024 16:25	0:1:8:18			PC patch cable replaced.	Onsite
11363	12-01-2024	SARITA VIHAR	Shaheen Bagh	OM-DIV	C120120240077		Hardware	PC	Network Not Working	Earthing	MEDIUM	Closed	12-01-2024 15:16	01-12-2024 15:47	0:0:31:28			visited the site checked the earthing	Onsite
11364	12-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120120240076		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 15:15	01-12-2024 16:24	0:1:9:3			Adobe installed.	Onsite
11365	12-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120120240074		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-01-2024 15:14	01-12-2024 16:23	0:1:9:21			CMOS battery faulty.	Onsite
11366	12-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120120240075		Hardware	System	Other Software	software	LOW	Closed	12-01-2024 15:14	01-12-2024 16:24	0:1:9:19			SAP password locked.	Onsite
11367	12-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C120120240073		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-01-2024 15:13	01-12-2024 16:23	0:1:9:43			PC samps problem	Onsite
11368	12-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C120120240072		Hardware	UPS	Backup	Battery	LOW	Closed	12-01-2024 15:09	01-12-2024 16:23	0:1:13:27			Complaint logged.	Onsite
11369	12-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120120240071		Hardware	PC	TFT	Others	LOW	Closed	12-01-2024 14:55	01-12-2024 16:05	0:1:9:52			VGA Cable Change now issue resolved	Onsite
11370	12-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120120240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 14:54	01-12-2024 16:05	0:1:10:23			Archive path Change now issue	Remote
11371	12-01-2024	SAKET	Malviya Nagar	HR	C120120240069		Hardware	PC	TFT	Black H	LOW	Closed	12-01-2024 14:53	01-12-2024 16:21	0:1:27:46			Call logged to vendor	Onsite
11372	12-01-2024	SAKET	MIG CC	O-M	C120120240068		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-01-2024 14:52	01-12-2024 16:21	0:1:28:39			Printer re-connect by sharing	Remote
11373	12-01-2024	ALAKNANDA	Giri Nagar	MMG	C120120240067		Telecome	Instrumen	IP	Lan Port	LOW	Closed	12-01-2024 14:52	01-12-2024 16:04	0:1:11:45			Change the LAN Port now issue	Onsite
11374	12-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	DSS	C120120240064		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	12-01-2024 14:49	01-12-2024 15:41	0:0:51:47			mouse clean and issue resolved,	Onsite
11375	12-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C120120240066		Hardware	PC	Restart Problem	Heating	MEDIUM	Closed	12-01-2024 14:49	01-12-2024 15:43	0:0:53:29			cooling paste was applied on the	Onsite
11376	12-01-2024	ALAKNANDA	CR Park HR Office	O-M	C120120240065		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	12-01-2024 14:49	01-12-2024 16:03	0:1:14:0			Change the SATA cable now issue	Onsite
11377	12-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120120240062		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 14:48	01-12-2024 16:02	0:1:14:25			PDF Installed now issue resolved	Onsite
11378	12-01-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120120240061		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-01-2024 14:48	01-12-2024 15:40	0:0:52:21			Mail installation done.	Onsite
11379	12-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120120240063		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-01-2024 14:48	01-12-2024 16:03	0:1:14:24			Unlock from server side now issue	Remote
11380	12-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120120240060		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 14:47	01-12-2024 16:00	0:1:13:0			Change the Default setting now issue	Onsite
11381	12-01-2024	SAKET	Adchini	BUSINESS/	C120120240059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 14:46	01-12-2024 16:20	0:1:34:15			Lotus mail installed & configured	Onsite
11382	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240058		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 14:41	01-12-2024 14:57	0:0:16:26			Ms office not working issue resolved	Onsite
11383	12-01-2024	SAKET	Adchini	SAFETY	C120120240057		Telecome	Instrumen	Analog	Others	LOW	Closed	12-01-2024 14:41	01-12-2024 16:19	0:1:38:21			Re-insert the Gateway card	Onsite
11384	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240056		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-01-2024 14:40	01-12-2024 14:57	0:0:16:21			Keyboard not working issue resolved	Onsite
11385	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240055		Hardware	System	MS Office	File	LOW	Closed	12-01-2024 14:40	01-12-2024 14:56	0:0:16:47			Ms excel not working issue resolved	Onsite
11386	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240053		Hardware	System	MS Office	File Not	LOW	Closed	12-01-2024 14:39	01-12-2024 14:55	0:0:16:40			Ms excel not working issue resolved	Onsite
11387	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240054		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-01-2024 14:39	01-12-2024 14:56	0:0:16:48			Scanner not working issue resolved	Onsite
11388	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240051		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 14:38	01-12-2024 14:55	0:0:16:44			Ms office not working issue resolved	Onsite
11389	12-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120120240050		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 14:38	01-12-2024 14:47	0:0:9:7			IP msg not working issue resolved	Onsite
11390	12-01-2024	SAKET	Adchini	CIVIL	C120120240052		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-01-2024 14:38	01-12-2024 16:19	0:1:40:16			Mail account unlocked from server	Onsite
11391	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 14:34	01-12-2024 15:39	0:1:5:39			Mail Archive & Compact & Reactivate	Onsite
11392	12-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C120120240048		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	12-01-2024 14:28	01-12-2024 15:39	0:1:11:22			Scanner lance clean imaged issue	Onsite
11393	12-01-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120120240047		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	12-01-2024 14:27	01-12-2024 15:38	0:1:11:21			PC RAM slot change and clean the pc	Onsite
11394	12-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C120120240046		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	12-01-2024 14:22	01-12-2024 15:37	0:1:15:33			RJ45 connecter replace and lan issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11395	12-01-2024	PUNJABI BAGH	B 3 Paschim Vihar Complaint Center,Punjabi	O-M	C120120240045		Hardware	System	MS Office	File	LOW	Closed	12-01-2024 13:52	01-12-2024 13:58	0:0:6:21			T.O - PC IOMS portal open issue and	Onsite
11396	12-01-2024	PUNJABI BAGH	B 3 Paschim Vihar Complaint Center,Punjabi	OM-DIV	C120120240044		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	12-01-2024 13:35	01-12-2024 13:57	0:0:22:0			Check temp files clean with trend scan	Onsite
11397	12-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C120120240043		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-01-2024 13:33	01-12-2024 15:02	0:1:29:34			Printer issue resolved as required	
11398	12-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C120120240042		Hardware	PC	Network Not Working	Other	LOW	Closed	12-01-2024 13:31	01-12-2024 13:57	0:0:25:33			FLT done Reliance POE power socket	Onsite
11399	12-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C120120240041		Hardware	PC	Not working at all	No power	LOW	Closed	12-01-2024 13:30	01-12-2024 13:56	0:0:26:46			User Cashier Nitti PC not boot call ,	Onsite
11400	12-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120120240040		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-01-2024 13:25	01-12-2024 13:55	0:0:30:37			Check network lan drives ok check	Onsite
11401	12-01-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C120120240039		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-01-2024 13:12	01-12-2024 13:14	0:0:1:34			working now	Onsite
11402	12-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120120240038		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-01-2024 13:05	01-12-2024 13:16	0:0:10:24			working now	Onsite
11403	12-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120120240037		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-01-2024 13:04	01-12-2024 13:16	0:0:11:29			working now	Onsite
11404	12-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120120240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 13:03	01-12-2024 13:16	0:0:13:27			working now	Onsite
11405	12-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120120240034		Hardware	PC	Hanging/Slow processing	High CPU	LOW	Closed	12-01-2024 13:02	01-12-2024 13:17	0:0:15:5			working now	Onsite
11406	12-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120120240035		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	12-01-2024 13:02	01-12-2024 13:16	0:0:14:26			standby given	Onsite
11407	12-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120120240033		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-01-2024 13:01	01-12-2024 13:17	0:0:15:46			working now upgarded	Onsite
11408	12-01-2024	PALAM	Kailash Puri Complaint Center	O-M	C120120240032		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	12-01-2024 12:39	01-12-2024 13:45	0:1:5:45			RJ 45 Crimp.	Onsite
11409	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240031		Network	LAN Issue	ANTI VIRUS	Virus Scan	LOW	Closed	12-01-2024 12:31	01-12-2024 13:46	0:1:14:51			New Antivirus installation.	Onsite
11410	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240030		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	12-01-2024 12:26	01-12-2024 13:17	0:0:50:33			Delete All Temp Files & Prefetch Files	Onsite
11411	12-01-2024	NEHRU PLACE	20 No Building	C-M	C120120240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 12:21	01-12-2024 13:15	0:0:53:50			New Archive create done	Onsite
11412	12-01-2024	NEHRU PLACE	20 No Building	HR	C120120240028		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 12:20	01-12-2024 13:15	0:0:54:28			laptop connect to projector done	Onsite
11413	12-01-2024	NEHRU PLACE	20 No Building	MMG	C120120240027		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-01-2024 12:17	01-12-2024 13:14	0:0:56:51			Printer installation done	Onsite
11414	12-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C120120240026		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-01-2024 12:14	01-12-2024 12:55	0:0:41:32			Keyboard replaced as reqd.	Onsite
11415	12-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C120120240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 12:13	01-12-2024 12:55	0:0:41:33			Mail opening issue resolved	Remote
11416	12-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C120120240024		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	12-01-2024 12:07	01-12-2024 13:07	0:0:59:52			resolved	Onsite
11417	12-01-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C120120240022		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-01-2024 11:34	01-12-2024 12:23	0:0:49:3			cleared the paper from printer issue	Onsite
11418	12-01-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C120120240023		Hardware	System	MS Office	Software	LOW	Closed	12-01-2024 11:34	01-12-2024 12:23	0:0:48:44			reinstalled the ms office software	Onsite
11419	12-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C120120240021		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	12-01-2024 11:33	01-12-2024 12:22	0:0:49:49			change the system ip address issue	Onsite
11420	12-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C120120240020		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 11:32	01-12-2024 12:22	0:0:50:10			reset sap p92 id password issue	Onsite
11421	12-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C120120240018		Hardware	Laptop	Not working at all	Others	LOW	Closed	12-01-2024 11:30	01-12-2024 12:21	0:0:51:0			reinstalled vpn and configured vpn	Onsite
11422	12-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C120120240019		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-01-2024 11:30	01-12-2024 12:21	0:0:50:51			unlocked email id issue resolved	Onsite
11423	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240016		Hardware	PC	Restart Problem	Others	LOW	Closed	12-01-2024 11:27	01-12-2024 11:48	0:0:21:28			Date & Time Format Changed Now	Onsite
11424	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240017		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-01-2024 11:27	01-12-2024 11:49	0:0:21:23			Mouse Replaced Now Working Issue	Onsite
11425	12-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120120240015		Hardware	PC	System Password issue	Password	LOW	Closed	12-01-2024 11:22	01-12-2024 11:23	0:0:0:59			password reset done	Onsite
11426	12-01-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C120120240014		Telecome	CCTV	Camera	Others	HIGH	Closed	12-01-2024 10:47	01-12-2024 14:50	0:4:2:33			fyi	Onsite
11427	12-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C120120240013		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-01-2024 10:44	01-12-2024 11:13	0:0:28:50			lan cable replaced now issue	Onsite
11428	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240012		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	12-01-2024 10:42	01-12-2024 12:23	0:1:41:33			Ram Replaced.	Onsite
11429	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240011		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-01-2024 10:40	01-12-2024 12:24	0:1:44:0			Cartridge change.	Onsite
11430	12-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120120240010		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-01-2024 10:39	01-12-2024 12:25	0:1:46:7			Jam Paper removed.	Onsite
11431	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240008		Hardware	System	Other Software	New	LOW	Closed	12-01-2024 10:38	01-12-2024 10:53	0:0:15:39			Team Viewer Reinstalled Now	Onsite
11432	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240009		Hardware	PC	Restart Problem	Others	LOW	Closed	12-01-2024 10:38	01-12-2024 10:54	0:0:15:28			Cmos Cell Change Now Working Issue	Onsite
11433	12-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120120240007		Hardware	PC	System Password issue	Password	LOW	Closed	12-01-2024 10:37	01-12-2024 10:45	0:0:7:26			default password reset issue	Onsite
11434	12-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120120240006		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-01-2024 10:37	01-12-2024 10:53	0:0:15:50			LAN Cable Faulty Replaced This cable	Onsite
11435	12-01-2024	NEHRU PLACE CSO	First Floor - C Block	Finance	C120120240005		Telecome	Instrumen	Analog	Others	HIGH	Closed	12-01-2024 10:37	01-12-2024 14:50	0:4:13:13			fyi	Onsite
11436	12-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C120120240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-01-2024 10:19	01-12-2024 10:35	0:0:16:4			location chose wrong by user now	Remote
11437	12-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120120240002		Hardware	System	Other Software	Adobe	LOW	Closed	12-01-2024 10:18	01-12-2024 10:34	0:0:16:21			after restart the pc issue resolved..	Onsite
11438	12-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120120240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-01-2024 10:18	01-12-2024 10:34	0:0:16:14			printer reconnected issue resolved..	Onsite
11439	12-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C120120240001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-01-2024 09:26	01-12-2024 11:48	0:2:21:52			Resolved	
11440	15-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150120240192		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	15-01-2024 18:09	1/15/2024 6:09:49 PM	0:0:0:26			Going to site for checking Earthing	Onsite
11441	15-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C150120240190		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	15-01-2024 18:08	1/15/2024 6:10:40 PM	0:0:2:28			Going to site for checking Earthing	Onsite
11442	15-01-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C150120240191		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	15-01-2024 18:08	1/15/2024 6:10:05 PM	0:0:1:16			Going to site for checking Earthing	Onsite
11443	15-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C150120240189		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-01-2024 17:46	1/15/2024 5:51:48 PM	0:0:4:57			after system password reset issue	Onsite
11444	15-01-2024	KHANPUR	Durga Vihar, A 68	DSK	C150120240187		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 17:45	1/15/2024 5:51:16 PM	0:0:6:7			after paper jam clear issue resolved	Onsite
11445	15-01-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C150120240188		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 17:45	1/15/2024 5:51:25 PM	0:0:5:48			after paper jam clear issue resolved	Onsite
11446	15-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C150120240186		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 17:44	1/15/2024 5:50:52 PM	0:0:6:48			after mail password reset issue	Onsite
11447	15-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C150120240185		Hardware	Scanner	Scaning issue	Connectivi	HIGH	Closed	15-01-2024 17:42	1/15/2024 5:50:32 PM	0:0:7:35			after scanner reconnect issue resolved	Onsite
11448	15-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C150120240184		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 17:41	1/15/2024 5:50:02 PM	0:0:8:21			after mail archive issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11449	15-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	ADMIN	C150120240183		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 17:41	1/15/2024 5:42:58 PM	0:0:1:42			resolved	Onsite
11450	15-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C150120240182		Hardware	Attendane	Display Issue	Machine	LOW	Closed	15-01-2024 17:40	1/15/2024 5:42:41 PM	0:0:2:23			resolved	Onsite
11451	15-01-2024	OTHERS	VSNL	QUALITY	C150120240181		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	15-01-2024 17:39	1/15/2024 6:14:09 PM	0:0:34:37			Password change issue resolve	Remote
11452	15-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C150120240179		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 17:38	1/15/2024 5:42:22 PM	0:0:4:16			resolved	Onsite
11453	15-01-2024	OTHERS	VSNL	OET	C150120240180		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 17:38	1/15/2024 6:13:45 PM	0:0:34:45			Excel re-installation	Onsite
11454	15-01-2024	OTHERS	VSNL	RCM	C150120240178		Hardware	PC	System Password issue	Password	LOW	Closed	15-01-2024 17:37	1/15/2024 6:13:32 PM	0:0:35:41			Password set login issue resolve	Onsite
11455	15-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C150120240176		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	15-01-2024 17:37	1/15/2024 5:42:09 PM	0:0:4:55			resolved	Onsite
11456	15-01-2024	OTHERS	VSNL	KCC/MLCC	C150120240177		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 17:37	1/15/2024 6:13:01 PM	0:0:35:42			M Cube New Version installed	Onsite
11457	15-01-2024	OTHERS	VSNL	KCC/MLCC	C150120240175		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 17:36	1/15/2024 6:12:35 PM	0:0:36:0			Adobe Professional installed	Remote
11458	15-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C150120240173		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	15-01-2024 17:35	1/15/2024 5:41:56 PM	0:0:6:40			resolved	Onsite
11459	15-01-2024	OTHERS	VSNL	MMG	C150120240174		Telecome	Instrumen	IP	Others	LOW	Closed	15-01-2024 17:35	1/15/2024 6:12:01 PM	0:0:36:6			Re-configured issue resolve	Onsite
11460	15-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150120240171		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-01-2024 17:14	1/15/2024 5:17:28 PM	0:0:3:24			issue resolved	Onsite
11461	15-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C150120240172		Hardware	PC	System Password issue	Others	LOW	Closed	15-01-2024 17:14	1/15/2024 5:14:54 PM	0:0:0:42			Issue Resolved	Onsite
11462	15-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C150120240169		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-01-2024 17:12	1/15/2024 5:17:18 PM	0:0:4:40			issue resolved	Onsite
11463	15-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C150120240168		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 17:12	1/15/2024 5:15:07 PM	0:0:2:51			Issue Resolved	Onsite
11464	15-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C150120240170		Hardware	PC	System Password issue	Others	LOW	Closed	15-01-2024 17:12	1/15/2024 5:14:45 PM	0:0:1:47			Issue Resolved	Onsite
11465	15-01-2024	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C150120240167		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 17:11	1/15/2024 5:17:07 PM	0:0:5:24			issue resolved	Onsite
11466	15-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C150120240166		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-01-2024 17:10	1/15/2024 5:16:54 PM	0:0:6:34			issue resolved	Onsite
11467	15-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C150120240165		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 17:06	1/15/2024 5:16:41 PM	0:0:10:10			issue resolved	Onsite
11468	15-01-2024	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C150120240164		Network	LAN Issue	LAN Issue	Port	LOW	Closed	15-01-2024 17:05	1/15/2024 5:07:12 PM	0:0:2:11			fyi	Onsite
11469	15-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C150120240163		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-01-2024 17:02	1/15/2024 5:16:20 PM	0:0:13:48			issue resolved	Onsite
11470	15-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C150120240162		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-01-2024 17:01	1/15/2024 5:16:02 PM	0:0:14:15			issue resolved	Onsite
11471	15-01-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C150120240161		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	15-01-2024 16:59	1/15/2024 5:15:54 PM	0:0:16:21			issue resolved	Onsite
11472	15-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C150120240160		Hardware	PC	System Password issue	Password	LOW	Closed	15-01-2024 16:59	1/15/2024 5:32:15 PM	0:0:33:8			System has been reset	Onsite
11473	15-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C150120240159		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-01-2024 16:58	1/15/2024 5:16:30 PM	0:0:17:41			issue resolved	Onsite
11474	15-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C150120240158		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-01-2024 16:58	1/15/2024 5:15:40 PM	0:0:17:38			issue resolved	Onsite
11475	15-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	IT	C150120240157		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	15-01-2024 16:52	1/15/2024 4:53:27 PM	0:0:0:55			Cameras not working , FLT done no	Onsite
11476	15-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C150120240156		Hardware	PC	Not working at all	No power	LOW	Closed	15-01-2024 16:51	1/15/2024 4:53:09 PM	0:0:2:2			found no power in socket electrician	Onsite
11477	15-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C150120240155		Hardware	PC	Not working at all	No power	LOW	Closed	15-01-2024 16:44	1/15/2024 5:46:03 PM	0:1:1:21			Power issue resolved as reqd.	Onsite
11478	15-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C150120240154		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-01-2024 16:42	1/15/2024 5:31:27 PM	0:0:48:49			Printer has been set as default	Onsite
11479	15-01-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C150120240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 16:41	1/15/2024 5:14:50 PM	0:0:33:23			Mail password issue resolved as reqd.	Remote
11480	15-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C150120240152		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	15-01-2024 16:40	1/15/2024 5:14:09 PM	0:0:33:39			Scanner issue resolved as reqd	Onsite
11481	15-01-2024	SARITA VIHAR	Jasola Grid	OM-EHV	C150120240151		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	15-01-2024 16:40	1/15/2024 5:06:04 PM	0:0:25:58			mail send to lotus support for unlock	Remote
11482	15-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C150120240150		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-01-2024 16:39	1/15/2024 5:07:28 PM	0:0:28:7			After kill application on the	Remote
11483	15-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C150120240149		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 16:39	1/15/2024 5:30:00 PM	0:0:50:40			Jam paper removed	Onsite
11484	15-01-2024	NIZAMUDDIN	Kilokri	OM-DIV	C150120240148		Hardware	System	Other Software	New	MEDIUM	Closed	15-01-2024 16:38	1/15/2024 5:08:17 PM	0:0:29:35			After search document missing file	Remote
11485	15-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150120240147		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 16:37	1/15/2024 5:02:38 PM	0:0:24:43			Issue resolved as reqd.	Onsite
11486	15-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150120240146		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	15-01-2024 16:37	1/15/2024 5:01:38 PM	0:0:24:38			Paper setting issue resolved as reqd.	Onsite
11487	15-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C150120240145		Hardware	System	Other Software	New	MEDIUM	Closed	15-01-2024 16:36	1/15/2024 5:08:32 PM	0:0:31:42			BSP icon created call closed	Remote
11488	15-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C150120240144		Hardware	System	Other Software	New	MEDIUM	Closed	15-01-2024 16:35	1/15/2024 5:08:49 PM	0:0:33:3			BSP icon created call closed	Remote
11489	15-01-2024	NEHRU PLACE CSO	First Floor - A Block	IT	C150120240143		Telecome	Instrumen	Digital	Others	HIGH	Closed	15-01-2024 16:30	1/16/2024 10:17:12 AM	0:17:47:0			Done, now working in A block 2nd	Onsite
11490	15-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C150120240142		Hardware	Printer	Image Issue	Dark	LOW	Closed	15-01-2024 16:26	1/15/2024 5:07:14 PM	0:0:41:6			Clean the printer & Faulty Cartridge	Onsite
11491	15-01-2024	JANAK PURI	Sagar Pur Grid	O-M	C150120240141		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 16:22	1/15/2024 4:45:58 PM	0:0:23:10			Turn off sleep mode now working fine	Remote
11492	15-01-2024	SAKET	Adchini	DSK	C150120240140		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 16:22	1/15/2024 5:05:07 PM	0:0:42:43			Reactivate mail send functions	Onsite
11493	15-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150120240138		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 16:21	1/15/2024 4:30:37 PM	0:0:9:16			Removed Jam Paper Now Working	Onsite
11494	15-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C150120240139		Hardware	System	MS Office	File Saving	LOW	Closed	15-01-2024 16:21	1/15/2024 4:46:19 PM	0:0:24:32			Change setting now working fine	Remote
11495	15-01-2024	SAKET	Adchini	BUSINESS/	C150120240137		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 16:20	1/15/2024 5:03:47 PM	0:0:43:20			Internet settings changed from server	Onsite
11496	15-01-2024	SAKET	Chhatarpur CC	O-M	C150120240136		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-01-2024 16:19	1/15/2024 5:02:25 PM	0:0:43:13			Mail attachment opening issue	Onsite
11497	15-01-2024	SAKET	Jonapur CC	O-M	C150120240135		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-01-2024 16:17	1/15/2024 5:22:54 PM	0:1:5:21			LAN reconnected	Onsite
11498	15-01-2024	SAKET	Chhatarpur CC	O-M	C150120240134		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	15-01-2024 16:16	1/15/2024 5:00:36 PM	0:0:43:40			IP Addres configuration	Onsite
11499	15-01-2024	OTHERS	Andrews Ganj	Enforcem	C150120240133		Network	Link	Link Connectivity Issue	Others	LOW	Closed	15-01-2024 16:16	1/15/2024 4:18:35 PM	0:0:2:9			Connectivity issue	Onsite
11500	15-01-2024	SAKET	Malviya Nagar Grid	OM-EHV	C150120240132		Hardware	PC	Not working at all	Others	LOW	Closed	15-01-2024 16:16	1/15/2024 5:22:22 PM	0:1:6:19			CPU fan stuck from wire	Onsite
11501	15-01-2024	OTHERS	Andrews Ganj	Enforcem	C150120240131		Hardware	Scanner	Scaning issue	Others	LOW	Closed	15-01-2024 16:15	1/15/2024 4:19:07 PM	0:0:3:41			BArcode scanner issu	Onsite
11502	15-01-2024	OTHERS	Andrews Ganj	Enforcem	C150120240130		Network	Link	Link Connectivity Issue	Others	LOW	Closed	15-01-2024 16:14	1/15/2024 4:18:46 PM	0:0:4:5			Connectivity issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11503	15-01-2024	SAKET	Adchini	SAFETY	C150120240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 16:09	1/15/2024 5:21:37 PM	0:1:12:23			mail not open	Onsite
11504	15-01-2024	SAKET	Adchini	BUSINESS/	C150120240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 16:07	1/15/2024 5:21:07 PM	0:1:13:19			mail not work	Onsite
11505	15-01-2024	SAKET	Adchini	CIVIL	C150120240127		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 16:07	1/15/2024 5:20:39 PM	0:1:13:27			silver light not installed	Onsite
11506	15-01-2024	SAKET	Adchini	BUSINESS/	C150120240126		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-01-2024 16:06	1/15/2024 4:24:17 PM	0:0:18:4			some key not work	Onsite
11507	15-01-2024	SAKET	Adchini	CIVIL	C150120240125		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 16:05	1/15/2024 4:22:00 PM	0:0:16:21			windows not activate	Onsite
11508	15-01-2024	SAKET	Adchini	Recovery	C150120240124		Hardware	PC	Not working at all	Others	LOW	Closed	15-01-2024 16:04	1/15/2024 4:20:59 PM	0:0:16:52			not connected	Onsite
11509	15-01-2024	SAKET	Adchini	CHD	C150120240123		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 16:03	1/15/2024 4:20:17 PM	0:0:17:7			qms login issue	Onsite
11510	15-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C150120240122		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-01-2024 16:00	1/15/2024 5:02:59 PM	0:1:2:48				
11511	15-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C150120240121		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 15:58	1/15/2024 4:01:20 PM	0:0:3:3			Patch installed	Onsite
11512	15-01-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C150120240120		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 15:57	1/15/2024 4:01:09 PM	0:0:3:26			Patch installed	Onsite
11513	15-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C150120240118		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 15:57	1/15/2024 4:01:00 PM	0:0:3:48			Patch installed	Onsite
11514	15-01-2024	OTHERS	Andrews Ganj	Enforcem	C150120240119		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	15-01-2024 15:57	1/15/2024 4:19:27 PM	0:0:22:4			Barcode scanner issue	Onsite
11515	15-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150120240115		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	15-01-2024 15:56	1/15/2024 4:38:59 PM	0:0:42:38			Paper Size set.	Onsite
11516	15-01-2024	OTHERS	HUDCO Grid	PROTECTI	C150120240116		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 15:56	1/15/2024 4:19:49 PM	0:0:23:18			Chrome intallation	Onsite
11517	15-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C150120240117		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 15:56	1/15/2024 4:00:50 PM	0:0:4:10			Sap reinstall	Onsite
11518	15-01-2024	NEHRU PLACE CSO	Ground Floor	IT	C150120240114		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	15-01-2024 15:55	1/15/2024 4:00:38 PM	0:0:4:39			temp file deleted	Onsite
11519	15-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C150120240113		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 15:55	1/15/2024 4:39:26 PM	0:0:44:15			PC S\No Sticker Installation.	Onsite
11520	15-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C150120240112		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 15:50	1/15/2024 4:03:43 PM	0:0:13:9			Host file updated.	Onsite
11521	15-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C150120240111		Hardware	PC	TFT	Black V	LOW	Closed	15-01-2024 15:49	1/15/2024 4:03:16 PM	0:0:13:23			Complaint logged.	Onsite
11522	15-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150120240110		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	15-01-2024 15:49	1/15/2024 4:02:57 PM	0:0:13:57			Server slow working.	Onsite
11523	15-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C150120240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 15:48	1/15/2024 3:50:00 PM	0:0:1:44			issue resolved after change the mail	
11524	15-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150120240108		Hardware	System	MS Office	File Not	LOW	Closed	15-01-2024 15:47	1/15/2024 4:02:22 PM	0:0:14:25			Excel file corrupted.	Remote
11525	15-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150120240107		Hardware	PC	TFT	Others	LOW	Closed	15-01-2024 15:47	1/15/2024 4:01:36 PM	0:0:14:18			VGA cable replaced.	Remote
11526	15-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150120240106		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 15:46	1/15/2024 4:01:09 PM	0:0:14:24			SAP slow and host file updated.	Remote
11527	15-01-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C150120240105		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	15-01-2024 15:46	1/15/2024 4:03:42 PM	0:0:17:4			Issue has been resolved after	Remote
11528	15-01-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C150120240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 15:45	1/15/2024 3:47:14 PM	0:0:2:8			Issue Resolved	Onsite
11529	15-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C150120240103		Hardware	Printer	Image Issue	Light	LOW	Closed	15-01-2024 15:44	1/15/2024 3:47:03 PM	0:0:2:28			Issue Resolved	Onsite
11530	15-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C150120240102		Hardware	PC	Network Not Working	Other	LOW	Closed	15-01-2024 15:43	1/15/2024 3:46:51 PM	0:0:3:9			Issue Resolved	Onsite
11531	15-01-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C150120240100		Hardware	Anti virus	Hardware Issue	Ticket	LOW	Closed	15-01-2024 15:42	1/15/2024 3:46:28 PM	0:0:4:14			Issue Resolved	Onsite
11532	15-01-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C150120240101		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-01-2024 15:42	1/15/2024 3:46:38 PM	0:0:3:40			Issue Resolved	Onsite
11533	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240099		Hardware	System	MS Office	File	LOW	Closed	15-01-2024 15:41	1/15/2024 4:51:12 PM	0:1:9:43			Ms office not working issue resolved	Onsite
11534	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240096		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	15-01-2024 15:40	1/15/2024 4:50:30 PM	0:1:10:24			Windows update issue resolved	Onsite
11535	15-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C150120240097		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	15-01-2024 15:40	1/15/2024 3:46:18 PM	0:0:5:58			Issue Resolved	Onsite
11536	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240098		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	15-01-2024 15:40	1/15/2024 4:50:52 PM	0:1:10:6			Antivirus installation done	Onsite
11537	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240093		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 15:39	1/15/2024 4:48:31 PM	0:1:9:28			google chrome not working issue	Onsite
11538	15-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C150120240095		Hardware	PC	System Password issue	Others	LOW	Closed	15-01-2024 15:39	1/15/2024 3:46:10 PM	0:0:6:25			Issue Resolved	Onsite
11539	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240094		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 15:39	1/15/2024 4:49:12 PM	0:1:9:43			Ms office not working issue resolved	Onsite
11540	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240092		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 15:38	1/15/2024 4:45:09 PM	0:1:6:34			IP msg not working	Onsite
11541	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240091		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 15:38	1/15/2024 4:44:54 PM	0:1:6:42			Google chrome not working issue	Onsite
11542	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240088		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 15:37	1/15/2024 4:43:52 PM	0:1:6:39			IP msg not working issue resolved	Onsite
11543	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240089		Hardware	System	MS Office	File	LOW	Closed	15-01-2024 15:37	1/15/2024 4:44:20 PM	0:1:6:42			Ms office not working resolved	Onsite
11544	15-01-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C150120240090		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	15-01-2024 15:37	1/15/2024 3:46:02 PM	0:0:8:16			Issue Resolved	Onsite
11545	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240087		Hardware	System	MS Office	File	LOW	Closed	15-01-2024 15:36	1/15/2024 4:43:21 PM	0:1:6:34			Ms office not working resolved	Onsite
11546	15-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150120240086		Hardware	Laptop	Not working at all	Sent to	LOW	Closed	15-01-2024 15:36	1/15/2024 4:43:03 PM	0:1:6:47			Laptop booting issue resolved	Onsite
11547	15-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C150120240085		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 15:35	1/15/2024 3:45:52 PM	0:0:10:48			Issue Resolved	Onsite
11548	15-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C150120240084		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-01-2024 15:34	1/15/2024 3:34:52 PM	0:0:0:41			replace the faulty mouse	Onsite
11549	15-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	C-M	C150120240083		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 15:33	1/15/2024 3:48:53 PM	0:0:14:59			issue resolved after remove paper	
11550	15-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C150120240082		Hardware	PC	Network Not Working	Other	LOW	Closed	15-01-2024 15:33	1/15/2024 3:45:44 PM	0:0:12:4			Issue Resolved	Onsite
11551	15-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150120240081		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 15:32	1/15/2024 3:51:21 PM	0:0:18:25			issue resolved after update the	
11552	15-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C150120240080		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 15:32	1/15/2024 3:45:33 PM	0:0:12:52			Issue Resolved	Onsite
11553	15-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C150120240079		Hardware	Laptop	Screen Issue	Flickering	LOW	Closed	15-01-2024 15:32	1/15/2024 3:35:19 PM	0:0:2:56			replace the drivers	Onsite
11554	15-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C150120240078		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-01-2024 15:31	1/15/2024 3:36:53 PM	0:0:5:47			reset the password	Remote
11555	15-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C150120240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 15:29	1/15/2024 3:37:13 PM	0:0:8:1			map the archive	Remote
11556	15-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-EHV	C150120240076		Network	Link	Link Connectivity Issue	Others	LOW	Closed	15-01-2024 15:26	1/15/2024 3:38:05 PM	0:0:11:37			extention faulty. replace the power	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11557	15-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C150120240075		Hardware	Printer	No display on Panel	Others	LOW	Closed	15-01-2024 15:24	1/15/2024 3:39:11 PM	0:0:15:8			Resolved Cartilage reordered	Onsite
11558	15-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C150120240074		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 15:22	1/15/2024 4:06:22 PM	0:0:43:40			SAP P92 id password reset.	Remote
11559	15-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C150120240073		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 15:22	1/15/2024 4:06:13 PM	0:0:43:55			SAP P92 id password reset.	Remote
11560	15-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C150120240072		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 15:21	1/15/2024 3:39:28 PM	0:0:17:50			Resolved	Onsite
11561	15-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C150120240071		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 15:21	1/15/2024 3:39:38 PM	0:0:18:25			Resolved	Onsite
11562	15-01-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C150120240070		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 15:21	1/15/2024 4:05:39 PM	0:0:44:31			Mail id unlocked.	Remote
11563	15-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C150120240069		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 15:20	1/15/2024 4:05:24 PM	0:0:45:1			Mail id unlocked .	Remote
11564	15-01-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	DSK	C150120240068		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-01-2024 15:19	1/15/2024 3:39:49 PM	0:0:20:28			Resolved	Onsite
11565	15-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	Store	C150120240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 15:19	1/15/2024 3:53:34 PM	0:0:34:25			issue resolved after clean and clear	
11566	15-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150120240066		Hardware	Scanner	Scaning issue	Others	LOW	Closed	15-01-2024 15:18	1/15/2024 4:20:42 PM	0:1:2:29			Reinstalled scan all pro software now	Onsite
11567	15-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C150120240065		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-01-2024 15:17	1/15/2024 3:52:19 PM	0:0:34:32			issue resolved after reinstall the	
11568	15-01-2024	JANAK PURI	I A 3 Janakpuri	O-M	C150120240064		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	15-01-2024 15:16	1/15/2024 4:34:32 PM	0:1:17:45			RJ45 Connector issue change	Onsite
11569	15-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150120240063		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	15-01-2024 15:16	1/15/2024 3:54:55 PM	0:0:38:34			archived all mails and call resolved	
11570	15-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150120240062		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-01-2024 15:15	1/15/2024 4:02:51 PM	0:0:47:47			Issue has been resolved after	Remote
11571	15-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150120240061		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 15:14	1/15/2024 3:59:38 PM	0:0:45:10			Issue has been resolved after	Remote
11572	15-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150120240060		Hardware	System	MS Office	Software	LOW	Closed	15-01-2024 15:11	1/15/2024 3:13:48 PM	0:0:1:56			Reinstall MS office	Onsite
11573	15-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C150120240059		Hardware	PC	System Password issue	Password	LOW	Closed	15-01-2024 15:11	1/15/2024 3:59:12 PM	0:0:47:38			Issue has been resolved after reset	Remote
11574	15-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C150120240058		Hardware	PC	System Password issue	Password	LOW	Closed	15-01-2024 15:10	1/15/2024 3:58:36 PM	0:0:47:47			Issue has been resolved after reset	Remote
11575	15-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150120240057		Hardware	Printer	Image Issue	Image	LOW	Closed	15-01-2024 15:10	1/15/2024 3:15:58 PM	0:0:5:20			Cartridge replace	Onsite
11576	15-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150120240056		Hardware	Printer	Image Issue	Light	LOW	Closed	15-01-2024 15:04	1/15/2024 4:20:06 PM	0:1:15:20			Replace cartridge now working fine	Onsite
11577	15-01-2024	JANAK PURI	Sagar Pur Grid	O-M	C150120240055		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	15-01-2024 15:03	1/15/2024 4:19:11 PM	0:1:15:41			Eject one 2gb ram now working fine	Onsite
11578	15-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150120240054		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	15-01-2024 15:02	1/15/2024 4:19:41 PM	0:1:16:57			window updation required done	Onsite
11579	15-01-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C150120240053		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-01-2024 15:01	1/15/2024 3:58:04 PM	0:0:57:1			Issue has been resolved after changed	Onsite
11580	15-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C150120240052		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 14:59	1/15/2024 3:57:28 PM	0:0:58:27			Issue has been resolved after	Onsite
11581	15-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C150120240051		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 14:52	1/15/2024 3:56:43 PM	0:1:4:12			Issue has been resolved after reset	Onsite
11582	15-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150120240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-01-2024 14:16	1/15/2024 2:36:23 PM	0:0:20:16			Printer sharing issue	Onsite
11583	15-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150120240049		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 14:15	1/15/2024 2:37:14 PM	0:0:22:12			sharing folder security settings	Onsite
11584	15-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150120240048		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 14:14	1/15/2024 2:38:15 PM	0:0:24:0			Sharing folder security setting change	Onsite
11585	15-01-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	Enforcem	C150120240047		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 14:09	1/15/2024 2:39:03 PM	0:0:29:43			reset mail id password issue resolved	Onsite
11586	15-01-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C150120240046		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-01-2024 14:08	1/15/2024 2:38:44 PM	0:0:30:3			crimp the rz45 connector issue	Onsite
11587	15-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C150120240045		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 14:07	1/15/2024 2:38:15 PM	0:0:30:18			repair acrobat software issue resolved	Onsite
11588	15-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C150120240044		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	15-01-2024 14:01	1/15/2024 2:37:56 PM	0:0:36:36			change the RAM issue resolved	Onsite
11589	15-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C150120240043		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-01-2024 13:56	1/15/2024 2:37:37 PM	0:0:41:10			clean the temp file and run the safe	Onsite
11590	15-01-2024	ALAKNANDA	GK 2	RCM	C150120240042		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 13:51	1/15/2024 2:46:15 PM	0:0:54:46			Change the password now issue	Remote
11591	15-01-2024	ALAKNANDA	E Block GK 2	O-M	C150120240041		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 13:50	1/15/2024 2:45:55 PM	0:0:55:33			Change the URL now issue resolved	Remote
11592	15-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150120240040		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 13:49	1/15/2024 2:45:16 PM	0:0:55:53			Change the password now issue	Remote
11593	15-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150120240039		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 13:47	1/15/2024 2:44:43 PM	0:0:57:1			Installed VS 2005 now issue resolved	Onsite
11594	15-01-2024	ALAKNANDA	CR Park HR Office	HR	C150120240038		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	15-01-2024 13:45	1/15/2024 2:44:15 PM	0:0:58:27			Change the date and time now issue	Remote
11595	15-01-2024	ALAKNANDA	G Block Kalkaji	O-M	C150120240037		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 13:44	1/15/2024 2:43:31 PM	0:0:59:10			Remove the paper from printer now	Onsite
11596	15-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C150120240036		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	15-01-2024 13:41	1/15/2024 2:42:11 PM	0:1:1:5			Punch the LAN Cable now issue	Onsite
11597	15-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C150120240035		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-01-2024 13:40	1/25/2024 5:30:09 PM	10:3:49:18			LAN faulty	Onsite
11598	15-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C150120240033		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	15-01-2024 13:01	1/15/2024 1:37:01 PM	0:0:35:54			Mail send to Lotus support for reset	
11599	15-01-2024	SAKET	Adchini	SAFETY	C150120240034		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-01-2024 13:01	1/19/2024 5:25:16 PM	4:4:23:48			One line cord and one roset box	Onsite
11600	15-01-2024	NIZAMUDDIN	Kilokri	OM-EHV	C150120240032		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	15-01-2024 13:00	1/15/2024 1:36:28 PM	0:0:36:2			Visited the site and update to Manish	
11601	15-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150120240031		Hardware	PC	Restart Problem	Others	LOW	Closed	15-01-2024 12:51	1/15/2024 1:00:51 PM	0:0:9:50			Boot Priority Set HDD Now Working	Onsite
11602	15-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CUSTOME	C150120240030		Hardware	QMS	Hardware Issue	Sent to	HIGH	Closed	15-01-2024 12:30	1/15/2024 1:43:29 PM	0:1:13:9			change the rz45 connector of QMS	Onsite
11603	15-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C150120240029		Hardware	PC	Restart Problem	Others	HIGH	Closed	15-01-2024 12:07	1/15/2024 2:13:31 PM	0:2:6:6			ram reconnect	Onsite
11604	15-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	BUSINESS/	C150120240028		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	15-01-2024 12:03	1/15/2024 2:14:07 PM	0:2:10:48			Printer paper cline	Onsite
11605	15-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C150120240027		Hardware	Laptop	Restart Problem	Others	HIGH	Closed	15-01-2024 12:01	1/15/2024 2:14:32 PM	0:2:12:58			Pc restart	Onsite
11606	15-01-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C150120240026		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	15-01-2024 11:59	1/15/2024 2:15:11 PM	0:2:15:40			keyboard changed	Onsite
11607	15-01-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C150120240025		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	15-01-2024 11:55	1/15/2024 2:15:32 PM	0:2:19:49			install printer	Onsite
11608	15-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150120240024		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 11:47	1/15/2024 12:18:46 PM	0:0:31:13			GOOGLE CHROME UPDATED AND	Onsite
11609	15-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150120240023		Hardware	PC	Not working at all	No power	LOW	Closed	15-01-2024 11:39	1/15/2024 12:13:34 PM	0:0:34:4			Clean RAM & Update Bios Now	Onsite
11610	15-01-2024	NEHRU PLACE	20 No Building	IT	C150120240021		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 11:30	1/15/2024 12:30:13 PM	0:1:0:11			software installation done	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11611	15-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C150120240022		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 11:30	1/15/2024 11:51:43 AM	0:0:21:22			Add P92 server done now login	Onsite
11612	15-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C150120240020		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	15-01-2024 11:26	1/15/2024 11:50:42 AM	0:0:23:45			Reinstall Adobe now files open & RJ	Onsite
11613	15-01-2024	NEHRU PLACE	20 No Building	IT	C150120240019		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 11:26	1/15/2024 12:30:04 PM	0:1:3:52			software installation done	Onsite
11614	15-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C150120240018		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-01-2024 11:25	1/15/2024 12:19:56 PM	0:0:54:5			laptop window repaired firstly now	Onsite
11615	15-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C150120240016		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 11:25	1/15/2024 12:19:14 PM	0:0:53:54			MIAL ID INSTALLED ISSUE RESOLVED	Onsite
11616	15-01-2024	NEHRU PLACE	20 No Building	IT	C150120240017		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 11:25	1/15/2024 12:29:54 PM	0:1:4:28			software installation done	Onsite
11617	15-01-2024	NEHRU PLACE	20 No Building	IT	C150120240015		Hardware	System	Other Software	New	LOW	Closed	15-01-2024 11:23	1/15/2024 12:29:44 PM	0:1:5:51			software installation done	Onsite
11618	15-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C150120240014		Hardware	PC	Not working at all	No power	LOW	Closed	15-01-2024 11:23	1/15/2024 11:56:33 AM	0:0:33:19			Power cable ok SMPS socket	Onsite
11619	15-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C150120240013		Hardware	PC	TFT	Flickering	LOW	Closed	15-01-2024 11:18	1/15/2024 12:29:05 PM	0:1:10:27			System restart, issue resolved	Onsite
11620	15-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150120240012		Hardware	PC	System Password issue	Password	LOW	Closed	15-01-2024 11:16	1/15/2024 11:24:26 AM	0:0:8:13			password reset issue resolved	Remote
11621	15-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150120240010		Hardware	PC	System Password issue	Password	LOW	Closed	15-01-2024 11:15	1/15/2024 11:24:16 AM	0:0:9:10			password reset issue resolved	Remote
11622	15-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150120240011		Hardware	System	Other Software	software	LOW	Closed	15-01-2024 11:15	1/15/2024 11:49:44 AM	0:0:34:14			ADS password reset done now	Onsite
11623	15-01-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C150120240009		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 11:12	1/15/2024 12:09:12 PM	0:0:57:1			Learn user how to do it.	Onsite
11624	15-01-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C150120240008		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 11:10	1/15/2024 12:13:04 PM	0:1:2:56			Jam paper removed.	Onsite
11625	15-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150120240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 10:54	1/15/2024 11:23:53 AM	0:0:29:40			new replica created issue resolved	Remote
11626	15-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150120240006		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-01-2024 10:53	1/15/2024 11:23:22 AM	0:0:29:54			printer reconnected issue resolved	Onsite
11627	15-01-2024	OTHERS	Andrews Ganj	Enforcem	C150120240005		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-01-2024 10:47	1/15/2024 4:50:48 PM	0:6:3:25			Call Close By Subhash	Onsite
11628	15-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150120240004		Hardware	PC	Not working at all	No power	LOW	Closed	15-01-2024 10:45	1/15/2024 11:38:12 AM	0:0:53:8			Power Cable Faulty Replaced Now	Onsite
11629	15-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150120240003		Hardware	Attendane	Others	new	LOW	Closed	15-01-2024 10:23	1/15/2024 10:52:41 AM	0:0:29:32			card registration done issue resolved	Onsite
11630	15-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C150120240002		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	15-01-2024 10:08	1/15/2024 10:29:13 AM	0:0:20:51			mail send to notes support for reset	Remote
11631	15-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C150120240001		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-01-2024 09:52	1/15/2024 10:22:26 AM	0:0:30:19			harddisk sata cable port changed issue	Onsite
11632	16-01-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C160120240186		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	16-01-2024 18:09	1/16/2024 6:09:42 PM	0:0:0:37			physically damaged	Onsite
11633	16-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C160120240185		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	16-01-2024 18:08	1/16/2024 6:09:26 PM	0:0:1:3			password to reset	Onsite
11634	16-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C160120240184		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	16-01-2024 17:45	1/16/2024 6:04:45 PM	0:0:19:7			Resolved , pc tested ok	Onsite
11635	16-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C160120240183		Hardware	Laptop	Network Not Working	Other	LOW	Closed	16-01-2024 17:39	1/16/2024 6:04:21 PM	0:0:24:39			Patch cable given and server add done	Onsite
11636	16-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C160120240182		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-01-2024 17:34	1/16/2024 5:59:08 PM	0:0:24:38			driver install done	Onsite
11637	16-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C160120240180		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	16-01-2024 17:32	1/16/2024 6:20:44 PM	0:0:48:41			call foword lan team..	Onsite
11638	16-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160120240181		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-01-2024 17:32	1/16/2024 6:19:38 PM	0:0:46:54			Keyboard replaced.	Onsite
11639	16-01-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C160120240179		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-01-2024 17:28	1/16/2024 6:20:13 PM	0:0:51:35			RJ 45 Connector change.	Onsite
11640	16-01-2024	OTHERS	VSNL	OET	C160120240178		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-01-2024 17:26	1/16/2024 6:08:06 PM	0:0:41:28			Printer Installed	Onsite
11641	16-01-2024	OTHERS	VSNL	QUALITY	C160120240177		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 17:25	1/16/2024 6:07:47 PM	0:0:42:0			Proxy enable issue resolve	Onsite
11642	16-01-2024	OTHERS	VSNL	RCM	C160120240176		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 17:24	1/16/2024 6:07:14 PM	0:0:42:31			TNS replaced	Onsite
11643	16-01-2024	OTHERS	VSNL	RCM	C160120240175		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-01-2024 17:23	1/16/2024 6:06:55 PM	0:0:43:21			Crimp LAN port issue resolve	Onsite
11644	16-01-2024	OTHERS	VSNL	RCM	C160120240174		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-01-2024 17:23	1/16/2024 6:06:27 PM	0:0:43:25			Cartridge replaced issue resolve	Onsite
11645	16-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160120240173		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-01-2024 17:22	1/16/2024 6:20:36 PM	0:0:58:0			Work space rename.	Onsite
11646	16-01-2024	OTHERS	VSNL	O-M	C160120240172		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 17:22	1/16/2024 6:06:05 PM	0:0:43:39			Printer paper jam issue resolve	Onsite
11647	16-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160120240170		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-01-2024 17:20	1/16/2024 6:21:00 PM	0:1:0:54			Jam Paper removed.	Onsite
11648	16-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160120240171		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 17:20	1/16/2024 5:28:22 PM	0:0:7:48			issue resolved after update the	Onsite
11649	16-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160120240169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-01-2024 17:18	1/16/2024 5:28:44 PM	0:0:10:28			mail installation done and issue	Onsite
11650	16-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160120240168		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-01-2024 17:17	1/16/2024 5:29:11 PM	0:0:11:24			mouse change and issue resolved	Onsite
11651	16-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160120240167		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-01-2024 17:17	1/16/2024 5:29:28 PM	0:0:12:1			keyboard change and issue resolved	Onsite
11652	16-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160120240166		Hardware	PC	TFT	Others	LOW	Closed	15-01-2024 17:17	1/16/2024 5:29:56 PM	0:0:12:45			issue resolved after change the VGA	Onsite
11653	16-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C160120240165		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-01-2024 17:15	1/25/2024 5:29:45 PM	9:0:14:30			LAN CABLE FAULTY NEED TO	Onsite
11654	16-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C160120240164		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-01-2024 17:14	1/16/2024 5:17:50 PM	0:0:3:20			AFTER REINSERT LAN CABLE ISSUE	Onsite
11655	16-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C160120240163		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 17:14	1/16/2024 5:17:22 PM	0:0:3:21			AFTER MAIL PASSWORD RESET ISSUE	Onsite
11656	16-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C160120240162		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-01-2024 17:13	1/16/2024 5:17:00 PM	0:0:3:21			AFTER MAIL PASSWORD RESET ISSUE	Onsite
11657	16-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C160120240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-01-2024 17:13	1/16/2024 5:16:25 PM	0:0:3:14			AFTER PRINTER REINSTALL ISSUE	Onsite
11658	16-01-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C160120240160		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-01-2024 17:12	1/16/2024 5:16:06 PM	0:0:3:53			AFTER OS RESET ISSUE RESOLVED	Onsite
11659	16-01-2024	SAKET	Adchini	CHD	C160120240159		Hardware	System	Other Software	Adobe	LOW	Closed	15-01-2024 17:09	1/16/2024 5:39:49 PM	0:0:30:46			Adobe pro re-installed	Onsite
11660	16-01-2024	SAKET	Chhatarpur CC	O-M	C160120240158		Hardware	System	Other Software	Browser	LOW	Closed	15-01-2024 17:06	1/16/2024 5:39:05 PM	0:0:32:52			Reset Browser settings	Remote
11661	16-01-2024	SAKET	Malviya Nagar CC	O-M	C160120240157		Hardware	System	Other Software	proxy	LOW	Closed	15-01-2024 17:04	1/16/2024 5:38:15 PM	0:0:33:27			Proxy settings changed	Onsite
11662	16-01-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C160120240155		Network	LAN Issue	LAN Issue	Port	LOW	Closed	15-01-2024 17:00	1/16/2024 5:37:10 PM	0:0:36:58			LAN Port changed from N/W Switch	Onsite
11663	16-01-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C160120240156		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-01-2024 17:00	1/16/2024 5:37:41 PM	0:0:36:51			RAM Faulty, call logged to vendor	Onsite
11664	16-01-2024	SAKET	Malviya Nagar	HR	C160120240154		Hardware	PC	Not working at all	No power	LOW	Closed	16-01-2024 16:59	1/16/2024 5:36:17 PM	0:0:36:44			SMPS faulty, call logged to vendor	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11665	16-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C160120240153		Hardware	PC	TFT	Color	HIGH	Closed	16-01-2024 16:47	1/16/2024 5:26:38 PM	0:0:38:39			issue has been resolved after changed	Onsite
11666	16-01-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C160120240147		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	16-01-2024 16:46	1/16/2024 4:49:24 PM	0:0:2:34			Issue Resolved	Onsite
11667	16-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C160120240146		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	16-01-2024 16:46	1/16/2024 4:49:16 PM	0:0:2:27			Issue Resolved	Onsite
11668	16-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C160120240145		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-01-2024 16:46	1/16/2024 4:49:01 PM	0:0:2:14			Issue Resolved	Onsite
11669	16-01-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C160120240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:46	1/16/2024 4:48:49 PM	0:0:2:3			Issue Resolved	Onsite
11670	16-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C160120240151		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-01-2024 16:46	1/16/2024 4:50:05 PM	0:0:3:9			Issue Resolved	Onsite
11671	16-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C160120240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:46	1/16/2024 4:50:20 PM	0:0:3:22			Issue Resolved	Onsite
11672	16-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C160120240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:46	1/16/2024 4:49:32 PM	0:0:2:41			Issue Resolved	Onsite
11673	16-01-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C160120240150		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-01-2024 16:46	1/16/2024 4:49:54 PM	0:0:2:59			Issue Resolved	Onsite
11674	16-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C160120240149		Hardware	Laptop	System Password issue	Others	LOW	Closed	16-01-2024 16:46	1/16/2024 4:49:40 PM	0:0:2:47			Issue Resolved	Onsite
11675	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C160120240143		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	16-01-2024 16:45	1/16/2024 5:26:02 PM	0:0:40:3			issue has been resolved after changed	Onsite
11676	16-01-2024	NIZAMUDDIN	Jangpura	O-M	C160120240142		Hardware	PC	Restart Problem	High CPU	LOW	Closed	16-01-2024 16:45	1/16/2024 4:49:00 PM	0:0:3:12			Resolved	Remote
11677	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C160120240141		Hardware	MOUSE	Not working	Hardware	HIGH	Closed	16-01-2024 16:45	1/16/2024 5:25:17 PM	0:0:40:12			issue has been resolved after changed	Remote
11678	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C160120240140		Hardware	System	Other Software	software	HIGH	Closed	16-01-2024 16:44	1/16/2024 5:24:42 PM	0:0:40:27			issue has been resolved after	Remote
11679	16-01-2024	NIZAMUDDIN	Jangpura	O-M	C160120240139		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-01-2024 16:43	1/16/2024 4:48:33 PM	0:0:4:52			Resolved	Remote
11680	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C160120240138		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	16-01-2024 16:43	1/16/2024 5:24:17 PM	0:0:40:36			issue has been resolved after create	Remote
11681	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C160120240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:40	1/16/2024 4:48:19 PM	0:0:8:6			resolved	Remote
11682	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C160120240136		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	16-01-2024 16:38	1/16/2024 4:46:53 PM	0:0:8:8			Resolved	Onsite
11683	16-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C160120240135		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	16-01-2024 16:37	1/16/2024 4:56:07 PM	0:0:18:32			Mouse change problem resolved.	Onsite
11684	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C160120240134		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 16:37	1/16/2024 4:46:37 PM	0:0:9:16			Resolved	Onsite
11685	16-01-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C160120240133		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	16-01-2024 16:36	1/16/2024 4:55:22 PM	0:0:18:51			printer cartage change and resolved	Onsite
11686	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160120240132		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	16-01-2024 16:36	1/16/2024 4:46:21 PM	0:0:10:4			Resolved	Onsite
11687	16-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C160120240131		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	16-01-2024 16:35	1/16/2024 4:54:15 PM	0:0:19:11			LAN Cable change and pc network	Onsite
11688	16-01-2024	OTHERS	Andrews Ganj	Enforcem	C160120240130		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 16:18	1/16/2024 4:19:39 PM	0:0:0:51			MS office issue	Onsite
11689	16-01-2024	NEHRU PLACE	20 No Building	Energy	C160120240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:17	1/16/2024 5:04:39 PM	0:0:47:2			mail replica replaced, issue resolved	Onsite
11690	16-01-2024	SAKET	Adchini	CIVIL	C160120240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:16	1/16/2024 4:57:29 PM	0:0:40:39			mail locked	Onsite
11691	16-01-2024	SAKET	Adchini	DSS	C160120240127		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-01-2024 16:16	1/16/2024 4:55:52 PM	0:0:39:46			printer not work	Onsite
11692	16-01-2024	OTHERS	Andrews Ganj	Enforcem	C160120240126		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	16-01-2024 16:15	1/16/2024 4:19:59 PM	0:0:4:14			OS issue	Onsite
11693	16-01-2024	OTHERS	Andrews Ganj	Enforcem	C160120240125		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-01-2024 16:15	1/16/2024 4:20:14 PM	0:0:5:9			Printer issue	Onsite
11694	16-01-2024	OTHERS	Andrews Ganj	Enforcem	C160120240124		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-01-2024 16:14	1/16/2024 4:20:34 PM	0:0:6:25			Printer issue	Onsite
11695	16-01-2024	SAKET	Adchini	SAFETY	C160120240123		Hardware	System	Other Software	Browser	LOW	Closed	16-01-2024 16:14	1/16/2024 4:53:34 PM	0:0:39:30			training side not open	Onsite
11696	16-01-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C160120240121		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	16-01-2024 16:13	1/16/2024 4:21:11 PM	0:0:8:7			lan connectivity issue	Onsite
11697	16-01-2024	OTHERS	Andrews Ganj	Enforcem	C160120240122		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	16-01-2024 16:13	1/16/2024 4:20:49 PM	0:0:7:15			PC slow issue	Onsite
11698	16-01-2024	SAKET	Adchini	SAFETY	C160120240120		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 16:12	1/16/2024 4:47:54 PM	0:0:35:49			excel file hang	Onsite
11699	16-01-2024	SAKET	Adchini	SAFETY	C160120240119		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-01-2024 16:11	1/16/2024 4:47:20 PM	0:0:35:53			LAN not work	Onsite
11700	16-01-2024	SAKET	Fatehpur Beri CC	O-M	C160120240118		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-01-2024 16:10	1/16/2024 4:46:44 PM	0:0:36:9			remove paper from printer	Onsite
11701	16-01-2024	SAKET	Adchini	DTC	C160120240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:09	1/16/2024 4:44:34 PM	0:0:35:15			mail send issue	Onsite
11702	16-01-2024	NEHRU PLACE	20 No Building	Energy	C160120240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 16:09	1/16/2024 5:04:08 PM	0:0:54:10			mail configuration done	Onsite
11703	16-01-2024	SAKET	Adchini	SAFETY	C160120240115		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-01-2024 16:08	1/16/2024 4:41:24 PM	0:0:32:48			lan not work	Onsite
11704	16-01-2024	SAKET	Adchini	BUSINESS/	C160120240114		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 16:07	1/16/2024 4:38:04 PM	0:0:30:7			SAP not open	Remote
11705	16-01-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	IT	C160120240113		Telecome	Instrumen	Digital	Others	HIGH	Closed	16-01-2024 15:52	1/16/2024 4:48:50 PM	0:0:56:16			Mail Issue	Onsite
11706	16-01-2024	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C160120240112		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	16-01-2024 15:47	1/16/2024 3:49:53 PM	0:0:2:39			check the printer and log the call	Onsite
11707	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240111		Hardware	System	Other Software	New	LOW	Closed	16-01-2024 15:46	1/16/2024 4:10:46 PM	0:0:24:3			CD Drivers Install Again Now Working	Onsite
11708	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240110		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-01-2024 15:45	1/16/2024 4:10:04 PM	0:0:24:8			ZOOM Installed & Meeting Join	Onsite
11709	16-01-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C160120240109		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	16-01-2024 15:41	1/16/2024 3:50:46 PM	0:0:9:0			check the pc and rese the windows	Onsite
11710	16-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C160120240107		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-01-2024 15:36	1/16/2024 4:40:23 PM	0:1:4:17			Printer USB Cable replace now	Onsite
11711	16-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160120240108		NON-SAP	Others	Others	Others	LOW	Closed	16-01-2024 15:36	1/16/2024 3:49:23 PM	0:0:12:24			reset the password	Remote
11712	16-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160120240106		NON-SAP	Others	Others	Others	LOW	Closed	16-01-2024 15:35	1/16/2024 3:48:40 PM	0:0:12:44			reinstall the choreme	Remote
11713	16-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160120240105		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	16-01-2024 15:34	1/16/2024 3:48:08 PM	0:0:14:7			remove the paper	Onsite
11714	16-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160120240104		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	16-01-2024 15:22	1/16/2024 4:32:51 PM	0:1:10:0			after remove paper issue resolved call	Onsite
11715	16-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160120240103		Hardware	System	Other Software	New	MEDIUM	Closed	16-01-2024 15:17	1/16/2024 4:33:44 PM	0:1:16:0			afer set display ratio issue resolved	Onsite
11716	16-01-2024	NIZAMUDDIN	Kilokri	OM-EHV	C160120240102		Hardware	System	Other Software	New	MEDIUM	Closed	16-01-2024 15:16	1/16/2024 4:34:44 PM	0:1:17:57			date and time set issue resolved	Remote
11717	16-01-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C160120240101		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	16-01-2024 15:15	1/16/2024 4:35:25 PM	0:1:20:22			after clear temp file and increase core	Remote
11718	16-01-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C160120240100		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-01-2024 15:13	1/16/2024 4:36:14 PM	0:1:22:27			After call application and kill multiple	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11719	16-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C160120240099		Hardware	System	Other Software	software	MEDIUM	Closed	16-01-2024 15:12	1/16/2024 4:36:50 PM	0:1:24:37			After reinstall abode software issue	Remote
11720	16-01-2024	NIZAMUDDIN	Kilokri	OM-EHV	C160120240098		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	16-01-2024 15:10	1/16/2024 4:37:46 PM	0:1:27:2			Site visit with manish sir to visit	Onsite
11721	16-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C160120240097		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	16-01-2024 15:08	1/16/2024 3:11:45 PM	0:0:3:29			Ram reconnect	Onsite
11722	16-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C160120240096		Hardware	Printer	Image Issue	Others	HIGH	Closed	16-01-2024 15:05	1/16/2024 3:14:48 PM	0:0:9:26			Printer paper jam cline	Onsite
11723	16-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C160120240095		Network	Internet	Internet Issue	Internet	LOW	Closed	16-01-2024 15:02	1/16/2024 3:24:03 PM	0:0:21:23			Proxy setting configured as reqd.	Remote
11724	16-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C160120240094		Network	Internet	Internet activation	Internet	LOW	Closed	16-01-2024 15:01	1/16/2024 3:24:25 PM	0:0:23:18			Proxy setting configured as reqd.	Remote
11725	16-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C160120240093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-01-2024 14:59	1/16/2024 4:04:38 PM	0:1:4:54			Printer issue resolved	Onsite
11726	16-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C160120240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 14:58	1/16/2024 3:18:52 PM	0:0:20:17			Mail opening issue resolved	Onsite
11727	16-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160120240091		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	16-01-2024 14:58	1/16/2024 3:54:46 PM	0:0:56:31			Send the printer to NHP now issue	Remote
11728	16-01-2024	ALAKNANDA	CR Park HR Office	HR	C160120240090		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	16-01-2024 14:57	1/16/2024 3:53:46 PM	0:0:56:11			Boot from HDD now issue resolved	Remote
11729	16-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C160120240089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 14:57	1/16/2024 3:22:47 PM	0:0:25:18			Mail & other application configured as	Onsite
11730	16-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	BUSINESS/	C160120240087		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	16-01-2024 14:56	1/16/2024 3:15:11 PM	0:0:18:58			mail size problem	Onsite
11731	16-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160120240088		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 14:56	1/16/2024 3:53:06 PM	0:0:56:21			Remove the flag now issue resolved	Remote
11732	16-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C160120240085		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	16-01-2024 14:55	1/16/2024 3:18:05 PM	0:0:22:34			Printer issue resolved	Onsite
11733	16-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160120240084		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 14:55	1/16/2024 3:52:27 PM	0:0:57:3			Change the password now issue	Remote
11734	16-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160120240086		Hardware	System	Other Software	New	LOW	Closed	16-01-2024 14:55	1/16/2024 3:52:46 PM	0:0:56:48			P92 Installation now issue resolved	Remote
11735	16-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160120240083		Hardware	Printer	Paper Pickup	Others	LOW	Closed	16-01-2024 14:54	1/16/2024 3:52:05 PM	0:0:57:23			Change the cartridge now issue	Onsite
11736	16-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C160120240082		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	16-01-2024 14:54	1/16/2024 3:11:19 PM	0:0:17:10			Printer paper jam cline	Onsite
11737	16-01-2024	NEHRU PLACE	20 No Building	Energy	C160120240081		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	16-01-2024 14:53	1/16/2024 4:09:04 PM	0:1:15:47			Clean temp & prefetch file restart	Onsite
11738	16-01-2024	NAGLOI	Nangloi Grid,Near Nangloi Bus Depot	O-M	C160120240080		Hardware	PC	Restart Problem	Others	HIGH	Closed	16-01-2024 14:52	1/16/2024 3:10:23 PM	0:0:17:38			Power cable issue	Onsite
11739	16-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C160120240079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 14:49	1/16/2024 2:52:38 PM	0:0:3:6			Restart the Mail & open archive.	Onsite
11740	16-01-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C160120240077		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	16-01-2024 14:48	1/16/2024 3:19:00 PM	0:0:30:26			pickup roller dust cleaned now issue	Onsite
11741	16-01-2024	NEHRU PLACE	20 No Building	C-M	C160120240076		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	16-01-2024 14:48	1/16/2024 4:07:44 PM	0:1:19:23			clean temp & prefetch file	Onsite
11742	16-01-2024	NEHRU PLACE	20 No Building	HR	C160120240078		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	16-01-2024 14:48	1/16/2024 4:08:18 PM	0:1:19:21			temporary ip configure for mail	Onsite
11743	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240074		Hardware	System	MS Office	File	LOW	Closed	16-01-2024 14:46	1/16/2024 2:59:07 PM	0:0:13:7			Ms office not working issue resolved	Onsite
11744	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240075		Hardware	System	MS Office	File	LOW	Closed	16-01-2024 14:46	1/16/2024 2:59:23 PM	0:0:12:39			Ms office not working issue resolved	Onsite
11745	16-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C160120240073		Hardware	System	Other Software	proxy	LOW	Closed	16-01-2024 14:35	1/16/2024 3:59:00 PM	0:1:23:31			Change proxy setting now working	Remote
11746	16-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C160120240072		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	16-01-2024 14:34	1/16/2024 3:57:43 PM	0:1:23:6			Run Diagnostic and clean temp files	Onsite
11747	16-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C160120240071		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-01-2024 14:32	1/16/2024 3:56:28 PM	0:1:23:40			Change power cable now working fine	Onsite
11748	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C160120240070		Hardware	Laptop	Network Not Working	Network	LOW	Closed	16-01-2024 14:17	1/16/2024 3:48:50 PM	0:1:31:26			resolved	Onsite
11749	16-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C160120240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-01-2024 14:17	1/16/2024 2:52:11 PM	0:0:34:52			Paper removed from Printer.	Onsite
11750	16-01-2024	NEHRU PLACE	W Block GK 1	O-M	C160120240068		Network	Link	Link Connectivity Issue	Link	LOW	Closed	16-01-2024 14:16	1/16/2024 2:51:47 PM	0:0:35:11			After FLT network up.	Onsite
11751	16-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C160120240067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 14:15	1/16/2024 2:50:56 PM	0:0:35:27			Mail software reinstalled &	Onsite
11752	16-01-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C160120240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-01-2024 14:14	1/16/2024 2:50:01 PM	0:0:35:27			Mail password unlock & reset.	Onsite
11753	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240065		Hardware	System	MS Office	File	LOW	Closed	16-01-2024 14:13	1/16/2024 2:58:45 PM	0:0:44:46			Ms office not working issue resolved	Onsite
11754	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240064		Hardware	System	Other Software	Adobe	LOW	Closed	16-01-2024 14:04	1/16/2024 2:58:20 PM	0:0:54:5			Google chrome not working issue	Onsite
11755	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240063		Hardware	System	Other Software	Adobe	LOW	Closed	16-01-2024 14:03	1/16/2024 2:58:05 PM	0:0:54:17			pdf not working issue resolved	Onsite
11756	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240062		Hardware	System	Other Software	Adobe	LOW	Closed	16-01-2024 14:03	1/16/2024 2:57:48 PM	0:0:54:37			pdf not working issue resolved	Onsite
11757	16-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160120240061		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	16-01-2024 13:56	1/16/2024 2:57:32 PM	0:1:0:52			OS installation done	Onsite
11758	16-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C160120240059		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 13:49	1/16/2024 3:04:02 PM	0:1:14:52			Configured the CRM link issue	
11759	16-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C160120240060		Hardware	Printer	Image Issue	Image	LOW	Closed	16-01-2024 13:49	1/16/2024 3:04:48 PM	0:1:15:7			Change the cartridge issue resolved	
11760	16-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C160120240058		Hardware	PC	Not working at all	Others	LOW	Closed	16-01-2024 13:48	1/16/2024 3:03:21 PM	0:1:14:36			Rejoin the system from ads	
11761	16-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	CPC	C160120240057		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	16-01-2024 13:48	1/16/2024 3:02:37 PM	0:1:14:24			Replaced keyboard from nehru place	
11762	16-01-2024	VASANT KUNJ	B 1	O-M	C160120240055		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	16-01-2024 13:47	1/16/2024 2:19:35 PM	0:0:31:50			IP has been filled	Onsite
11763	16-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C160120240056		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	16-01-2024 13:47	1/16/2024 3:01:00 PM	0:1:13:13			Cleared the paper issue resolved	
11764	16-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C160120240054		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	16-01-2024 13:42	1/16/2024 2:07:42 PM	0:0:25:37			Send to NHP for n/a	Onsite
11765	16-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C160120240053		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-01-2024 13:41	1/16/2024 2:07:54 PM	0:0:26:49			Resolved	Onsite
11766	16-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C160120240052		Hardware	PC	TFT	Sent to	LOW	Closed	16-01-2024 13:40	1/16/2024 2:08:22 PM	0:0:28:3			Send to NHP after incidence report.	Onsite
11767	16-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C160120240051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 13:39	1/16/2024 2:08:34 PM	0:0:29:13			Resolved	Onsite
11768	16-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C160120240050		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 13:38	1/16/2024 2:08:49 PM	0:0:30:3			Resolved	Onsite
11769	16-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160120240049		Hardware	PC	Restart Problem	Others	LOW	Closed	16-01-2024 13:38	1/16/2024 2:09:03 PM	0:0:31:1			Resolved	Onsite
11770	16-01-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C160120240048		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Re-Assign	16-01-2024 13:14					LAN cable issue	Onsite
11771	16-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160120240047		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-01-2024 13:13	1/16/2024 2:17:54 PM	0:1:4:54			New Archive File create request done.	Remote
11772	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240046		Hardware	PC	System Password issue	Others	LOW	Closed	16-01-2024 13:00	1/16/2024 1:09:28 PM	0:0:8:42			LAN Cable Faulty Replaced Now	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11773	16-01-2024	VASANT KUNJ	Bijwasan	O-M	C160120240045		Network	Link	Link Connectivity Issue	Link	LOW	Closed	16-01-2024 12:55	1/16/2024 1:45:37 PM	0:0:49:47			After the link FLT network working	Onsite
11774	16-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C160120240044		Hardware	System	Other Software	Browser	LOW	Closed	16-01-2024 12:54	1/16/2024 1:44:13 PM	0:0:49:51			Password has been reset from the	Onsite
11775	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240043		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-01-2024 12:46	1/16/2024 1:01:40 PM	0:0:15:11			Zoom Installed Meeting Join With Link	Onsite
11776	16-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C160120240042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-01-2024 12:38	1/16/2024 1:27:55 PM	0:0:49:13			issue resolved after printer installation	Onsite
11777	16-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C160120240041		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-01-2024 12:38	1/16/2024 1:28:03 PM	0:0:49:31			issue resolved after printer installation	Onsite
11778	16-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C160120240038		Hardware	PC	Restart Problem	Others	LOW	Closed	16-01-2024 12:37	1/16/2024 1:29:18 PM	0:0:51:46			issue resolved after change the power	Onsite
11779	16-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C160120240040		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 12:37	1/16/2024 1:28:32 PM	0:0:50:33			issue resolved after change the time	Onsite
11780	16-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C160120240039		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 12:37	1/16/2024 1:28:49 PM	0:0:51:0			issue resolved after change the	Onsite
11781	16-01-2024	SARITA VIHAR	Jullena	OM-DIV	C160120240037		Network	LAN Issue	LAN Issue	New Lan	MEDIUM	Closed	16-01-2024 12:27	1/30/2024 5:20:32 PM	14:4:52:52			Visited the site and found lan point	Onsite
11782	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240036		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	16-01-2024 12:21	1/16/2024 12:45:29 PM	0:0:24:7			Many Domains Open Close All The	Onsite
11783	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C160120240035		Network	LAN Issue	LAN Issue	Lan Cable	HIGH	Re-Assign	16-01-2024 12:16					I have checked the LAN cable rj45	Onsite
11784	16-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160120240034		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	16-01-2024 12:08	1/16/2024 12:16:40 PM	0:0:7:58			New keyboard replaced.	Onsite
11785	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C160120240033		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-01-2024 12:03	1/16/2024 3:48:20 PM	0:3:45:0			resolved	Onsite
11786	16-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C160120240031		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	16-01-2024 11:49	1/16/2024 12:45:08 PM	0:0:56:4			printer driver reinstalled and printer	Remote
11787	16-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C160120240032		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	16-01-2024 11:49	1/16/2024 12:46:14 PM	0:0:56:20			Dienotes software run and mail Hang	Remote
11788	16-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C160120240030		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-01-2024 11:48	1/16/2024 12:43:20 PM	0:0:55:13			Lotus mail software reinstalled and	Remote
11789	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240029		Hardware	PC	Restart Problem	Others	LOW	Closed	16-01-2024 11:43	1/16/2024 11:57:18 AM	0:0:13:23			Date & Time Set Now Working issue	Onsite
11790	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240028		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	16-01-2024 11:43	1/16/2024 11:56:48 AM	0:0:13:42			Keyboard Faulty Replaced Now	Onsite
11791	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C160120240027		Hardware	PC	Network Not Working	IP Issue	HIGH	Closed	16-01-2024 11:40	1/16/2024 12:27:39 PM	0:0:47:24			Issue has been resolved after give the	Onsite
11792	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C160120240026		Hardware	Laptop	Network Not Working	IP Issue	HIGH	Closed	16-01-2024 11:39	1/16/2024 12:27:25 PM	0:0:47:35			Issue has been resolved after give the	Onsite
11793	16-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C160120240025		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-01-2024 11:39	1/16/2024 12:42:19 PM	0:1:3:1			Mail New Archive file create and	Remote
11794	16-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C160120240024		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	16-01-2024 11:38	1/16/2024 12:40:31 PM	0:1:2:31			PRINTER PAPER REMOVED AND	Onsite
11795	16-01-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C160120240023		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	16-01-2024 11:37	1/16/2024 12:08:05 PM	0:0:30:40			OS reinstalled.	Onsite
11796	16-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160120240022		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	16-01-2024 11:36	1/16/2024 12:07:44 PM	0:0:31:1			Local lan loose.	Onsite
11797	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240021		Hardware	PC	Restart Problem	Others	LOW	Closed	16-01-2024 11:36	1/16/2024 11:56:12 AM	0:0:19:45			External USB Hub Provided Now	Onsite
11798	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240020		Hardware	PC	TFT	Others	LOW	Closed	16-01-2024 11:35	1/16/2024 11:46:39 AM	0:0:10:52			VGA Cable Plugged Properly Now	Onsite
11799	16-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C160120240019		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	16-01-2024 11:34	1/16/2024 12:39:48 PM	0:1:4:59			RAM CLEAN AND CHANGE THE SLOT	Onsite
11800	16-01-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	Finance	C160120240017		Network	LAN Issue	LAN Issue	Port	LOW	Closed	16-01-2024 11:31	1/16/2024 11:33:27 AM	0:0:2:13			FYI	Onsite
11801	16-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C160120240018		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 11:31	1/16/2024 11:42:58 AM	0:0:11:8			pc cleanup done issue resolved	Onsite
11802	16-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160120240015		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 11:30	1/16/2024 11:42:36 AM	0:0:12:5			pc cleanup done issue resolved	Onsite
11803	16-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160120240016		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 11:30	1/16/2024 11:42:45 AM	0:0:11:58			pc cleanup done issue resolved	Onsite
11804	16-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160120240014		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 11:30	1/16/2024 11:42:24 AM	0:0:12:6			pc cleanup done issue resolved	Onsite
11805	16-01-2024	NEHRU PLACE CSO	Ground Floor	CHD	C160120240013		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-01-2024 11:29	1/16/2024 11:34:11 AM	0:0:4:17			FYI	Onsite
11806	16-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C160120240012		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-01-2024 11:26	1/30/2024 11:21:32 AM	13:23:55:2			1 Meter LAN Cable Extension Issue	Onsite
11807	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240011		Hardware	Printer	Image Issue	Light	LOW	Closed	16-01-2024 11:24	1/16/2024 11:46:04 AM	0:0:21:38			Cartage Replaced Issue Resolved	Onsite
11808	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240010		Hardware	PC	Restart Problem	Others	LOW	Closed	16-01-2024 11:23	1/16/2024 11:45:42 AM	0:0:22:16			Power Switch Faulty Replaced Now	Onsite
11809	16-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160120240009		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-01-2024 11:19	1/16/2024 11:44:49 AM	0:0:25:40			Projector Installed & Working Fine	Onsite
11810	16-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C160120240007		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 11:12	1/16/2024 11:23:44 AM	0:0:11:12			pc cleanup done issue resolved	Remote
11811	16-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C160120240008		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 11:12	1/16/2024 11:23:55 AM	0:0:11:13			pc cleanup done issue resolved	Remote
11812	16-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C160120240006		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-01-2024 10:40	1/16/2024 11:11:47 AM	0:0:31:28			pc cleanup done issue resolved	Remote
11813	16-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C160120240005		Hardware	System	Other Software	software	LOW	Closed	16-01-2024 10:20	1/16/2024 11:28:44 AM	0:1:7:58			resolved	Remote
11814	16-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C160120240003		Hardware	PC	Not working at all	Others	LOW	Closed	16-01-2024 10:13	1/16/2024 10:59:12 AM	0:0:46:3			Windows issue resolved	Onsite
11815	16-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C160120240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-01-2024 10:12	1/16/2024 10:59:41 AM	0:0:47:19			Mail opening issue resolved	Onsite
11816	16-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160120240001		Hardware	PC	System Password issue	Password	LOW	Closed	16-01-2024 10:11	1/16/2024 10:12:34 AM	0:0:1:32			password reset issue resolved..	Onsite
11817	17-01-2024	OTHERS	VSNL	RCM	C170120240179		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	17-01-2024 17:36	1/17/2024 5:56:12 PM	0:0:19:52			RAM faulty complaint Logged	Onsite
11818	17-01-2024	OTHERS	VSNL	KCC/MLCC	C170120240178		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 17:35	1/17/2024 5:55:37 PM	0:0:20:19			Compact Mail issue resolve	Onsite
11819	17-01-2024	OTHERS	VSNL	KCC/MLCC	C170120240177		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	17-01-2024 17:30	1/17/2024 5:55:03 PM	0:0:24:49			OS installation	Onsite
11820	17-01-2024	OTHERS	VSNL	KCC/MLCC	C170120240176		Hardware	System	MS Office	Others	LOW	Closed	17-01-2024 17:29	1/17/2024 5:54:40 PM	0:0:25:6			MS Office 16 Activate	Onsite
11821	17-01-2024	OTHERS	VSNL	HR	C170120240175		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	17-01-2024 17:28	1/17/2024 5:54:09 PM	0:0:25:44			Scanner Remove and re-installed issue	Onsite
11822	17-01-2024	NEHRU PLACE CSO	Second Floor - C Block	CES	C170120240173		Hardware	System	Other Software	New	LOW	Closed	17-01-2024 17:21	1/17/2024 5:22:22 PM	0:0:0:45			issue resolved	Remote
11823	17-01-2024	NEHRU PLACE CSO	Third Floor - B Block Conf. Housing Cell	Finance	C170120240174		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	17-01-2024 17:21	1/17/2024 5:24:37 PM	0:0:2:51			Issue Resolved	Onsite
11824	17-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C170120240171		Telecome	Instrumen	Hardware Issue	Sent to	LOW	Closed	17-01-2024 17:20	1/17/2024 5:22:58 PM	0:0:2:27			issue resolved	Remote
11825	17-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C170120240172		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 17:20	1/17/2024 5:24:28 PM	0:0:3:34			Issue Resolved	Onsite
11826	17-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C170120240170		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 17:20	1/17/2024 5:24:19 PM	0:0:4:17			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11827	17-01-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C170120240169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 17:19	1/17/2024 5:24:10 PM	0:0:4:52			Issue Resolved	Onsite
11828	17-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C170120240168		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-01-2024 17:18	1/17/2024 5:24:01 PM	0:0:5:46			Issue Resolved	Onsite
11829	17-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C170120240167		Hardware	Laptop	Other Issue	Others	LOW	Closed	17-01-2024 17:17	1/17/2024 5:23:43 PM	0:0:6:8			Issue Resolved	Onsite
11830	17-01-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C170120240166		Hardware	System	Other Software	Adobe	LOW	Closed	17-01-2024 17:16	1/17/2024 5:23:36 PM	0:0:7:17			Issue Resolved	Onsite
11831	17-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C170120240165		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 17:14	1/17/2024 5:23:25 PM	0:0:8:48			Issue Resolved	Onsite
11832	17-01-2024	SAKET	Adchini	DSK	C170120240164		Telecome	CCTV	Camera	Others	LOW	Closed	17-01-2024 17:13	1/17/2024 5:18:30 PM	0:0:5:12			Add camaras in KVMS Pro S/W	Onsite
11833	17-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C170120240163		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	17-01-2024 17:05	1/17/2024 5:25:32 PM	0:0:20:16			New Archive Create request.	Remote
11834	17-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C170120240162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	17-01-2024 16:59	1/17/2024 5:05:48 PM	0:0:6:1			after paper jam clear issue resolved	Onsite
11835	17-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C170120240161		Hardware	PC	System Password issue	Password	LOW	Closed	17-01-2024 16:59	1/17/2024 5:30:04 PM	0:0:30:41			Password reset done issue resolved	
11836	17-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C170120240160		Hardware	MOUSE	Not working	Other	LOW	Closed	17-01-2024 16:58	1/17/2024 5:05:24 PM	0:0:6:46			after mouse replace issue resolved	Onsite
11837	17-01-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C170120240159		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	17-01-2024 16:50	1/17/2024 4:53:25 PM	0:0:2:33			issue resolved after change the LAN	Onsite
11838	17-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C170120240158		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	17-01-2024 16:47	1/17/2024 5:18:31 PM	0:0:30:34			All Mail inbox and sent Archive and	Remote
11839	17-01-2024	OTHERS	Andrews Ganj	Enforcem	C170120240156		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	17-01-2024 16:44	1/17/2024 4:46:15 PM	0:0:2:4			Printer issue	Onsite
11840	17-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C170120240157		Hardware	PC	Restart Problem	Others	LOW	Closed	17-01-2024 16:44	1/17/2024 5:05:01 PM	0:0:20:20			after power cable reinsert issue	Onsite
11841	17-01-2024	OTHERS	Andrews Ganj	Enforcem	C170120240154		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	17-01-2024 16:43	1/17/2024 4:46:57 PM	0:0:3:44			Laptop booting issue	Onsite
11842	17-01-2024	OTHERS	Andrews Ganj	Enforcem	C170120240155		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 16:43	1/17/2024 4:46:31 PM	0:0:2:50			Os issue	Onsite
11843	17-01-2024	OTHERS	Andrews Ganj	Enforcem	C170120240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:42	1/17/2024 4:47:14 PM	0:0:4:33			mail issue	Onsite
11844	17-01-2024	OTHERS	HUDCO Grid	PROTECTI	C170120240152		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 16:42	1/17/2024 4:47:37 PM	0:0:5:19			vpn issue	Onsite
11845	17-01-2024	OTHERS	HUDCO Grid	PROTECTI	C170120240151		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	17-01-2024 16:41	1/17/2024 4:45:50 PM	0:0:4:10			Pc booting issue	Onsite
11846	17-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C170120240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	17-01-2024 16:39	1/17/2024 5:04:26 PM	0:0:25:2			after paper jam clear issue resolved	Onsite
11847	17-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C170120240149		Hardware	System	Other Software	software	MEDIUM	Closed	17-01-2024 16:38	1/17/2024 5:16:26 PM	0:0:38:0			oracle software reinstalled and DTM	Remote
11848	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C170120240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:37	1/17/2024 4:40:19 PM	0:0:2:29			Resolved	Onsite
11849	17-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C170120240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:37	1/17/2024 5:03:50 PM	0:0:26:4			after mail new archived crated issue	Onsite
11850	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C170120240146		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	17-01-2024 16:36	1/17/2024 4:40:08 PM	0:0:3:28			Resolved	Onsite
11851	17-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C170120240145		Hardware	System	Other Software	Browser	MEDIUM	Closed	17-01-2024 16:36	1/17/2024 5:14:21 PM	0:0:37:57			Google Chrome Browser update and	Remote
11852	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C170120240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:35	1/17/2024 4:39:54 PM	0:0:4:38			resolved	Onsite
11853	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C170120240143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:34	1/17/2024 4:39:16 PM	0:0:5:12			Resolved	Onsite
11854	17-01-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C170120240142		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	17-01-2024 16:31	1/17/2024 5:13:21 PM	0:0:41:36			New Archive file create and problem	Remote
11855	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C170120240141		Hardware	Laptop	Restart Problem	Temp	LOW	Closed	17-01-2024 16:31	1/17/2024 4:39:01 PM	0:0:7:56			Resolved	Onsite
11856	17-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C170120240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	17-01-2024 16:30	1/17/2024 4:57:45 PM	0:0:27:27			printer installation done	Onsite
11857	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C170120240139		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	17-01-2024 16:28	1/17/2024 4:38:25 PM	0:0:9:42			Resolved	Onsite
11858	17-01-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C170120240138		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	17-01-2024 16:26	1/17/2024 5:00:26 PM	0:0:33:34			after paper jam clear issue resolved	Onsite
11859	17-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C170120240137		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	17-01-2024 16:26	1/17/2024 5:08:14 PM	0:0:41:40			Keyboard change and problem	Onsite
11860	17-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C170120240136		Hardware	Printer	Image Issue	Dark	MEDIUM	Closed	17-01-2024 16:25	1/17/2024 5:07:29 PM	0:0:41:52			printer cartage change and printer	Onsite
11861	17-01-2024	SAKET	Adchini	BUSINESS/	C170120240135		Hardware	System	Other Software	Adobe	LOW	Closed	17-01-2024 16:20	1/17/2024 4:28:17 PM	0:0:7:24			Adobe 11 installed	Onsite
11862	17-01-2024	SAKET	Adchini	BUSINESS/	C170120240134		Hardware	PC	Not working at all	Others	LOW	Closed	17-01-2024 16:20	1/17/2024 4:27:35 PM	0:0:7:19			CMOS Battery issue, Date & Time	Onsite
11863	17-01-2024	NEHRU PLACE	20 No Building	Energy	C170120240133		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	17-01-2024 16:19	1/17/2024 4:57:28 PM	0:0:38:28			Proxy setting change, issue resolved	Onsite
11864	17-01-2024	NEHRU PLACE	20 No Building	Energy	C170120240132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:10	1/17/2024 4:56:47 PM	0:0:46:30			new archive create done	Onsite
11865	17-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C170120240130		Hardware	System	MS Office	Software	LOW	Closed	17-01-2024 16:09	1/17/2024 5:26:37 PM	0:1:17:25			Issue has been resolved after	Onsite
11866	17-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C170120240131		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 16:09	1/17/2024 5:27:00 PM	0:1:17:35			Issue has been resolved after	Onsite
11867	17-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C170120240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:08	1/17/2024 5:26:04 PM	0:1:17:35			Issue has been resolved after	Onsite
11868	17-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C170120240129		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	17-01-2024 16:08	1/17/2024 4:38:25 PM	0:0:29:56			Keyboard replaced.	Onsite
11869	17-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C170120240127		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:06	1/17/2024 4:37:57 PM	0:0:31:55			Change mail password.	Onsite
11870	17-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C170120240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:05	1/17/2024 4:52:31 PM	0:0:47:5			Archive issue resolved after new	Remote
11871	17-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C170120240125		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	17-01-2024 16:04	1/17/2024 5:25:31 PM	0:1:20:42			Issue has been resolved after	Onsite
11872	17-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C170120240123		Hardware	System	Other Software	New	LOW	Closed	17-01-2024 16:02	1/17/2024 4:37:40 PM	0:0:35:4			Data copy to another pc	Onsite
11873	17-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C170120240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 16:02	1/17/2024 4:51:58 PM	0:0:49:17			Archive issue resolved.	Onsite
11874	17-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C170120240122		Hardware	PC	TFT	Others	LOW	Closed	17-01-2024 16:01	1/17/2024 4:04:58 PM	0:0:3:19			fix the tft	Onsite
11875	17-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C170120240121		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	17-01-2024 16:00	1/17/2024 4:36:16 PM	0:0:35:42			Clear paper jam now working fine	Onsite
11876	17-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C170120240119		Hardware	System	Other Software	Browser	LOW	Closed	17-01-2024 15:59	1/17/2024 4:49:42 PM	0:0:50:32			Issue resolved thru intranet portal	Remote
11877	17-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C170120240120		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	17-01-2024 15:59	1/17/2024 4:51:26 PM	0:0:51:39			Multiple issue in Windows resolved	Onsite
11878	17-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C170120240118		Hardware	System	Other Software	proxy	LOW	Closed	17-01-2024 15:55	1/17/2024 4:35:57 PM	0:0:40:36			Change proxy setting now working	Remote
11879	17-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C170120240117		Hardware	PC	System Password issue	Password	LOW	Closed	17-01-2024 15:54	1/17/2024 4:36:49 PM	0:0:42:10			password change	Onsite
11880	17-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C170120240116		Hardware	PC	Not working at all	HW	LOW	Closed	17-01-2024 15:51	1/17/2024 4:36:24 PM	0:0:45:5			CMOS batter Replaced	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11881	17-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C170120240115		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	17-01-2024 15:49	1/17/2024 4:05:30 PM	0:0:15:45			install the os	Onsite
11882	17-01-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C170120240114		Hardware	PC	Not working at all	HW	LOW	Closed	17-01-2024 15:49	1/17/2024 4:35:57 PM	0:0:46:21			Processor fan Replaced	Onsite
11883	17-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C170120240113		NON-SAP	Others	Others	Others	LOW	Closed	17-01-2024 15:43	1/17/2024 4:04:20 PM	0:0:20:23			repair the ms office	Onsite
11884	17-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C170120240112		Hardware	System	Other Software	New	LOW	Closed	17-01-2024 15:36	1/17/2024 4:09:02 PM	0:0:32:45			BSP Configure now issue resolved	Onsite
11885	17-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C170120240111		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	17-01-2024 15:31	1/17/2024 4:03:35 PM	0:0:31:46			install the printer	Onsite
11886	17-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C170120240110		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	17-01-2024 15:30	1/17/2024 4:02:26 PM	0:0:32:7			change the date and time	Onsite
11887	17-01-2024	ALAKNANDA	Giri Nagar	MMG	C170120240109		Hardware	Printer	Paper Pickup	Others	LOW	Closed	17-01-2024 15:27	1/17/2024 4:08:43 PM	0:0:41:43			Change the cartridge now issue	Onsite
11888	17-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C170120240108		Hardware	Laptop	System Password issue	Password	LOW	Closed	17-01-2024 15:25	1/17/2024 4:08:18 PM	0:0:43:2			Reset the password now issue	Onsite
11889	17-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C170120240107		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	17-01-2024 15:24	1/17/2024 4:07:45 PM	0:0:43:33			Change the setting now issue resolved	Remote
11890	17-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C170120240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	17-01-2024 15:22	1/17/2024 4:07:20 PM	0:0:44:33			Installed the driver now issue resolved	Remote
11891	17-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C170120240105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	17-01-2024 15:15	1/17/2024 4:06:49 PM	0:0:51:7			Needful Done	Remote
11892	17-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C170120240104		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	17-01-2024 15:13	1/17/2024 3:37:34 PM	0:0:24:30			unlocked the email id issue resolved	Onsite
11893	17-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	ADMIN	C170120240102		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	17-01-2024 15:12	1/17/2024 3:42:21 PM	0:0:30:11			issue resolved after mail installation	Onsite
11894	17-01-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C170120240103		Hardware	System	MS Office	Software	LOW	Closed	17-01-2024 15:12	1/17/2024 3:37:17 PM	0:0:24:43			installed the ms office issue resolved	Onsite
11895	17-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C170120240101		Hardware	PC	Hanging/Slow processing	High CPU	LOW	Closed	17-01-2024 15:11	1/17/2024 3:36:52 PM	0:0:25:33			change the trace file and temp file	Onsite
11896	17-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C170120240100		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	17-01-2024 15:08	1/17/2024 3:36:28 PM	0:0:27:55			change the rj45 issue resolved	Onsite
11897	17-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C170120240099		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	17-01-2024 15:07	1/17/2024 3:35:12 PM	0:0:27:48			unlocked email id issue resolved	Onsite
11898	17-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C170120240098		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 14:54	1/17/2024 2:55:15 PM	0:0:0:34			portal not working	Onsite
11899	17-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C170120240097		Hardware	System	MS Office	Software	LOW	Closed	17-01-2024 14:53	1/17/2024 2:55:38 PM	0:0:1:48			excel not working. Resolved	Onsite
11900	17-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C170120240096		Hardware	PC	Network Not Working	Other	LOW	Closed	17-01-2024 14:52	1/17/2024 2:56:15 PM	0:0:3:19			port issue. resolved	Onsite
11901	17-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C170120240095		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	17-01-2024 14:52	1/17/2024 4:00:16 PM	0:1:7:23			After crimp Rj45 issue resolved	Onsite
11902	17-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C170120240094		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	17-01-2024 14:51	1/17/2024 4:00:44 PM	0:1:8:49			After update driver issue resolved	Remote
11903	17-01-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C170120240093		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	17-01-2024 14:51	1/17/2024 2:57:10 PM	0:0:5:26			temp cleared. resolved	Onsite
11904	17-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C170120240092		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 14:50	1/17/2024 2:58:42 PM	0:0:8:33			portal not working. resolved	Onsite
11905	17-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C170120240091		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	17-01-2024 14:50	1/17/2024 4:01:36 PM	0:1:11:29			After clean temp file and change	Remote
11906	17-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C170120240089		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	17-01-2024 14:49	1/17/2024 3:26:07 PM	0:0:36:51			Temp. cache & cookies File delete &	Onsite
11907	17-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C170120240088		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	17-01-2024 14:49	1/17/2024 4:32:11 PM	0:1:43:6			Going Training center pjb for checking	Onsite
11908	17-01-2024	SARITA VIHAR	Badarpur	OM-DIV	C170120240087		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	17-01-2024 14:49	1/17/2024 4:02:59 PM	0:1:13:54			New archive created issue resolved	Remote
11909	17-01-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C170120240086		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	17-01-2024 14:49	1/17/2024 3:44:50 PM	0:0:55:48			OS repaired.	Onsite
11910	17-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C170120240090		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	17-01-2024 14:49	1/17/2024 4:02:22 PM	0:1:12:43			After kill multiple process running in	Remote
11911	17-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C170120240084		Hardware	OTHERS	CCTV ISSUE	Hardware	LOW	Closed	17-01-2024 14:48	1/17/2024 4:31:12 PM	0:1:42:52			Scrap store network down , call log	Onsite
11912	17-01-2024	NEHRU PLACE	W Block GK 1	O-M	C170120240083		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 14:48	1/17/2024 3:24:32 PM	0:0:36:28			Adobe software reinstalled.	Onsite
11913	17-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C170120240085		Hardware	System	Other Software	Browser	LOW	Closed	17-01-2024 14:48	1/17/2024 3:25:04 PM	0:0:36:25			SAP P92 id password unlocked &	Onsite
11914	17-01-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C170120240078		Hardware	MOUSE	Not working	Hardware	LOW	Closed	17-01-2024 14:47	1/17/2024 3:01:46 PM	0:0:14:33			Hardware faulty. Need to send NHP	Onsite
11915	17-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C170120240079		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	17-01-2024 14:47	1/17/2024 4:30:36 PM	0:1:43:13			PC not power on , call log to vendor	Onsite
11916	17-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C170120240080		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	17-01-2024 14:47	1/17/2024 3:24:02 PM	0:0:36:37			Cleaning RAM slot & reinsert.	Onsite
11917	17-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C170120240081		Hardware	Printer	Paper Pickup	Others	LOW	Closed	17-01-2024 14:47	1/17/2024 3:27:30 PM	0:0:40:1			Printer software installation.	Remote
11918	17-01-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C170120240082		Hardware	MOUSE	Not working	Hardware	LOW	Closed	17-01-2024 14:47	1/17/2024 3:01:31 PM	0:0:13:59			Hardware faulty. Need to send NHP	Onsite
11919	17-01-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C170120240072		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	17-01-2024 14:46	1/17/2024 3:22:56 PM	0:0:36:35			Printer tray adjust with printer.	Onsite
11920	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240073		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	17-01-2024 14:46	1/25/2024 5:29:02 PM	8:2:42:33			Lan not working	Onsite
11921	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240077		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	17-01-2024 14:46	1/25/2024 5:28:46 PM	8:2:41:46			Lan point not working issue resolved	Onsite
11922	17-01-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C170120240075		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	17-01-2024 14:46	1/22/2024 5:36:23 PM	5:2:49:33			Call Close By Sanjay	Onsite
11923	17-01-2024	SAKET	Jonapur CC	O-M	C170120240076		Hardware	PC	TFT	Color	LOW	Closed	17-01-2024 14:46	1/17/2024 4:19:34 PM	0:1:32:40			Re-insert The RAM at Aaya Nager CC	Onsite
11924	17-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C170120240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 14:46	1/17/2024 3:56:58 PM	0:1:10:15			All Mails Archive Then Compact Now	Onsite
11925	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240068		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:45	1/17/2024 2:59:40 PM	0:0:14:21			Ms office not working issue resolved	Onsite
11926	17-01-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C170120240069		Network	Link	Link Connectivity Issue	POE/Mod	LOW	Closed	17-01-2024 14:45	1/17/2024 3:22:28 PM	0:0:36:48			LAN Cable reconnect to POE Adaptor	Onsite
11927	17-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C170120240070		Hardware	PC	Restart Problem	Others	LOW	Closed	17-01-2024 14:45	1/17/2024 3:56:20 PM	0:1:10:27			Power Cable Change Now working	Onsite
11928	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240071		Hardware	System	Other Software	Browser	LOW	Closed	17-01-2024 14:45	1/17/2024 2:59:58 PM	0:0:14:6			Ms office not working issue resolved	Onsite
11929	17-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C170120240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	17-01-2024 14:44	1/17/2024 3:55:23 PM	0:1:10:32			Removed Jam Paper Now working	Onsite
11930	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240066		Hardware	System	Other Software	Adobe	LOW	Closed	17-01-2024 14:44	1/17/2024 2:59:24 PM	0:0:14:37			Google chrome not working issue	Onsite
11931	17-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C170120240063		Hardware	System	Other Software	Adobe	LOW	Closed	17-01-2024 14:44	1/17/2024 4:30:08 PM	0:1:46:0			Sap software corrupt not open ,	Onsite
11932	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240064		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:44	1/17/2024 2:58:59 PM	0:0:14:48			Ms excel not working issue resolved	Onsite
11933	17-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C170120240065		Hardware	System	Other Software	New	LOW	Closed	17-01-2024 14:44	1/17/2024 3:54:49 PM	0:1:10:32			Team Viewer Install Again Now	Onsite
11934	17-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C170120240060		Hardware	System	Other Software	New	LOW	Closed	17-01-2024 14:43	1/17/2024 3:53:53 PM	0:1:10:37			Image Uploader Drivers Reinstall Now	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11935	17-01-2024	SAKET	D-Block Saket	O-M	C170120240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 14:43	1/17/2024 4:18:47 PM	0:1:35:30			User mail location changed	Remote
11936	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240062		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:43	1/17/2024 2:58:42 PM	0:0:15:23			Mouse not working issue resolved	Onsite
11937	17-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C170120240059		Hardware	System	Other Software	Adobe	LOW	Closed	17-01-2024 14:42	1/17/2024 4:29:35 PM	0:1:46:43			Adobe files not opens reinstall adobe	Onsite
11938	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240058		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:42	1/17/2024 2:54:20 PM	0:0:12:11			Ms excel not working issue resolved	Onsite
11939	17-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	MMG	C170120240057		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-01-2024 14:41	1/17/2024 4:28:08 PM	0:1:46:30			Lotus mails not open , settings done	Onsite
11940	17-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C170120240056		Hardware	PC	TFT	Others	LOW	Closed	17-01-2024 14:40	1/17/2024 4:27:44 PM	0:1:46:52			TFT blur display shows , vga cable	Onsite
11941	17-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C170120240055		Hardware	Laptop	Network Not Working	Other	LOW	Closed	17-01-2024 14:39	1/17/2024 4:26:20 PM	0:1:46:30			check lan driver ok patch cable RJ 45	Onsite
11942	17-01-2024	SAKET	Jonapur CC	O-M	C170120240054		Hardware	UPS	Backup	Output	LOW	Closed	17-01-2024 14:39	1/17/2024 4:17:53 PM	0:1:38:15			Power cable faulty, changed & restart	Onsite
11943	17-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C170120240053		Hardware	PC	Network Not Working	Other	LOW	Closed	17-01-2024 14:37	1/17/2024 2:57:23 PM	0:0:19:56			N/W driver updated	Onsite
11944	17-01-2024	SAKET	Adchini	CIVIL	C170120240052		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-01-2024 14:36	1/17/2024 2:51:42 PM	0:0:15:8			Sharing printer installed	Onsite
11945	17-01-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C170120240051		Hardware	PC	Not working at all	Others	LOW	Closed	17-01-2024 14:34	1/17/2024 3:14:38 PM	0:0:40:0			removed the pc from ADS and join the	Onsite
11946	17-01-2024	SAKET	Adchini	BUSINESS/	C170120240049		Hardware	System	MS Office	File Not	LOW	Closed	17-01-2024 14:33	1/17/2024 2:50:52 PM	0:0:17:19			File Extn. changed	Onsite
11947	17-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	O-M	C170120240050		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 14:33	1/17/2024 3:13:51 PM	0:0:40:12			installed winrar software issue	Onsite
11948	17-01-2024	NEHRU PLACE	20 No Building	ADMIN	C170120240048		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	17-01-2024 14:28	1/17/2024 3:40:49 PM	0:1:12:41			lan cable re-insert, issue resolved	Onsite
11949	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240047		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:27	1/17/2024 2:51:04 PM	0:0:23:14			Ms excel not working issue resolved	Onsite
11950	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240046		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:27	1/17/2024 2:50:46 PM	0:0:23:25			Ms office not working resolved	Onsite
11951	17-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C170120240045		Hardware	System	MS Office	File	LOW	Closed	17-01-2024 14:24	1/17/2024 2:50:21 PM	0:0:25:52			Ms office not working issue resolved	Onsite
11952	17-01-2024	NEHRU PLACE	20 No Building	C-M	C170120240044		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	17-01-2024 14:22	1/17/2024 3:40:24 PM	0:1:17:31			system restart, issue resolved	Onsite
11953	17-01-2024	HAUZ KHAAS	Police Colony RBI Cash Counter	O-M	C170120240043		Hardware	PC	Not working at all	Ticket	LOW	Closed	17-01-2024 14:20	1/17/2024 2:52:41 PM	0:0:32:41			Network down	Onsite
11954	17-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C170120240042		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	17-01-2024 14:19	1/17/2024 2:52:23 PM	0:0:33:12			Keyboard replaced.	Onsite
11955	17-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C170120240041		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-01-2024 14:18	1/17/2024 2:52:05 PM	0:0:33:28			Lotus mail configured.	Onsite
11956	17-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C170120240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 14:17	1/17/2024 2:51:42 PM	0:0:33:47			There was server issue.	Onsite
11957	17-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C170120240039		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	17-01-2024 14:15	1/17/2024 2:51:08 PM	0:0:35:22			Complaint logged in lenovo.	Onsite
11958	17-01-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C170120240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 14:12	1/17/2024 3:28:49 PM	0:1:15:56			Do mail archive & compact.	Remote
11959	17-01-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C170120240037		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-01-2024 14:10	1/17/2024 3:32:54 PM	0:1:21:59			Learn user how to mail copy from	Remote
11960	17-01-2024	SAKET	Fatehpur Beri CC	O-M	C170120240036		Hardware	Printer	Image Issue	Light	LOW	Closed	17-01-2024 13:57	1/17/2024 2:04:36 PM	0:0:7:14			Printer cartridge issue	Onsite
11961	17-01-2024	SAKET	Adchini	DSK	C170120240035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	17-01-2024 13:56	1/17/2024 2:02:08 PM	0:0:5:49			printer not work	Onsite
11962	17-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C170120240034		Hardware	PC	System Password issue	Password	LOW	Closed	17-01-2024 13:55	1/17/2024 1:59:18 PM	0:0:3:56			password reset done issue resolved	Onsite
11963	17-01-2024	SAKET	Adchini	CIVIL	C170120240033		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	17-01-2024 13:55	1/17/2024 2:01:48 PM	0:0:6:32			LAN not work	Onsite
11964	17-01-2024	SAKET	Adchini	DSK	C170120240032		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	17-01-2024 13:54	1/17/2024 2:01:03 PM	0:0:6:37			scanner not work	Onsite
11965	17-01-2024	SAKET	Adchini	CIVIL	C170120240031		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 13:53	1/17/2024 2:00:00 PM	0:0:6:15			teamviewer not work	Onsite
11966	17-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C170120240030		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	17-01-2024 13:30	1/17/2024 2:30:43 PM	0:0:59:52			Power cable issue replace power	Onsite
11967	17-01-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C170120240028		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	17-01-2024 13:26	1/17/2024 2:29:52 PM	0:1:3:51			Run Diagnostic and clean temp files	Onsite
11968	17-01-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C170120240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 13:26	1/17/2024 2:30:17 PM	0:1:3:39			Reset password now working fine	Remote
11969	17-01-2024	NEHRU PLACE CSO	Third Floor - B Block	IT	C170120240027		Telecome	Instrumen	Analog	Others	HIGH	Closed	17-01-2024 12:45	1/18/2024 2:54:02 PM	1:2:8:12			FYI	Onsite
11970	17-01-2024	NEHRU PLACE CSO	Third Floor - B Block	IT	C170120240026		Telecome	Instrumen	Analog	Instrumen	HIGH	Closed	17-01-2024 12:44	1/18/2024 2:54:18 PM	1:2:9:36			FYI	Onsite
11971	17-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C170120240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 12:34	1/17/2024 12:52:50 PM	0:0:18:31			issue resolved	Remote
11972	17-01-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C170120240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 12:33	1/17/2024 12:52:25 PM	0:0:18:40			issue resolved	Remote
11973	17-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C170120240023		Hardware	System	Other Software	software	LOW	Closed	17-01-2024 12:23	1/17/2024 1:00:14 PM	0:0:36:21			Issue has been resolved after	Remote
11974	17-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C170120240022		Telecome	Instrumen	IP	Network	LOW	Closed	17-01-2024 12:22	1/17/2024 12:59:36 PM	0:0:36:43			Issue has been resolved after changed	Onsite
11975	17-01-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C170120240021		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	17-01-2024 12:20	1/17/2024 1:10:21 PM	0:0:50:6			issue resolved after delete the mail	Onsite
11976	17-01-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C170120240020		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	17-01-2024 12:19	1/17/2024 1:10:38 PM	0:0:51:32			issue resolved after change the	Onsite
11977	17-01-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C170120240019		Hardware	PC	Hanging/Slow processing	High CPU	HIGH	Closed	17-01-2024 12:12	1/17/2024 1:11:25 PM	0:0:59:10			after pc restart and update drivers	Onsite
11978	17-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C170120240018		Hardware	PC	System Password issue	Password	LOW	Closed	17-01-2024 11:35	1/17/2024 11:49:06 AM	0:0:14:0			password reset done issue resolved	Onsite
11979	17-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C170120240017		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	17-01-2024 11:09	1/25/2024 5:29:26 PM	8:6:20:9			3 Meter Lan Cable requirement.	Onsite
11980	17-01-2024	OTHERS	VSNL	RCM	C170120240016		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	17-01-2024 11:05	1/17/2024 11:19:18 AM	0:0:14:0			Please replaced against faulty at NHP	Onsite
11981	17-01-2024	OTHERS	VSNL	RCM	C170120240015		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	17-01-2024 11:03	1/17/2024 11:19:30 AM	0:0:16:4			Please replaced against faulty at NHP	Onsite
11982	17-01-2024	OTHERS	VSNL	RCM	C170120240014		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	17-01-2024 11:01	1/17/2024 11:19:45 AM	0:0:17:46			Please replaced against faulty at NHP	Onsite
11983	17-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C170120240013		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	17-01-2024 10:35	1/17/2024 11:09:22 AM	0:0:34:4			pc clean up now issue resolved	Onsite
11984	17-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C170120240012		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	17-01-2024 10:30	1/17/2024 11:09:06 AM	0:0:38:35			power adaptor cable replaced now	Onsite
11985	17-01-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C170120240011		Hardware	PC	Not working at all	Others	LOW	Closed	17-01-2024 10:29	1/17/2024 11:05:37 AM	0:0:36:1			Sata Cable change.	Onsite
11986	17-01-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C170120240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	17-01-2024 10:27	1/17/2024 10:47:07 AM	0:0:19:46			add exception in proxy setting now	Remote
11987	17-01-2024	NAGLOI	66 KV Grid Gh 5 Sayed Gaon	O-M	C170120240010		Hardware	Laptop	Hanging/Slow processing	Others	HIGH	Closed	17-01-2024 10:27	1/17/2024 11:16:50 AM	0:0:49:4			cline all laptop	Onsite
11988	17-01-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C170120240008		Hardware	Printer	Image Issue	Others	HIGH	Closed	17-01-2024 10:24	1/17/2024 11:17:22 AM	0:0:53:11			usb port changed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
11989	17-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C170120240007		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	17-01-2024 10:23	1/17/2024 11:16:21 AM	0:0:53:18			mail size problem	Onsite
11990	17-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C170120240006		Hardware	Laptop	Restart Problem	High CPU	LOW	Closed	17-01-2024 10:08	1/17/2024 10:52:57 AM	0:0:44:27			Resolved	Onsite
11991	17-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C170120240005		Hardware	Printer	Paper Pickup	Others	LOW	Closed	17-01-2024 10:03	1/17/2024 11:06:00 AM	0:1:2:31			Cartridge change.	Onsite
11992	17-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C170120240004		Hardware	Printer	Paper Pickup	Others	LOW	Closed	17-01-2024 10:00	1/17/2024 11:06:23 AM	0:1:6:10			Cartridge change.	Onsite
11993	17-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C170120240003		Hardware	PC	System Password issue	Password	LOW	Closed	17-01-2024 09:47	1/17/2024 9:53:12 AM	0:0:5:24			password reset done issue resolved	Onsite
11994	17-01-2024	OTHERS	VSNL	RCM	C170120240002		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	17-01-2024 09:45	1/22/2024 5:34:45 PM	5:7:48:54			Call Close By Sanjay	Onsite
11995	17-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C170120240001		Hardware	System	MS Office	File Not	LOW	Closed	17-01-2024 09:32	1/17/2024 9:39:06 AM	0:0:6:28			FORMAT CHANGE PDF TO EXCEL	Onsite
11996	18-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C180120240158		Hardware	PC	Not working at all	Others	LOW	Closed	18-01-2024 17:46	1/18/2024 5:49:03 PM	0:0:2:41			restart pc and reenter password.	Onsite
11997	18-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C180120240157		Hardware	System	Other Software	proxy	LOW	Closed	18-01-2024 17:44	1/18/2024 5:48:28 PM	0:0:3:38			Demo test proxy settings change.	Onsite
11998	18-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C180120240156		Hardware	System	Other Software	proxy	LOW	Closed	18-01-2024 17:43	1/18/2024 5:47:56 PM	0:0:4:34			CRM Proxy settings and host file	Onsite
11999	18-01-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C180120240155		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	18-01-2024 17:35	1/18/2024 5:47:27 PM	0:0:12:8			RJ45 crimp	Onsite
12000	18-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C180120240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 17:33	1/18/2024 5:46:56 PM	0:0:13:32			New Archive created.	Onsite
12001	18-01-2024	VASANT KUNJ	C 9 Vasant Kunj	O-M	C180120240153		Hardware	System	Other Software	Adobe	LOW	Closed	18-01-2024 17:31	1/18/2024 6:03:10 PM	0:0:31:28			Temp file has been cleared	Remote
12002	18-01-2024	VASANT KUNJ	B 1	O-M	C180120240152		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-01-2024 17:27	1/18/2024 6:02:34 PM	0:0:34:56			Printer driver installed	Remote
12003	18-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C180120240151		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 17:25	1/18/2024 6:01:50 PM	0:0:36:0			DTM shortcut has been created on	Onsite
12004	18-01-2024	VASANT KUNJ	Bijwasan	O-M	C180120240150		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-01-2024 17:23	1/18/2024 6:00:59 PM	0:0:37:7			FLT done on link connectivity and Wifi	Onsite
12005	18-01-2024	VASANT KUNJ	C 8	O-M	C180120240149		Hardware	Laptop	Network Not Working	Other	LOW	Closed	18-01-2024 17:22	1/18/2024 5:56:42 PM	0:0:33:57			Forti Client shut down then reconnect	Onsite
12006	18-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C180120240147		Hardware	PC	System Password issue	Password	LOW	Closed	18-01-2024 17:19	1/18/2024 5:20:59 PM	0:0:1:52			Issue resolved	Onsite
12007	18-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C180120240148		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	18-01-2024 17:19	1/18/2024 5:20:40 PM	0:0:1:1			Issue resolved	Onsite
12008	18-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C180120240146		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	18-01-2024 17:18	1/18/2024 5:21:06 PM	0:0:2:28			Issue resolved	Onsite
12009	18-01-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C180120240144		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	18-01-2024 17:17	1/18/2024 5:20:48 PM	0:0:2:58			after lan cable reinsert and ip	Onsite
12010	18-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C180120240145		Hardware	PC	Not working at all	Driver	LOW	Closed	18-01-2024 17:17	1/18/2024 5:20:53 PM	0:0:2:56			Issue resolved	Onsite
12011	18-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C180120240143		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-01-2024 17:12	1/18/2024 5:13:17 PM	0:0:0:34			Training center 15 pc tested done	Onsite
12012	18-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C180120240141		Network	LAN Issue	Not working	Hardware	LOW	Re-Assign	18-01-2024 17:10					Keyboard faulty, Pls arrange to	Onsite
12013	18-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C180120240142		Hardware	System	Other Software	Media	LOW	Closed	18-01-2024 17:10	1/18/2024 5:20:05 PM	0:0:9:20			after video size reduced issue	Onsite
12014	18-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C180120240140		Network	LAN Issue	LAN Issue	Others	LOW	Closed	18-01-2024 17:09	1/18/2024 5:51:38 PM	0:0:42:4			IP setting corrected as reqd.	Onsite
12015	18-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C180120240139		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-01-2024 17:09	1/18/2024 5:19:36 PM	0:0:10:19			After mail unlockd issue resolved	Onsite
12016	18-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C180120240138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 17:08	1/18/2024 5:51:04 PM	0:0:42:51			Mail configured as reqd.	Remote
12017	18-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C180120240137		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 17:07	1/18/2024 5:50:43 PM	0:0:43:25			Issue resolved as reqd	Remote
12018	18-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C180120240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 17:05	1/18/2024 5:19:08 PM	0:0:13:32			After all mail archived issue resolved	Onsite
12019	18-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C180120240135		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-01-2024 17:04	1/18/2024 5:18:41 PM	0:0:14:7			After paper jam clear issue resolved	Onsite
12020	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C180120240134		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 17:02	1/18/2024 5:05:17 PM	0:0:2:38			resolved	Onsite
12021	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C180120240133		Hardware	System	Other Software	software	LOW	Closed	18-01-2024 17:01	1/18/2024 5:05:01 PM	0:0:3:28			resolved	Onsite
12022	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C180120240132		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 16:59	1/18/2024 5:04:46 PM	0:0:5:16			resolved	Onsite
12023	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C180120240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 16:58	1/18/2024 5:04:27 PM	0:0:6:13			resolved	Onsite
12024	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C180120240130		Hardware	System	MS Office	Software	LOW	Closed	18-01-2024 16:57	1/18/2024 5:04:05 PM	0:0:6:54			resolved	Onsite
12025	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Recovery	C180120240129		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	18-01-2024 16:56	1/18/2024 5:03:29 PM	0:0:7:28			resolved	Onsite
12026	18-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C180120240128		Hardware	PC	Not working at all	Others	LOW	Closed	18-01-2024 16:49	1/18/2024 4:54:37 PM	0:0:5:7			reset the pc login issue resolved	Onsite
12027	18-01-2024	OTHERS	Andrews Ganj	Enforcem	C180120240126		Network	Link	Link Connectivity Issue	Others	LOW	Closed	18-01-2024 16:42	1/18/2024 4:44:31 PM	0:0:2:9			connectivity issue	Onsite
12028	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180120240127		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 16:42	1/18/2024 5:32:40 PM	0:0:49:47			Do unlock account.	Onsite
12029	18-01-2024	OTHERS	HUDCO Grid	PROTECTI	C180120240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 16:41	1/18/2024 4:44:58 PM	0:0:3:11			mail issue	Onsite
12030	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180120240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 16:41	1/18/2024 5:34:14 PM	0:0:53:8			Do mail archive & compact.	Onsite
12031	18-01-2024	OTHERS	Andrews Ganj	Enforcem	C180120240123		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:40	1/18/2024 4:44:41 PM	0:0:4:4			connectivity issue	Onsite
12032	18-01-2024	OTHERS	IIT Grid	Enforcem	C180120240120		Hardware	PC	Restart Problem	Heating	LOW	Closed	18-01-2024 16:39	1/18/2024 4:45:36 PM	0:0:6:26			Pc booting issue	Onsite
12033	18-01-2024	OTHERS	Andrews Ganj	Enforcem	C180120240122		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-01-2024 16:39	1/18/2024 4:45:13 PM	0:0:5:18			Printer issue	Onsite
12034	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180120240121		Hardware	PC	Not working at all	Others	LOW	Closed	18-01-2024 16:39	1/18/2024 5:35:15 PM	0:0:55:30			Do mail archive & compact.	Onsite
12035	18-01-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C180120240119		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	18-01-2024 16:38	1/18/2024 5:25:00 PM	0:0:46:18			scanner driver update, issue resolved	Onsite
12036	18-01-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C180120240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 16:37	1/18/2024 5:24:35 PM	0:0:47:1			all mail archive & restart mail, issue	Onsite
12037	18-01-2024	OTHERS	Andrews Ganj	Enforcem	C180120240117		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-01-2024 16:36	1/18/2024 4:45:47 PM	0:0:9:4			Os issue	Onsite
12038	18-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C180120240116		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	18-01-2024 16:34	1/18/2024 5:23:53 PM	0:0:49:1			Lan cable re-insert, issue resolved	Onsite
12039	18-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C180120240115		Hardware	System	MS Office	Others	LOW	Closed	18-01-2024 16:33	1/18/2024 5:23:25 PM	0:0:49:27			office 2016 installation done	Onsite
12040	18-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C180120240114		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:22	1/18/2024 4:26:37 PM	0:0:4:17			Issue Resolved	Onsite
12041	18-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C180120240113		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	18-01-2024 16:21	1/18/2024 4:26:31 PM	0:0:5:9			Issue Resolved	Onsite
12042	18-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BPI	C180120240112		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:20	1/18/2024 4:26:16 PM	0:0:5:49			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12043	18-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C180120240111		Hardware	PC	System Password issue	Others	LOW	Closed	18-01-2024 16:19	1/18/2024 4:26:09 PM	0:0:6:47			Issue Resolved	Onsite
12044	18-01-2024	NEHRU PLACE CSO	First Floor - E Block	Sustainabi...	C180120240110		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:18	1/18/2024 4:26:00 PM	0:0:7:53			Issue Resolved	Onsite
12045	18-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C180120240109		Hardware	Scanner	Scaning issue	Others	LOW	Closed	18-01-2024 16:15	1/18/2024 4:24:54 PM	0:0:9:9			Issue Resolved	Onsite
12046	18-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C180120240108		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:14	1/18/2024 4:24:19 PM	0:0:9:38			Issue Resolved	Onsite
12047	18-01-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC/...	C180120240106		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:11	1/18/2024 4:23:52 PM	0:0:12:51			Issue Resolved	Onsite
12048	18-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near ...	BPI	C180120240107		Hardware	MOUSE	Not working	Other ...	LOW	Closed	18-01-2024 16:11	1/18/2024 4:12:54 PM	0:0:1:33			resolved	Onsite
12049	18-01-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C180120240105		Hardware	PC	System Password issue	Others	LOW	Closed	18-01-2024 16:10	1/18/2024 4:23:44 PM	0:0:13:29			Issue Resolved	Onsite
12050	18-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri ...	BPI	C180120240104		Hardware	PC	Network Not Working	Connectivi...	LOW	Closed	18-01-2024 16:10	1/18/2024 4:16:10 PM	0:0:6:8			resolved	Onsite
12051	18-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri ...	BPI	C180120240103		Hardware	PC	Not working at all	No power	LOW	Closed	18-01-2024 16:09	1/18/2024 4:16:43 PM	0:0:7:11			power issue resolved	Onsite
12052	18-01-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C180120240102		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-01-2024 16:09	1/18/2024 4:22:49 PM	0:0:13:45			Issue Resolved	Onsite
12053	18-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near ...	BPI	C180120240100		Hardware	Printer	No display on Panel	Others	LOW	Closed	18-01-2024 16:08	1/18/2024 4:15:29 PM	0:0:7:5			cartilage changed resolved	Onsite
12054	18-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near ...	BPI	C180120240101		Hardware	Printer	Hardware Issue	Sent to ...	LOW	Closed	18-01-2024 16:08	1/18/2024 4:15:49 PM	0:0:7:5			resolved	Onsite
12055	18-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near ...	BPI	C180120240099		Hardware	Printer	Connectivity Issue	Lan Port ...	LOW	Closed	18-01-2024 16:07	1/18/2024 4:13:21 PM	0:0:5:22			resolved	Onsite
12056	18-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/...	C180120240098		Hardware	Printer	Paper Pickup	Paper Jam ...	LOW	Closed	18-01-2024 15:48	1/18/2024 4:58:20 PM	0:1:9:29			paper remove from printer.	Onsite
12057	18-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/...	C180120240097		Hardware	Printer	Connectivity Issue	Printer ...	LOW	Closed	18-01-2024 15:48	1/18/2024 4:58:01 PM	0:1:9:45			Printer drivers installed.	Onsite
12058	18-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/...	C180120240095		Hardware	PC	Not working at all	Others	LOW	Closed	18-01-2024 15:47	1/18/2024 4:57:39 PM	0:1:9:56			LAN cable reconnect & IP ...	Onsite
12059	18-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh ...	OM-DIV	C180120240096		Hardware	System ...	MS Office	Software ...	MEDIUM	Closed	18-01-2024 15:47	1/18/2024 4:39:34 PM	0:0:51:39			MS office software repir and problem ...	Onsite
12060	18-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near ...	BUSINESS/...	C180120240094		Hardware	Scanner	Scaning issue	Others	LOW	Closed	18-01-2024 15:47	1/18/2024 3:54:30 PM	0:0:7:28			repair the software	Onsite
12061	18-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C180120240093		Hardware	System ...	Other Software	Browser ...	LOW	Closed	18-01-2024 15:46	1/18/2024 4:57:07 PM	0:1:10:26			BSP id unlocked & password reset.	Onsite
12062	18-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C180120240091		Hardware	KEYBOAR...	Not working	Sent to ...	LOW	Closed	18-01-2024 15:46	1/18/2024 4:56:47 PM	0:1:10:45			Keyboard replaced by nehru place.	Onsite
12063	18-01-2024	SAKET	Adchini	SAFETY	C180120240092		Hardware	E-Mail	Email _Lotus	Mail ...	LOW	Closed	18-01-2024 15:46	1/18/2024 4:11:35 PM	0:0:25:5			mail restared	Onsite
12064	18-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C180120240088		Hardware	System ...	Other Software	software ...	LOW	Closed	18-01-2024 15:45	1/18/2024 3:50:31 PM	0:0:5:13			issue has bene resolved after ...	Remote
12065	18-01-2024	SAKET	Malviya Nagar	O-M	C180120240089		Hardware	Scanner	Scaning issue	Hardware ...	LOW	Closed	18-01-2024 15:45	1/18/2024 4:10:23 PM	0:0:24:58			usb cable issue	Onsite
12066	18-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near ...	BUSINESS/...	C180120240090		NON-SAP	Others	Others	Others	LOW	Closed	18-01-2024 15:45	1/18/2024 3:55:58 PM	0:0:10:9			install the chrome	Remote
12067	18-01-2024	SAKET	Adchini	DSS	C180120240086		Hardware	System ...	Other Software	Browser ...	LOW	Closed	18-01-2024 15:44	1/18/2024 4:09:38 PM	0:0:25:20			enforcement software installed	Onsite
12068	18-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid ...	DSS	C180120240085		Hardware	System ...	Other Software	Browser ...	MEDIUM	Closed	18-01-2024 15:44	1/18/2024 4:38:22 PM	0:0:54:5			Firefox Browser reinstalled and ...	Onsite
12069	18-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near ...	BUSINESS/...	C180120240087		Hardware	Printer	Hardware Issue	Ticket ...	LOW	Closed	18-01-2024 15:44	1/18/2024 3:56:30 PM	0:0:11:55			chech the printer and log the call	Remote
12070	18-01-2024	SAKET	Adchini	SAFETY	C180120240084		Hardware	Printer	Connectivity Issue	Printer ...	LOW	Closed	18-01-2024 15:43	1/18/2024 4:08:54 PM	0:0:25:47			sharing pc LAN reconnected	Onsite
12071	18-01-2024	SAKET	Adchini	Recovery	C180120240083		Hardware	Attendane ...	Others	new ...	LOW	Closed	18-01-2024 15:42	1/18/2024 4:08:19 PM	0:0:26:0			id card registered	Onsite
12072	18-01-2024	SAKET	Adchini	Recovery	C180120240081		Hardware	Attendane ...	Others	new ...	LOW	Closed	18-01-2024 15:41	1/18/2024 4:08:10 PM	0:0:26:19			id card registered	Onsite
12073	18-01-2024	SAKET	Adchini	Recovery	C180120240080		Hardware	Attendane ...	Others	new ...	LOW	Closed	18-01-2024 15:41	1/18/2024 4:08:01 PM	0:0:26:39			id card registered	Onsite
12074	18-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid ...	OM-DIV	C180120240082		Hardware	Scanner	Scaning issue	Connectivi...	MEDIUM	Closed	18-01-2024 15:41	1/18/2024 4:36:41 PM	0:0:54:48			scanner DRIVER REINSTALLED AND ...	Onsite
12075	18-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid ...	BUSINESS/...	C180120240079		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	18-01-2024 15:40	1/18/2024 4:35:23 PM	0:0:54:32			PC IP RECONFIGURE AND PROBLEM ...	Onsite
12076	18-01-2024	SAKET	Adchini	BUSINESS/...	C180120240078		Hardware	PC	Hanging/Slow processing	Hanging/S...	LOW	Closed	18-01-2024 15:39	1/18/2024 4:06:21 PM	0:0:26:58			PC hang	Onsite
12077	18-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim ...	O-M	C180120240077		NON-SAP	Others	Others	Others	LOW	Closed	18-01-2024 15:36	1/18/2024 3:54:02 PM	0:0:17:46			repair the office	Onsite
12078	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near ...	BUSINESS/...	C180120240075		Hardware	System ...	Other Software	Browser ...	LOW	Closed	18-01-2024 15:34	1/18/2024 4:37:46 PM	0:1:3:23			CRM App link installation.	Onsite
12079	18-01-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C180120240076		Hardware	Printer	Hardware Issue	Sent to ...	LOW	Closed	18-01-2024 15:34	1/18/2024 3:51:51 PM	0:0:17:6			check the printer issue resolved	Onsite
12080	18-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus ...	O-M	C180120240074		Network	Link ...	Link Connectivity Issue	Link ...	LOW	Closed	18-01-2024 15:32	1/18/2024 3:50:48 PM	0:0:17:57			flt done and log the call	Onsite
12081	18-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/...	C180120240073		Hardware	E-Mail	Email _Lotus	Other ...	LOW	Closed	18-01-2024 15:23	1/18/2024 3:35:57 PM	0:0:12:32			issue resolved after archive all mails	Onsite
12082	18-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/...	C180120240072		Hardware	UPS	Backup	Battery ...	LOW	Closed	18-01-2024 15:22	1/18/2024 3:35:36 PM	0:0:12:42			issue resolved after UPS install by ...	Onsite
12083	18-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata ...	BUSINESS/...	C180120240070		Hardware	PC	Not working at all	Others	LOW	Closed	18-01-2024 15:21	1/18/2024 3:34:46 PM	0:0:13:25			system is send to NHP for repair	Onsite
12084	18-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata ...	BUSINESS/...	C180120240071		Hardware	PC	TFT	Others	LOW	Closed	18-01-2024 15:21	1/18/2024 3:35:09 PM	0:0:13:24			issue resolved after change the power ...	Onsite
12085	18-01-2024	DWARKA	G 8 Dwarka Sector 11 Store And ...	BUSINESS/...	C180120240069		Hardware	System ...	Other Software	Browser ...	LOW	Closed	18-01-2024 15:19	1/18/2024 3:34:25 PM	0:0:15:12			issue resolved after after update the ...	Onsite
12086	18-01-2024	DWARKA	G 8 Dwarka Sector 11 Store And ...	BUSINESS/...	C180120240068		Hardware	Printer	Paper Pickup	Paper Jam ...	LOW	Closed	18-01-2024 15:18	1/18/2024 3:34:01 PM	0:0:15:8			issue resolved after remove paper ...	Onsite
12087	18-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/...	C180120240066		Hardware	System ...	Other Software	software ...	LOW	Closed	18-01-2024 15:17	1/18/2024 3:36:38 PM	0:0:19:25			Mai sent to sap support.	Onsite
12088	18-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/...	C180120240067		Hardware	System ...	Other Software	software ...	LOW	Closed	18-01-2024 15:17	1/18/2024 3:36:59 PM	0:0:19:4			Network slow working.	Onsite
12089	18-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/...	C180120240065		Hardware	PC	Hardware Issue	Ticket ...	LOW	Closed	18-01-2024 15:16	1/18/2024 3:35:59 PM	0:0:19:37			Local network issue resolved.	Onsite
12090	18-01-2024	HAUZ KHAAS	Police Colony RBI Cash Counter	O-M	C180120240064		Hardware	PC	Hardware Issue	Ticket ...	LOW	Closed	18-01-2024 15:15	1/18/2024 3:34:44 PM	0:0:19:2			PC shifted.	Onsite
12091	18-01-2024	SAKET	Malviya Nagar Grid	OM-EHV	C180120240063		Hardware	E-Mail	Email _Lotus	Mail ...	LOW	Closed	18-01-2024 15:12	1/18/2024 3:38:32 PM	0:0:25:49			Lotus S/W re-installed	Onsite
12092	18-01-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C180120240062		Hardware	Printer	Paper Pickup	Paper Not ...	LOW	Closed	18-01-2024 15:11	1/18/2024 3:43:25 PM	0:0:31:46			Printer tray settings changed	Onsite
12093	18-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy ...	C180120240061		Hardware	PC	System Password issue	Password ...	LOW	Closed	18-01-2024 15:10	1/18/2024 3:26:15 PM	0:0:15:47			Login password Changed	Remote
12094	18-01-2024	SAKET	Malviya Nagar	HR	C180120240060		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-01-2024 15:03	1/18/2024 3:31:13 PM	0:0:27:32			Printer N/W & sharing settings ...	Onsite
12095	18-01-2024	SAKET	Adchini	Enforcem...	C180120240059		Hardware	System ...	Other Software	Adobe ...	LOW	Closed	18-01-2024 15:02	1/18/2024 3:25:21 PM	0:0:22:35			Adobe Reader updated	Onsite
12096	18-01-2024	SAKET	Adchini	CHD	C180120240058		Hardware	Printer	Image Issue	Light ...	LOW	Closed	18-01-2024 15:01	1/18/2024 3:24:49 PM	0:0:22:54			Clean the printer	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12097	18-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C180120240057		Hardware	PC	System Password issue	Password	LOW	Closed	18-01-2024 14:59	1/18/2024 3:50:00 PM	0:0:50:48			issue has bene resolved after reset the	Remote
12098	18-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C180120240056		Hardware	System	Other Software	software	LOW	Closed	18-01-2024 14:55	1/18/2024 3:49:23 PM	0:0:54:21			issue has bene resolved after	Remote
12099	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240055		Hardware	System	MS Office	File	LOW	Closed	18-01-2024 14:54	1/18/2024 2:57:58 PM	0:0:3:19			Ms office not working issue resolved	Onsite
12100	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240054		Hardware	System	MS Office	File	LOW	Closed	18-01-2024 14:53	1/18/2024 2:57:43 PM	0:0:3:46			google chrome not working issue	Onsite
12101	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240053		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	18-01-2024 14:53	1/18/2024 2:57:27 PM	0:0:4:1			scanning issue resolved	Onsite
12102	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240052		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	18-01-2024 14:52	1/18/2024 2:57:11 PM	0:0:4:31			scanning issue resolved	Onsite
12103	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240051		Network	LAN Issue	LAN Issue	Backbone	LOW	Closed	18-01-2024 14:52	1/18/2024 2:56:50 PM	0:0:4:38			Lan point not working issue resolved	Onsite
12104	18-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C180120240050		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 14:47	1/18/2024 3:48:57 PM	0:1:1:5			issue has bene resolved after create	Remote
12105	18-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C180120240049		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	18-01-2024 14:43	1/18/2024 4:07:10 PM	0:1:23:40			Reinstalled scanner power adaptor	Remote
12106	18-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180120240047		Hardware	System	MS Office	Others	LOW	Closed	18-01-2024 14:42	1/18/2024 3:48:15 PM	0:1:6:12			Reinstalled sap p92 now working fine	Remote
12107	18-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180120240048		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-01-2024 14:42	1/18/2024 3:48:41 PM	0:1:5:58			Clear paper jam now working fine	Onsite
12108	18-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180120240046		Hardware	System	Other Software	proxy	LOW	Closed	18-01-2024 14:41	1/18/2024 3:47:48 PM	0:1:6:21			Change proxy setting now working	Remote
12109	18-01-2024	JANAK PURI	Sagar Pur Grid	O-M	C180120240045		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	18-01-2024 14:40	1/18/2024 4:07:46 PM	0:1:27:14			Clean ram now working fine	Onsite
12110	18-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C180120240044		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-01-2024 14:39	1/18/2024 3:47:43 PM	0:1:8:20			issue has bene resolved after update	Remote
12111	18-01-2024	JANAK PURI	I A 3 Janakpuri	O-M	C180120240043		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-01-2024 14:38	1/18/2024 3:47:23 PM	0:1:8:38			Done network troubleshooting steps	Onsite
12112	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240042		Hardware	System	MS Office	File	LOW	Closed	18-01-2024 14:35	1/18/2024 2:56:34 PM	0:0:21:15			Ms office not working issue resolved	Onsite
12113	18-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180120240041		Hardware	System	Other Software	Adobe	LOW	Closed	18-01-2024 14:34	1/18/2024 2:56:18 PM	0:0:21:30			Ms office not working issue resolved	Onsite
12114	18-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180120240040		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-01-2024 14:25	1/18/2024 3:46:39 PM	0:1:21:3			Clear paper jam now working fine	Onsite
12115	18-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C180120240039		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-01-2024 14:04	1/18/2024 3:00:13 PM	0:0:56:7			Remove the paper from printer now	Onsite
12116	18-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C180120240037		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	18-01-2024 14:03	1/18/2024 2:59:33 PM	0:0:56:12			Punch the RJ45 now issue resolved	Remote
12117	18-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C180120240038		Hardware	System	Other Software	proxy	LOW	Closed	18-01-2024 14:03	1/18/2024 2:14:00 PM	0:0:10:16			add host file & proxy setting now	Remote
12118	18-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C180120240036		Hardware	System	Other Software	New	LOW	Closed	18-01-2024 14:02	1/18/2024 2:58:54 PM	0:0:56:51			Installed the BSP now issue resolved	Remote
12119	18-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C180120240035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-01-2024 14:01	1/18/2024 2:58:26 PM	0:0:56:59			Printer driver installed now issue	Onsite
12120	18-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C180120240034		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-01-2024 14:00	1/18/2024 2:55:45 PM	0:0:54:46			Printer driver installed now issue	Onsite
12121	18-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C180120240033		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-01-2024 14:00	1/18/2024 2:55:18 PM	0:0:54:58			Printer driver installed now issue	Onsite
12122	18-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C180120240032		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-01-2024 13:58	1/18/2024 2:54:42 PM	0:0:55:57			Printer Driver installed now issue	Onsite
12123	18-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C180120240031		Telecome	CCTV	Camera	Others	LOW	Closed	18-01-2024 13:48	1/18/2024 2:13:28 PM	0:0:25:26			kvms pro installed and reconfigured	Remote
12124	18-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C180120240030		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-01-2024 13:47	1/18/2024 2:12:32 PM	0:0:25:1			printer installed issue resolved	Remote
12125	18-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C180120240029		Hardware	System	MS Office	File Not	LOW	Closed	18-01-2024 12:57	1/18/2024 1:03:25 PM	0:0:5:46			restart the pc now issue resolved..	Remote
12126	18-01-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C180120240028		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	18-01-2024 12:56	1/18/2024 1:46:37 PM	0:0:49:38			pc Lan patch cable faulty now	Onsite
12127	18-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C180120240027		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-01-2024 12:45	1/18/2024 2:01:39 PM	0:1:16:9			unlocked the email id issue resolved	Onsite
12128	18-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C180120240026		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-01-2024 12:45	1/18/2024 2:01:22 PM	0:1:16:17			change the id file issue resolved	Onsite
12129	18-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C180120240025		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	18-01-2024 12:44	1/18/2024 1:03:47 PM	0:0:19:42			Keyboard replaced.	Onsite
12130	18-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C180120240024		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-01-2024 12:43	1/18/2024 1:03:31 PM	0:0:19:57			Lotus mail configured.	Onsite
12131	18-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C180120240023		Hardware	System	Other Software	software	LOW	Closed	18-01-2024 12:38	1/18/2024 1:03:15 PM	0:0:24:28			LAN cable loose.	Onsite
12132	18-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C180120240022		Hardware	OTHERS	CCTV ISSUE	Others	MEDIUM	Closed	18-01-2024 12:28	1/18/2024 1:29:55 PM	0:1:1:24			CCTV KVMS Pro Software	Remote
12133	18-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C180120240021		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	18-01-2024 12:25	1/18/2024 1:28:32 PM	0:1:3:25			KEYBOARD CHANGE AND PROBLEM	Onsite
12134	18-01-2024	VIKAS PURI	BSES Shankar Garden Office,B Block Shankar	O-M	C180120240020		Network	Link	Link Connectivity Issue	Power	LOW	Closed	18-01-2024 12:16	1/18/2024 1:17:39 PM	0:1:1:35			Power issue resolved as reqd.	Onsite
12135	18-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C180120240019		Hardware	PC	System Password issue	Password	LOW	Closed	18-01-2024 12:13	1/18/2024 12:39:36 PM	0:0:25:53			Pc login issue resolved	Remote
12136	18-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C180120240018		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	18-01-2024 12:11	1/18/2024 1:27:51 PM	0:1:16:14			C DRIVE CLEAN, DE FRAGMENT AND	Onsite
12137	18-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C180120240017		Network	LAN Issue	LAN Issue	Port	LOW	Closed	18-01-2024 12:08	1/18/2024 12:44:41 PM	0:0:35:50			Lan issue resolved as reqd.	Onsite
12138	18-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C180120240016		Hardware	Laptop	Hanging/Slow processing	Driver	LOW	Closed	18-01-2024 12:05	1/18/2024 12:41:07 PM	0:0:35:34			Updated the mousepaid driver issue	
12139	18-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C180120240015		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 12:04	1/18/2024 12:39:48 PM	0:0:34:49			Change the web link browser in mail	
12140	18-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C180120240014		Hardware	System	Other Software	Adobe	LOW	Closed	18-01-2024 12:04	1/18/2024 12:38:58 PM	0:0:34:28			Change the printer setting on sap	
12141	18-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C180120240013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-01-2024 11:18	1/18/2024 12:01:22 PM	0:0:42:53			Printer Settings Change Now Working	Onsite
12142	18-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C180120240012		Hardware	PC	Not working at all	Physical	LOW	Closed	18-01-2024 11:17	1/18/2024 12:00:52 PM	0:0:43:2			Clean RAM And Fix RAM Properly Now	Onsite
12143	18-01-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C180120240010		Network	Link	Link Connectivity Issue	Others	LOW	Closed	18-01-2024 10:55	1/18/2024 12:10:04 PM	0:1:14:26			FLT Done(Plugin plug out)	Onsite
12144	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180120240009		Hardware	Scanner	Scaning issue	Others	LOW	Closed	18-01-2024 10:51	1/18/2024 12:10:32 PM	0:1:18:47			Staple pin removed.	Onsite
12145	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180120240008		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	18-01-2024 10:50	1/18/2024 12:11:03 PM	0:1:20:4			Keyboard change.	Onsite
12146	18-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180120240007		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-01-2024 10:48	1/18/2024 12:18:51 PM	0:1:30:7			password reset.	Onsite
12147	18-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C180120240006		Hardware	System	Other Software	proxy	LOW	Closed	18-01-2024 10:39	1/18/2024 11:03:20 AM	0:0:23:55			proxy setting change, issue resolved	Onsite
12148	18-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180120240005		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 10:37	1/18/2024 10:43:36 AM	0:0:5:43			new host file entry save in drivers etc	Onsite
12149	18-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180120240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-01-2024 10:07	1/18/2024 10:17:54 AM	0:0:10:31			new replica created issue resolved	Onsite
12150	18-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180120240002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-01-2024 10:06	1/18/2024 10:17:07 AM	0:0:10:58			printer reinstalled issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12151	18-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180120240003		Hardware	System	Other Software	Browser	LOW	Closed	18-01-2024 10:06	1/18/2024 10:17:32 AM	0:0:10:55			crmapp open in firefox issue resolved	Onsite
12152	18-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C180120240001		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	18-01-2024 10:04	1/18/2024 5:03:15 PM	0:6:58:17			resolved	Onsite
12153	19-01-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C190120240203		Hardware	PC	TFT	Color	LOW	Closed	19-01-2024 17:44	1/19/2024 6:24:59 PM	0:0:40:50			VGA Cable change.	Onsite
12154	19-01-2024	OTHERS	VSNL	KCC/MLCC	C190120240202		Hardware	System	Other Software	New	LOW	Closed	19-01-2024 17:42	1/19/2024 6:25:21 PM	0:0:42:46			Remove and re-installed	Onsite
12155	19-01-2024	OTHERS	VSNL	KCC/MLCC	C190120240201		Hardware	System	Other Software	New	LOW	Closed	19-01-2024 17:42	1/19/2024 6:25:01 PM	0:0:42:58			CAS Software re-install	Onsite
12156	19-01-2024	OTHERS	VSNL	KCC/MLCC	C190120240200		Hardware	System	Other Software	Adobe	LOW	Closed	19-01-2024 17:41	1/19/2024 6:24:28 PM	0:0:43:1			Re-installed PDF	Onsite
12157	19-01-2024	OTHERS	VSNL	KCC/MLCC	C190120240198		Hardware	System	Other Software	New	LOW	Closed	19-01-2024 17:40	1/19/2024 6:23:50 PM	0:0:43:31			Update License issue resolve	Onsite
12158	19-01-2024	OTHERS	VSNL	KCC/MLCC	C190120240199		Hardware	PC	System Password issue	Password	LOW	Closed	19-01-2024 17:40	1/19/2024 6:24:12 PM	0:0:43:20			Password reset	Onsite
12159	19-01-2024	OTHERS	VSNL	KCC/MLCC	C190120240197		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-01-2024 17:39	1/19/2024 6:23:21 PM	0:0:43:33			New Archive Create	Onsite
12160	19-01-2024	OTHERS	VSNL	Vigilance	C190120240196		Hardware	PC	Not working at all	No power	LOW	Closed	19-01-2024 17:39	1/19/2024 6:23:06 PM	0:0:43:56			Clean RAM and re-insert issue resolve	Onsite
12161	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190120240195		Hardware	System	MS Office	File Print	LOW	Closed	19-01-2024 17:32	1/19/2024 5:34:08 PM	0:0:1:36			resolved	Onsite
12162	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190120240194		Hardware	System	Other Software	software	LOW	Closed	19-01-2024 17:31	1/19/2024 5:33:53 PM	0:0:2:21			resolved	Onsite
12163	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190120240193		Hardware	MOUSE	Not working	Sent to	LOW	Closed	19-01-2024 17:30	1/19/2024 5:33:40 PM	0:0:3:5			resolved	Onsite
12164	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C190120240192		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-01-2024 17:29	1/19/2024 5:33:27 PM	0:0:4:20			resolved	Onsite
12165	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C190120240191		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-01-2024 17:27	1/19/2024 5:33:07 PM	0:0:5:9			resolved	Onsite
12166	19-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C190120240190		Hardware	System	MS Office	File Print	MEDIUM	Closed	19-01-2024 17:26	1/19/2024 5:48:40 PM	0:0:21:56			Resolved.	Remote
12167	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C190120240189		Hardware	Printer	Image Issue	Image	LOW	Closed	19-01-2024 17:26	1/19/2024 5:32:54 PM	0:0:6:54			resolved	Onsite
12168	19-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C190120240188		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	19-01-2024 17:25	1/19/2024 5:50:10 PM	0:0:24:57			Printer power cable not proper	Onsite
12169	19-01-2024	KHANPUR	RPS Colony Near Mother Dairy	Recovery	C190120240187		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-01-2024 17:23	1/19/2024 5:37:11 PM	0:0:13:32			AFTER MAIL PASSWORD RESET ISSUE	Onsite
12170	19-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C190120240186		Hardware	Laptop	Network Not Working	Other	MEDIUM	Closed	19-01-2024 17:22	1/19/2024 5:52:42 PM	0:0:29:54			RJ45 CONNECTOR CHANGE AND ISSUE	Onsite
12171	19-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C190120240185		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 17:22	1/19/2024 5:36:42 PM	0:0:14:19			AFTER PAPER JAM CLEAR ISSUE	Onsite
12172	19-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C190120240184		Hardware	System	MS Office	File Saving	HIGH	Closed	19-01-2024 17:21	1/19/2024 5:36:23 PM	0:0:14:41			AFTER FILE EXTENSION CHANGE ISSUE	Onsite
12173	19-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C190120240183		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 17:21	1/19/2024 5:35:56 PM	0:0:14:53			AFTER PAPER JAM CLEAR ISSUE	Onsite
12174	19-01-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C190120240182		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	19-01-2024 17:20	1/19/2024 5:35:37 PM	0:0:15:27			AFTER LAN CABLE CHANGE ISSUE	Onsite
12175	19-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	BUSINESS/	C190120240181		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-01-2024 17:19	1/19/2024 5:54:31 PM	0:0:34:43			New Archive create and working fine.	Onsite
12176	19-01-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C190120240179		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 17:17	1/19/2024 5:31:47 PM	0:0:14:33			AFTER PAPER JAM CLEAR ISSUE	Onsite
12177	19-01-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C190120240180		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	19-01-2024 17:17	1/19/2024 5:55:59 PM	0:0:38:7			Switch to cable removed and restart	Onsite
12178	19-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C190120240178		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	19-01-2024 17:15	1/19/2024 5:31:37 PM	0:0:15:50			AFTER WEBMAIL PASSWORD RESET	Onsite
12179	19-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C190120240177		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-01-2024 17:15	1/19/2024 5:17:19 PM	0:0:1:45			Training Center 20 pc software testing	Onsite
12180	19-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C190120240175		Hardware	PC	Network Not Working	No Power	LOW	Closed	19-01-2024 17:14	1/19/2024 5:16:54 PM	0:0:2:14			Training Center 20 pc software testing	Onsite
12181	19-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C190120240174		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-01-2024 17:14	1/19/2024 5:30:27 PM	0:0:16:12			AFTER MAIL PASSWORD RESET ISSUE	Onsite
12182	19-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C190120240176		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 17:14	1/19/2024 5:30:58 PM	0:0:15:58			AFTER PAPER JAM CLEAR ISSUE	Onsite
12183	19-01-2024	SAKET	Chhatarpur CC	O-M	C190120240173		Hardware	Attendane	Others	new	LOW	Closed	19-01-2024 17:12	1/19/2024 5:23:08 PM	0:0:10:13			New card Punching done	Onsite
12184	19-01-2024	SAKET	Malviya Nagar	HR	C190120240172		Hardware	Scanner	Scaning issue	Others	LOW	Closed	19-01-2024 17:11	1/19/2024 5:21:48 PM	0:0:10:25			Scan files saving location changed	Onsite
12185	19-01-2024	SAKET	Malviya Nagar CC	O-M	C190120240171		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 17:10	1/19/2024 5:20:44 PM	0:0:10:16			Re-configured the Mail ID	Onsite
12186	19-01-2024	SAKET	Malviya Nagar	HR	C190120240170		Hardware	UPS	Backup	Others	LOW	Closed	19-01-2024 17:08	1/19/2024 5:19:53 PM	0:0:11:35			UPS Battery receiving & Installation by	Onsite
12187	19-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C190120240168		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 17:01	1/19/2024 5:09:27 PM	0:0:8:9			issue resolved after update the	Onsite
12188	19-01-2024	SAKET	Adchini	DTC	C190120240169		Hardware	PC	TFT	Black H	LOW	Closed	19-01-2024 17:01	1/19/2024 5:10:34 PM	0:0:9:10			display issue	Onsite
12189	19-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C190120240167		Hardware	System	MS Office	Others	LOW	Closed	19-01-2024 17:00	1/19/2024 5:09:05 PM	0:0:8:18			issue resolved after after repair the	Onsite
12190	19-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190120240166		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 17:00	1/19/2024 6:25:53 PM	0:1:25:23			Provide approval from sap team.	Onsite
12191	19-01-2024	SAKET	Adchini	SAFETY	C190120240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 17:00	1/19/2024 5:10:07 PM	0:0:9:43			printer not work	Onsite
12192	19-01-2024	SAKET	Adchini	SAFETY	C190120240164		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	19-01-2024 16:59	1/19/2024 5:08:13 PM	0:0:8:33			keyboard not work	Onsite
12193	19-01-2024	OTHERS	Andrews Ganj	Enforcem	C190120240163		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 16:59	1/19/2024 5:01:11 PM	0:0:1:54			Printer issue	Onsite
12194	19-01-2024	OTHERS	Andrews Ganj	PROTECTI	C190120240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:58	1/19/2024 5:01:26 PM	0:0:3:23			Mail issue	Onsite
12195	19-01-2024	SAKET	Adchini	CIVIL	C190120240161		Hardware	Laptop	Not working at all	Others	LOW	Closed	19-01-2024 16:57	1/19/2024 5:07:53 PM	0:0:10:18			new laptop	Onsite
12196	19-01-2024	OTHERS	Andrews Ganj	Enforcem	C190120240160		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:57	1/19/2024 5:01:47 PM	0:0:4:18			Laptop carried form NHP for MLA	Onsite
12197	19-01-2024	OTHERS	Andrews Ganj	Enforcem	C190120240158		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:56	1/19/2024 5:02:21 PM	0:0:5:52			S/W installation on Laptop for MLA	Onsite
12198	19-01-2024	SAKET	Adchini	BUSINESS/	C190120240159		Hardware	PC	Not working at all	No power	LOW	Closed	19-01-2024 16:56	1/19/2024 5:07:19 PM	0:0:10:26			PC on issue	Onsite
12199	19-01-2024	SAKET	Adchini	CUSTOME	C190120240157		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 16:56	1/19/2024 5:06:58 PM	0:0:10:58			chrome not work	Onsite
12200	19-01-2024	OTHERS	Andrews Ganj	Enforcem	C190120240156		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:55	1/19/2024 5:02:29 PM	0:0:6:33			S/W installation on Laptop for MLA	Onsite
12201	19-01-2024	OTHERS	Andrews Ganj	Enforcem	C190120240155		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:55	1/19/2024 5:02:37 PM	0:0:7:14			S/W installation on Laptop for MLA	Onsite
12202	19-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C190120240154		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	19-01-2024 16:55	1/19/2024 5:06:40 PM	0:0:11:25			LAN not work	Onsite
12203	19-01-2024	SAKET	Adchini	BUSINESS/	C190120240153		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 16:54	1/19/2024 5:06:11 PM	0:0:12:4			webx not work	Remote
12204	19-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C190120240151		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-01-2024 16:53	1/19/2024 5:08:48 PM	0:0:15:34			issue resolved after create a new	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12205	19-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C190120240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:53	1/19/2024 4:54:54 PM	0:0:1:32			Issue resolved	Onsite
12206	19-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C190120240147		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	19-01-2024 16:51	1/19/2024 4:54:45 PM	0:0:3:37			Issue resolved	Onsite
12207	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240148		Hardware	System	Other Software	Adobe	LOW	Closed	19-01-2024 16:51	1/19/2024 4:54:05 PM	0:0:2:43			Ms office not working issue resolved	Onsite
12208	19-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190120240149		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-01-2024 16:51	1/19/2024 5:08:25 PM	0:0:16:47			issue resolved after change the paper	Onsite
12209	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240150		Hardware	System	MS Office	File	LOW	Closed	19-01-2024 16:51	1/19/2024 4:54:20 PM	0:0:2:32			Ms office not working issue resolved	Onsite
12210	19-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190120240146		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-01-2024 16:51	1/19/2024 5:08:03 PM	0:0:16:59			issue resolved after change the mail	Onsite
12211	19-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C190120240145		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	19-01-2024 16:50	1/19/2024 4:54:37 PM	0:0:3:50			Issue resolved	Onsite
12212	19-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C190120240144		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	19-01-2024 16:50	1/19/2024 4:54:29 PM	0:0:4:17			Issue resolved	Onsite
12213	19-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C190120240143		Hardware	PC	System Password issue	Others	LOW	Closed	19-01-2024 16:49	1/19/2024 4:54:22 PM	0:0:5:7			Issue resolved	Onsite
12214	19-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C190120240142		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:48	1/19/2024 4:54:15 PM	0:0:5:41			Issue resolved	Onsite
12215	19-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C190120240141		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-01-2024 16:48	1/19/2024 4:54:08 PM	0:0:6:5			Issue resolved	Onsite
12216	19-01-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C190120240140		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:46	1/19/2024 4:53:51 PM	0:0:7:9			Issue resolved	Onsite
12217	19-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C190120240138		Hardware	PC	TFT	Others	LOW	Closed	19-01-2024 16:46	1/19/2024 5:07:43 PM	0:0:21:38			issue resolved after change the VGA	Onsite
12218	19-01-2024	NEHRU PLACE	20 No Building	Energy	C190120240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:46	1/19/2024 5:20:02 PM	0:0:33:39			workspace folder name change, issues	Onsite
12219	19-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C190120240137		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	19-01-2024 16:45	1/19/2024 5:19:29 PM	0:0:34:4			After dienotes run, issue resolved	Onsite
12220	19-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C190120240136		Hardware	System	Other Software	New	LOW	Closed	19-01-2024 16:44	1/19/2024 5:19:07 PM	0:0:34:41			GNS software installation done	Onsite
12221	19-01-2024	NEHRU PLACE	20 No Building	HR	C190120240135		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:43	1/19/2024 5:18:47 PM	0:0:35:35			laptop connect to projector done	Onsite
12222	19-01-2024	VASANT KUNJ	D 4	O-M	C190120240134		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-01-2024 16:42	1/19/2024 5:25:10 PM	0:0:42:57			Mail sent to lotus team for unlock	Remote
12223	19-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C190120240133		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-01-2024 16:39	1/19/2024 4:51:34 PM	0:0:11:36			issue has been resolved after changed	Onsite
12224	19-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C190120240132		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-01-2024 16:39	1/19/2024 4:51:05 PM	0:0:11:44			issue has been resolved after changed	Onsite
12225	19-01-2024	SAKET	Adchini	DSK	C190120240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:38	1/19/2024 5:05:41 PM	0:0:26:58			mail password forget	Remote
12226	19-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C190120240130		Telecome	Instrumen	SIP	Network	LOW	Closed	19-01-2024 16:36	1/19/2024 4:50:37 PM	0:0:13:46			issue has been resolved after relogin	Onsite
12227	19-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190120240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:34	1/19/2024 4:50:08 PM	0:0:15:54			issue has been resolved after repair	Onsite
12228	19-01-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C190120240128		Telecome	Instrumen	IP	Others	LOW	Closed	19-01-2024 16:31	1/19/2024 5:24:30 PM	0:0:52:37			IP phone has been configured	Onsite
12229	19-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C190120240127		Hardware	System	Other Software	software	LOW	Closed	19-01-2024 16:25	1/19/2024 4:49:32 PM	0:0:23:45			issue has been resolved after	Onsite
12230	19-01-2024	VASANT KUNJ	B 1	O-M	C190120240126		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	19-01-2024 16:25	1/25/2024 5:28:05 PM	6:1:2:45			LAN cable faulty	Onsite
12231	19-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C190120240125		Hardware	PC	Restart Problem	Physical	LOW	Closed	19-01-2024 16:21	1/19/2024 4:48:51 PM	0:0:26:52			issue has been resolved after cleaning	Onsite
12232	19-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C190120240123		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	19-01-2024 16:15	1/19/2024 4:19:41 PM	0:0:4:9			issue resolved	Onsite
12233	19-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C190120240124		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:15	1/19/2024 4:19:48 PM	0:0:3:55			issue resolved	Onsite
12234	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240122		Hardware	System	Internet Issue	Internet	LOW	Closed	19-01-2024 16:15	1/19/2024 4:53:50 PM	0:0:38:31			internet issue resolved	Onsite
12235	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	Enforcem	C190120240121		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-01-2024 16:14	1/19/2024 4:19:30 PM	0:0:4:37			issue resolved	Onsite
12236	19-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C190120240120		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:13	1/19/2024 4:19:21 PM	0:0:5:32			issue resolved	Onsite
12237	19-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C190120240119		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-01-2024 16:13	1/19/2024 4:19:15 PM	0:0:6:5			issue resolved	Onsite
12238	19-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C190120240118		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	19-01-2024 16:12	1/19/2024 4:19:08 PM	0:0:6:52			issue resolved	Onsite
12239	19-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C190120240117		Hardware	System	Other Software	proxy	LOW	Closed	19-01-2024 16:11	1/19/2024 4:18:59 PM	0:0:7:14			issue resolved	Onsite
12240	19-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C190120240116		Hardware	System	Other Software	Media	LOW	Closed	19-01-2024 16:10	1/19/2024 4:18:49 PM	0:0:7:59			issue resolved	Onsite
12241	19-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C190120240115		Hardware	System	MS Office	File Print	LOW	Closed	19-01-2024 16:10	1/19/2024 4:18:43 PM	0:0:8:26			issue resolved	Onsite
12242	19-01-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C190120240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:10	1/21/2024 6:21:54 PM	2:2:11:36			Archive issue resolved as required	
12243	19-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C190120240111		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	19-01-2024 16:09	1/21/2024 6:21:17 PM	2:2:11:41			Printer issue resolved	
12244	19-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	CES	C190120240112		Hardware	System	Other Software	software	LOW	Closed	19-01-2024 16:09	1/19/2024 4:18:27 PM	0:0:8:50			issue resolved	Onsite
12245	19-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C190120240110		Hardware	System	Other Software	New	LOW	Closed	19-01-2024 16:09	1/19/2024 4:18:19 PM	0:0:9:10			issue resolved	Onsite
12246	19-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C190120240113		Hardware	System	Other Software	proxy	LOW	Closed	19-01-2024 16:09	1/19/2024 4:18:36 PM	0:0:8:37			issue resolved	Onsite
12247	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240109		Hardware	System	MS Office	File	LOW	Closed	19-01-2024 16:08	1/19/2024 4:53:35 PM	0:0:45:1			Ms office not working issue resolved	Onsite
12248	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240108		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-01-2024 16:06	1/19/2024 4:53:20 PM	0:0:47:1			Mouse not working issue resolved	Onsite
12249	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240107		Hardware	System	Other Software	Adobe	LOW	Closed	19-01-2024 16:05	1/19/2024 4:53:05 PM	0:0:47:17			IP msg not working issue resolved	Onsite
12250	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240105		Hardware	System	MS Office	File	LOW	Closed	19-01-2024 16:05	1/19/2024 4:52:49 PM	0:0:47:40			Ms office not working issue resolved	Onsite
12251	19-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190120240106		Software	SAP R/3	CO	Others	LOW	Closed	19-01-2024 16:05	1/19/2024 4:06:37 PM	0:0:1:13			file opening issue map with acrobat	Remote
12252	19-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	OM-EHV	C190120240104		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-01-2024 16:04	1/19/2024 4:07:02 PM	0:0:2:48			check the pc and log the cll	Onsite
12253	19-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190120240103		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 16:03	1/19/2024 4:07:05 PM	0:0:3:16			Create new replica.	Onsite
12254	19-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190120240102		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 16:02	1/19/2024 4:06:37 PM	0:0:3:38			Printer driver issue.	Onsite
12255	19-01-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C190120240101		Hardware	PC	Not working at all	Physical	LOW	Closed	19-01-2024 16:02	1/19/2024 4:05:53 PM	0:0:3:11			clean the cpu and reinstall	Onsite
12256	19-01-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C190120240100		Hardware	Printer	Image Issue	Image	LOW	Closed	19-01-2024 16:01	1/19/2024 4:06:18 PM	0:0:4:24			Cartridge replaced.	Onsite
12257	19-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C190120240099		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 15:59	1/19/2024 4:41:59 PM	0:0:42:49			New OS installation done with	Onsite
12258	19-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190120240098		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 15:57	1/19/2024 4:05:31 PM	0:0:8:19			create new replica	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12259	19-01-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C190120240097		Hardware	PC	Not working at all	Others	LOW	Closed	19-01-2024 15:51	1/19/2024 4:05:11 PM	0:0:13:17			CMOS battery weak	Onsite
12260	19-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C190120240096		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	19-01-2024 15:42	1/19/2024 4:05:49 PM	0:0:23:2			resolved	Onsite
12261	19-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C190120240095		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	19-01-2024 15:41	1/19/2024 4:52:21 PM	0:1:10:57			Run Diagnostic and clean tem files	Onsite
12262	19-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C190120240094		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-01-2024 15:41	1/19/2024 4:10:43 PM	0:0:29:27			IP issue resolved as reqd.	Onsite
12263	19-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C190120240093		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 15:40	1/19/2024 4:11:33 PM	0:0:30:53			Rights issue resolved as reqd.	Onsite
12264	19-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C190120240092		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 15:40	1/19/2024 4:11:18 PM	0:0:31:12			Rights issue resolved as reqd.	Onsite
12265	19-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C190120240091		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	19-01-2024 15:31	1/19/2024 4:22:55 PM	0:0:51:37			Keyboard change and problem	Onsite
12266	19-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C190120240090		Hardware	System	Other Software	proxy	MEDIUM	Closed	19-01-2024 15:26	1/19/2024 4:21:44 PM	0:0:55:11			proxy update and issue resolved.	Remote
12267	19-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C190120240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 15:25	1/19/2024 4:09:27 PM	0:0:44:19			Printer reconfigured drivers.	Onsite
12268	19-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C190120240088		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 15:24	1/19/2024 4:09:19 PM	0:0:44:38			Printer reconfigured drivers.	Onsite
12269	19-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C190120240087		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-01-2024 15:24	1/19/2024 4:20:57 PM	0:0:56:27			Host file update and pc restart Mail	Remote
12270	19-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C190120240086		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	19-01-2024 15:24	1/19/2024 4:09:00 PM	0:0:44:50			Temp. file , cache & cookies deleted &	Onsite
12271	19-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C190120240085		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	19-01-2024 15:23	1/19/2024 4:08:22 PM	0:0:44:46			LAN port reconnect Patch acble.	Onsite
12272	19-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C190120240084		Hardware	System	Other Software	proxy	LOW	Closed	19-01-2024 15:19	1/19/2024 4:39:44 PM	0:1:19:54			Change proxy setting now working	Remote
12273	19-01-2024	JANAK PURI	Sagar Pur Grid	O-M	C190120240083		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 15:19	1/19/2024 4:39:22 PM	0:1:20:18			NEW OS and system installed on site	Onsite
12274	19-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C190120240082		Hardware	Scanner	Scaning issue	Others	LOW	Closed	19-01-2024 15:17	1/19/2024 4:38:55 PM	0:1:21:27			Change setting now working fine	Remote
12275	19-01-2024	JANAK PURI	Sagar Pur Grid	O-M	C190120240081		Hardware	System	Other Software	New	LOW	Closed	19-01-2024 15:15	1/19/2024 4:38:31 PM	0:1:23:16			SAP P92 AND BSP NEW INSTALLED	Remote
12276	19-01-2024	ALAKNANDA	G Block Kalkaji	BUSINESS/	C190120240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 15:00	1/19/2024 3:42:08 PM	0:0:42:3			Archive all the mail and compact the	Remote
12277	19-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C190120240079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 14:46	1/19/2024 3:41:14 PM	0:0:54:36			Installed now issue resolved	Remote
12278	19-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190120240076		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 14:45	1/19/2024 3:38:06 PM	0:0:52:49			Change the host file now issue	Onsite
12279	19-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190120240075		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	19-01-2024 14:45	1/19/2024 3:55:49 PM	0:1:10:40			Complaint logged. in lenovo.	Onsite
12280	19-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190120240078		Hardware	System	MS Office	Software	LOW	Closed	19-01-2024 14:45	1/19/2024 3:40:33 PM	0:0:54:35			Change the File now issue resolved	Remote
12281	19-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190120240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 14:45	1/19/2024 3:56:17 PM	0:1:10:33			Settings problem.	Onsite
12282	19-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C190120240074		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 14:44	1/19/2024 3:36:16 PM	0:0:51:30			remove the paper from printer now	Onsite
12283	19-01-2024	ALAKNANDA	Okhla Ph 1	MMG	C190120240072		Network	Link	Link Connectivity Issue	Link	LOW	Closed	19-01-2024 14:44	1/19/2024 3:35:42 PM	0:0:51:39			Visited on site and needful done	Onsite
12284	19-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190120240071		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	19-01-2024 14:44	1/19/2024 3:55:00 PM	0:1:10:59			Telephone lan loose	Onsite
12285	19-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190120240073		Telecome	Instrumen	SIP	Others	LOW	Closed	19-01-2024 14:44	1/19/2024 3:55:25 PM	0:1:10:45			Login by user name password.	Onsite
12286	19-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190120240069		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	19-01-2024 14:42	1/19/2024 3:52:09 PM	0:1:9:51			Printer LAN working fine.	Onsite
12287	19-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190120240070		Hardware	System	Other Software	software	LOW	Closed	19-01-2024 14:42	1/19/2024 3:52:24 PM	0:1:9:34			Host file updated.	Onsite
12288	19-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C190120240067		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:36	1/19/2024 2:38:02 PM	0:0:1:34			issue resolved	Onsite
12289	19-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C190120240068		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	19-01-2024 14:36	1/19/2024 3:49:28 PM	0:1:12:47			keyboard changed	Onsite
12290	19-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C190120240065		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	19-01-2024 14:35	1/19/2024 3:50:58 PM	0:1:15:51			Printer paper jam cline	Onsite
12291	19-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C190120240066		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	19-01-2024 14:35	1/19/2024 3:50:26 PM	0:1:14:36			mail archive and mail 20m close after	Onsite
12292	19-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190120240064		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	19-01-2024 14:34	1/19/2024 3:48:57 PM	0:1:14:40			scanner lap cline	Onsite
12293	19-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C190120240063		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	19-01-2024 14:33	1/19/2024 3:48:32 PM	0:1:15:0			lan cable not working	Onsite
12294	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240062		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	19-01-2024 14:26	1/19/2024 2:27:39 PM	0:0:0:41			issue resolved	Onsite
12295	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240061		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:25	1/19/2024 2:28:23 PM	0:0:2:53			issue resolved	Onsite
12296	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240060		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	19-01-2024 14:24	1/19/2024 2:28:14 PM	0:0:3:52			issue resolved	Onsite
12297	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240059		Hardware	System	Other Software	software	LOW	Closed	19-01-2024 14:22	1/19/2024 2:28:05 PM	0:0:5:12			issue resolved	Onsite
12298	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240058		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:19	1/19/2024 2:27:57 PM	0:0:8:45			issue resolved	Onsite
12299	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240057		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:18	1/19/2024 2:27:47 PM	0:0:9:45			issue resolved	Onsite
12300	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240056		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 14:10	1/19/2024 2:12:41 PM	0:0:2:4			issue resolved	Onsite
12301	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 14:08	1/19/2024 2:12:31 PM	0:0:4:20			issue resolved	Onsite
12302	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240054		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:07	1/19/2024 2:12:49 PM	0:0:5:43			issue resolved	Onsite
12303	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240053		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	19-01-2024 14:05	1/19/2024 2:13:07 PM	0:0:7:26			issue resolved	Onsite
12304	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 14:04	1/19/2024 2:13:30 PM	0:0:9:10			issue resolved	Onsite
12305	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240052		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:04	1/19/2024 2:13:15 PM	0:0:8:17			issue resolved	Onsite
12306	19-01-2024	NEHRU PLACE CSO	Third Floor - D Block	PMG	C190120240050		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:03	1/19/2024 2:13:41 PM	0:0:10:0			issue resolved	Onsite
12307	19-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C190120240049		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 14:02	1/19/2024 2:13:55 PM	0:0:11:9			issue resolved	Onsite
12308	19-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C190120240048		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	19-01-2024 14:01	1/19/2024 2:34:41 PM	0:0:33:10				
12309	19-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C190120240047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 14:01	1/19/2024 2:33:53 PM	0:0:32:41				
12310	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240046		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 14:01	1/19/2024 2:14:07 PM	0:0:12:56			issue resolved	Onsite
12311	19-01-2024	NEHRU PLACE CSO	Second Floor - B Block	CMG	C190120240045		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-01-2024 14:00	1/19/2024 2:14:18 PM	0:0:14:4			issue resolved	Onsite
12312	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 13:58	1/19/2024 2:14:28 PM	0:0:15:34			issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12313	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240043		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-01-2024 13:57	1/19/2024 2:14:37 PM	0:0:16:59			issue resolved	Onsite
12314	19-01-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C190120240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 13:56	1/19/2024 2:59:39 PM	0:1:2:58			Do mail archive & compact.	Onsite
12315	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240041		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-01-2024 13:56	1/19/2024 2:14:46 PM	0:0:18:36			issue resolved	Onsite
12316	19-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190120240040		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 13:55	1/19/2024 3:00:20 PM	0:1:5:3			Teamviewer setting do correct.	Onsite
12317	19-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190120240039		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	19-01-2024 13:54	1/19/2024 2:14:55 PM	0:0:20:17			issue resolved	Onsite
12318	19-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C190120240037		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 13:53	1/19/2024 2:15:15 PM	0:0:22:8			issue resolved	Onsite
12319	19-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C190120240038		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 13:53	1/19/2024 2:15:05 PM	0:0:21:26			issue resolved	Onsite
12320	19-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190120240036		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 13:51	1/19/2024 3:00:44 PM	0:1:8:58			CRM Link installation.	Onsite
12321	19-01-2024	NEHRU PLACE CSO	Ground Floor	IT	C190120240033		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 13:50	1/19/2024 2:15:38 PM	0:0:25:32			issue resolved	Onsite
12322	19-01-2024	NEHRU PLACE CSO	Ground Floor	IT	C190120240035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 13:50	1/19/2024 2:15:25 PM	0:0:24:31			issue resolved	Onsite
12323	19-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190120240034		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-01-2024 13:50	1/19/2024 3:01:17 PM	0:1:10:55			Jam Paper removed.	Onsite
12324	19-01-2024	NEHRU PLACE CSO	Ground Floor	IT	C190120240032		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-01-2024 13:49	1/19/2024 2:15:53 PM	0:0:26:26			issue resolved	Onsite
12325	19-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190120240031		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 13:48	1/19/2024 3:02:14 PM	0:1:13:36			Mail password reset.	Onsite
12326	19-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C190120240029		Hardware	Printer	Image Issue	Light	LOW	Closed	19-01-2024 13:43	1/19/2024 2:57:53 PM	0:1:14:38			change the cartridge issue resolved	Onsite
12327	19-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C190120240030		Hardware	System	Other Software	software	LOW	Closed	19-01-2024 13:43	1/19/2024 3:00:37 PM	0:1:16:53			change the user id of crm issue	Onsite
12328	19-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C190120240028		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-01-2024 13:42	1/19/2024 2:57:30 PM	0:1:15:10			unlocked the email id issue resolved	Onsite
12329	19-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C190120240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-01-2024 13:41	1/19/2024 2:56:47 PM	0:1:14:57			change the mail archive folder	Onsite
12330	19-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C190120240026		Hardware	PC	TFT	Power	LOW	Closed	19-01-2024 13:40	1/19/2024 2:56:19 PM	0:1:15:36			change the tft power cable issue	Onsite
12331	19-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190120240025		Hardware	System	Other Software	New	MEDIUM	Closed	19-01-2024 13:33	1/19/2024 2:43:21 PM	0:1:9:54			After install sap patch issue resolved	
12332	19-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190120240023		Hardware	PC	Hanging/Slow processing	Hanging/S	MEDIUM	Closed	19-01-2024 13:32	1/19/2024 2:41:25 PM	0:1:9:11			After increasing cpu core and change	
12333	19-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190120240024		Hardware	System	Other Software	New	MEDIUM	Closed	19-01-2024 13:32	1/19/2024 2:42:08 PM	0:1:9:20			Sap p92 icon created issue resolved	
12334	19-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C190120240022		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	19-01-2024 13:31	1/19/2024 2:40:36 PM	0:1:9:0			Mail send to Lotus support for reset	
12335	19-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190120240021		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	19-01-2024 13:29	1/19/2024 2:39:52 PM	0:1:10:33			After stuck paper removed issue	
12336	19-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C190120240020		Hardware	System	Other Software	New	MEDIUM	Closed	19-01-2024 13:28	1/19/2024 2:39:03 PM	0:1:10:40			After recreate dtm shortcut and	
12337	19-01-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	BPI	C190120240019		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	19-01-2024 12:37	1/19/2024 12:37:59 PM	0:0:0:21			Gate pass issued Resolved	Onsite
12338	19-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C190120240018		Hardware	PC	Network Not Working	Other	LOW	Closed	19-01-2024 12:36	1/19/2024 12:38:18 PM	0:0:1:52			Shifting and reinstallation of PC done	Onsite
12339	19-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C190120240017		Hardware	PC	Not working at all	Others	LOW	Closed	19-01-2024 12:35	1/19/2024 12:38:36 PM	0:0:3:19			Shifting and reinstallation of PC done	Onsite
12340	19-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C190120240016		Hardware	PC	Not working at all	Others	LOW	Closed	19-01-2024 12:35	1/19/2024 12:38:48 PM	0:0:3:47			Shifting and reinstallation of PC done	Onsite
12341	19-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C190120240015		Hardware	PC	Not working at all	Others	LOW	Closed	19-01-2024 12:34	1/19/2024 12:39:00 PM	0:0:4:10			Shifting and reinstallation of PC done	Onsite
12342	19-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C190120240014		Hardware	PC	Not working at all	Others	LOW	Closed	19-01-2024 12:34	1/19/2024 12:39:19 PM	0:0:4:43			Shifting and reinstallation of PC done	Onsite
12343	19-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C190120240013		Hardware	PC	Not working at all	Others	LOW	Closed	19-01-2024 12:33	1/19/2024 12:40:01 PM	0:0:6:6			OS need reinstallation. user refused to	Onsite
12344	19-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190120240012		Hardware	MOUSE	Not working	Other	LOW	Closed	19-01-2024 11:51	1/19/2024 11:52:41 AM	0:0:1:7			replace the mouse	Onsite
12345	19-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C190120240011		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 11:41	1/19/2024 12:51:35 PM	0:1:9:42			Issue resolved, link provided on	Remote
12346	19-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C190120240010		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-01-2024 11:41	1/19/2024 12:51:05 PM	0:1:10:4			Issue resolved, user recalls after	Remote
12347	19-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C190120240009		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-01-2024 11:21	1/22/2024 5:35:17 PM	3:6:14:16			Please do the needful.	Onsite
12348	19-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190120240008		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-01-2024 11:17	1/19/2024 11:53:20 AM	0:0:35:30			remove the paper	Onsite
12349	19-01-2024	NEHRU PLACE	20 No Building	MMG	C190120240007		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	19-01-2024 11:07	1/22/2024 5:35:43 PM	3:6:28:38			Call Close By Sanjay	Onsite
12350	19-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190120240006		Hardware	System	Other Software	Browser	LOW	Closed	19-01-2024 10:28	1/19/2024 10:38:40 AM	0:0:10:21			open in firefox issue resolved	Onsite
12351	19-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190120240005		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	19-01-2024 10:14	1/19/2024 10:20:46 AM	0:0:6:13			lan cable reinsert issue resolved	Onsite
12352	19-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190120240004		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-01-2024 10:09	1/19/2024 10:22:44 AM	0:0:12:46			FYI	Onsite
12353	19-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190120240003		Hardware	Scanner	Scaning issue	Others	LOW	Closed	19-01-2024 09:47	1/19/2024 10:13:59 AM	0:0:26:34			software installed again issue resolved	Onsite
12354	19-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190120240002		Hardware	System	MS Office	File Not	LOW	Closed	19-01-2024 09:46	1/19/2024 10:13:01 AM	0:0:26:31			restart the pc now issue resolved	Onsite
12355	19-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190120240001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-01-2024 09:29	1/25/2024 5:28:28 PM	6:7:59:25			2nos Lan point not working. As per	Onsite
12356	20-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C200120240006		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	20-01-2024 15:17	1/20/2024 4:09:44 PM	0:0:52:43			Lan cable charger	
12357	20-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C200120240005		Hardware	Printer	Image Issue	Others	MEDIUM	Closed	20-01-2024 15:13	1/20/2024 4:08:44 PM	0:0:54:52			Printer paper jam clien	
12358	20-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C200120240004		Hardware	UPS	Backup	No Power	MEDIUM	Closed	20-01-2024 15:12	1/20/2024 4:07:24 PM	0:0:55:14			Ups power point changed	
12359	20-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C200120240003		Hardware	PC	Restart Problem	Others	MEDIUM	Closed	20-01-2024 15:10	1/20/2024 4:05:40 PM	0:0:55:11			Ups start	
12360	20-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C200120240002		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	20-01-2024 15:02	1/20/2024 3:26:12 PM	0:0:23:49			SCANNER DRIVER REINSTTALED AND	Remote
12361	20-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C200120240001		Hardware	System	Other Software	software	MEDIUM	Closed	20-01-2024 14:42	1/20/2024 3:25:22 PM	0:0:43:18			CAS SOFTWARE REINSTTALED AND	Remote
12362	22-01-2024	OTHERS	VSNL	RCM	C220120240090		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	22-01-2024 17:36	1/25/2024 5:26:43 PM	2:23:49:44			Dear team, Please assign LAN support	Onsite
12363	22-01-2024	SAKET	Malviya Nagar CC	O-M	C220120240089		Hardware	PC	TFT	Others	LOW	Closed	22-01-2024 17:31	1/22/2024 6:04:50 PM	0:0:32:57			out of range	Onsite
12364	22-01-2024	SAKET	Adchini	DTC	C220120240088		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 17:30	1/22/2024 6:03:41 PM	0:0:32:56			mail not open	Onsite
12365	22-01-2024	SAKET	Adchini	CHD	C220120240087		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-01-2024 17:29	1/22/2024 6:03:05 PM	0:0:33:37			printer not work	Onsite
12366	22-01-2024	SAKET	Chhatarpur CC	O-M	C220120240086		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-01-2024 17:28	1/22/2024 6:02:20 PM	0:0:34:13			IP installed on LAN adapter	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12367	22-01-2024	SAKET	Adchini	BUSINESS/	C220120240085		Hardware	System	Other Software	software	LOW	Closed	22-01-2024 17:27	1/22/2024 6:01:36 PM	0:0:34:33			zip file not open	Onsite
12368	22-01-2024	SAKET	Adchini	BUSINESS/	C220120240084		Hardware	Laptop	Screen Issue	Dim	LOW	Closed	22-01-2024 17:26	1/22/2024 6:00:32 PM	0:0:34:31			brightness isssue	Onsite
12369	22-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C220120240083		Hardware	System	Other Software	Browser	LOW	Closed	22-01-2024 17:23	1/22/2024 5:30:13 PM	0:0:6:54			IP issue resolved as required	
12370	22-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C220120240082		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 17:22	1/22/2024 5:31:01 PM	0:0:8:34			Mail archive issue resolved	
12371	22-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220120240081		Hardware	PC	System Password issue	Password	LOW	Closed	22-01-2024 17:05	1/22/2024 5:07:09 PM	0:0:1:59			password reset done issue resolved	Onsite
12372	22-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C220120240080		Hardware	System	Other Software	proxy	LOW	Closed	22-01-2024 17:02	1/22/2024 5:03:28 PM	0:0:0:54			Issue Resolved	Onsite
12373	22-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C220120240079		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-01-2024 16:58	1/22/2024 4:59:48 PM	0:0:0:55			Issue Resolved	Onsite
12374	22-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C220120240078		Hardware	Printer	No display on Panel	Printer	LOW	Closed	22-01-2024 16:58	1/22/2024 4:59:38 PM	0:0:1:13			Issue Resolved	Onsite
12375	22-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	IT	C220120240077		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-01-2024 16:57	1/22/2024 4:59:25 PM	0:0:2:11			Issue Resolved	Onsite
12376	22-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C220120240075		Hardware	Laptop	Network Not Working	Other	LOW	Closed	22-01-2024 16:56	1/22/2024 4:59:13 PM	0:0:2:46			Issue Resolved	Onsite
12377	22-01-2024	OTHERS	VSNL	KCC/MLCC	C220120240074		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-01-2024 16:56	1/22/2024 5:09:24 PM	0:0:13:4			PC Remove Domin to Work group	Onsite
12378	22-01-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C220120240076		Hardware	PC	Network Not Working	No Power	HIGH	Closed	22-01-2024 16:56	1/22/2024 5:05:04 PM	0:0:8:27			after power cable change and	Onsite
12379	22-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220120240072		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	22-01-2024 16:54	1/22/2024 5:58:19 PM	0:1:4:0				
12380	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C220120240073		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	22-01-2024 16:54	1/22/2024 5:04:30 PM	0:0:9:31			after paper size change issue resolved	Onsite
12381	22-01-2024	OTHERS	Andrews Ganj	Enforcem	C220120240069		Hardware	System	Other Software	New	LOW	Closed	22-01-2024 16:53	1/22/2024 4:54:03 PM	0:0:0:24			OS installation	Onsite
12382	22-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C220120240070		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	22-01-2024 16:53	1/22/2024 5:57:17 PM	0:1:3:30				
12383	22-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C220120240071		Hardware	PC	Not working at all	Others	LOW	Closed	22-01-2024 16:53	1/22/2024 5:57:48 PM	0:1:3:48				
12384	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C220120240068		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 16:52	1/22/2024 5:03:51 PM	0:0:10:58			after new mail archive create issue	Onsite
12385	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C220120240067		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-01-2024 16:47	1/22/2024 5:03:11 PM	0:0:15:12			after switch restart issue resolved	Onsite
12386	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C220120240066		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-01-2024 16:46	1/22/2024 5:02:36 PM	0:0:16:29			after paper jam clear issue resolved	Onsite
12387	22-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C220120240065		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-01-2024 16:44	1/22/2024 5:24:27 PM	0:0:39:59			Printer isue resolved	Onsite
12388	22-01-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C220120240062		Hardware	System	Other Software	software	LOW	Closed	22-01-2024 16:43	1/22/2024 4:46:57 PM	0:0:3:53			OS repair.	Onsite
12389	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C220120240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 16:43	1/22/2024 5:02:18 PM	0:0:19:13			after mail archived issue resolved	Onsite
12390	22-01-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C220120240064		Hardware	MOUSE	Not working	Sent to	LOW	Closed	22-01-2024 16:43	1/22/2024 4:47:24 PM	0:0:3:49			Mouse faulty.	Onsite
12391	22-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220120240061		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-01-2024 16:42	1/22/2024 4:46:30 PM	0:0:4:12			Remove paper and restart printer.	Onsite
12392	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C220120240060		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-01-2024 16:41	1/22/2024 5:01:51 PM	0:0:19:52			after mail password reset issue	Onsite
12393	22-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220120240059		Hardware	System	Other Software	Browser	LOW	Closed	22-01-2024 16:41	1/22/2024 4:45:11 PM	0:0:3:43			Clean history and cache memory and	Onsite
12394	22-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C220120240057		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-01-2024 16:39	1/22/2024 5:24:04 PM	0:0:44:42			LAn issue resolved	Onsite
12395	22-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C220120240058		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	22-01-2024 16:39	1/22/2024 5:01:28 PM	0:0:21:57			after ip configure and pc power cable	Onsite
12396	22-01-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C220120240056		Network	LAN Issue	LAN Issue	Port	LOW	Closed	22-01-2024 16:37	1/25/2024 5:26:16 PM	3:0:49:15			lan cable faulty need to replaced	Onsite
12397	22-01-2024	NEHRU PLACE	W Block GK 1	O-M	C220120240054		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-01-2024 16:36	1/22/2024 4:53:36 PM	0:0:17:27			Mail password reset.	Remote
12398	22-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C220120240055		Hardware	PC	Not working at all	No power	LOW	Closed	22-01-2024 16:36	1/22/2024 4:56:45 PM	0:0:19:52			Power supply issue resolved.	Onsite
12399	22-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220120240053		Hardware	PC	System Password issue	Password	LOW	Closed	22-01-2024 16:31	1/22/2024 4:35:45 PM	0:0:4:10			default reset password given to user	Onsite
12400	22-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220120240052		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 16:26	1/22/2024 4:45:07 PM	0:0:18:21			Archive mail's now working fine	Remote
12401	22-01-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C220120240051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 16:19	1/22/2024 5:01:26 PM	0:0:41:37			issue has been resolved after repair	Remote
12402	22-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C220120240050		Telecome	Instrumen	SIP	Network	LOW	Closed	22-01-2024 16:19	1/22/2024 5:00:29 PM	0:0:41:18			Issue has been resolved after	Onsite
12403	22-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C220120240048		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-01-2024 16:15	1/22/2024 4:27:39 PM	0:0:12:26			Printer driver reinstalled and issue	Remote
12404	22-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C220120240049		Hardware	PC	Restart Problem	Physical	LOW	Closed	22-01-2024 16:15	1/22/2024 4:59:35 PM	0:0:44:11			Resolved	Onsite
12405	22-01-2024	SAKET	Adchini	CIVIL	C220120240047		Hardware	System	Other Software	Browser	LOW	Closed	22-01-2024 16:13	1/22/2024 4:19:40 PM	0:0:6:35			Download file setting changed, from	Onsite
12406	22-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220120240046		Hardware	PC	System Password issue	Password	LOW	Closed	22-01-2024 16:09	1/22/2024 4:15:39 PM	0:0:5:51			password reset user account Devesh	Onsite
12407	22-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C220120240045		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-01-2024 16:03	1/22/2024 4:20:02 PM	0:0:16:29			PC testing done with test soft for	Onsite
12408	22-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C220120240044		Hardware	System	MS Office	File Not	MEDIUM	Closed	22-01-2024 16:02	1/22/2024 4:25:41 PM	0:0:22:58			Excel file open issue and reinstalled	Remote
12409	22-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C220120240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 16:02	1/22/2024 4:19:32 PM	0:0:17:27			Lotus mails archive not done create	Onsite
12410	22-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220120240042		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-01-2024 16:01	1/22/2024 4:46:44 PM	0:0:44:54			Replace mouse now working fine	Onsite
12411	22-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C220120240041		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-01-2024 16:01	1/22/2024 4:39:51 PM	0:0:38:1			Mail sent for PC time increase.	Onsite
12412	22-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C220120240040		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-01-2024 16:01	1/22/2024 4:39:24 PM	0:0:38:12			Windows repaired.	Onsite
12413	22-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C220120240039		Hardware	PC	Not working at all	Harddisk	LOW	Closed	22-01-2024 15:57	1/22/2024 4:18:01 PM	0:0:20:59			Bios settings done boot setup with 1st	Onsite
12414	22-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C220120240038		Hardware	System	Other Software	software	LOW	Closed	22-01-2024 15:56	1/22/2024 4:16:07 PM	0:0:19:11			sap p92 reconfigured issue resolved	Onsite
12415	22-01-2024	SAKET	Malviya Nagar	HR	C220120240037		Hardware	PC	Not working at all	Harddisk	LOW	Closed	22-01-2024 15:52	1/22/2024 4:16:22 PM	0:0:23:43			Hard Drive faulty, changed & OS	Onsite
12416	22-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C220120240036		Hardware	PC	TFT	Power	LOW	Closed	22-01-2024 15:52	1/22/2024 4:17:24 PM	0:0:25:13			Check TFT power cross with cpu ,	Onsite
12417	22-01-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C220120240035		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-01-2024 15:52	1/22/2024 5:08:50 PM	0:1:16:50			IP Address re-configured in printer	Onsite
12418	22-01-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	BUSINESS/	C220120240034		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-01-2024 15:49	1/22/2024 4:24:32 PM	0:0:35:25			Mail installation to another pc.	Remote
12419	22-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220120240033		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-01-2024 15:46	1/22/2024 4:38:06 PM	0:0:51:22			Complaint logged.	Onsite
12420	22-01-2024	VASANT KUNJ	D 4 Masoodpur	O-M	C220120240032		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-01-2024 15:42	1/22/2024 4:01:52 PM	0:0:19:6			Mail has been sent to lotus team for	Remote

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12421	22-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C220120240031		Hardware	Scanner	Scaning issue	Image Not	HIGH	Closed	22-01-2024 15:40	1/22/2024 4:29:13 PM	0:0:48:25			Scanner lance cleaned and problem	Onsite
12422	22-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C220120240030		Hardware	PC	Restart Problem	Physical	HIGH	Closed	22-01-2024 15:39	1/22/2024 4:31:06 PM	0:0:51:37			cpu physical clean and problem	Onsite
12423	22-01-2024	SAKET	Adchini	DSK	C220120240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-01-2024 15:39	1/22/2024 4:15:07 PM	0:0:35:53			Paper size settings changed from	Onsite
12424	22-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C220120240028		Hardware	System	MS Office	File Not	HIGH	Closed	22-01-2024 15:38	1/22/2024 4:32:17 PM	0:0:53:56			pc restart and problem resolved.	Onsite
12425	22-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220120240027		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-01-2024 15:37	1/22/2024 3:55:18 PM	0:0:18:1			keyboard port change from usb now	Onsite
12426	22-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C220120240026		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	22-01-2024 15:36	1/22/2024 4:32:54 PM	0:0:55:54			printer paper removed and problem	Onsite
12427	22-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C220120240025		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-01-2024 15:36	1/22/2024 4:32:28 PM	0:0:55:57			All Software, IP installed in replaced	Onsite
12428	22-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220120240024		Network	Internet	Internet Issue	Internet	LOW	Closed	22-01-2024 15:35	1/22/2024 3:36:32 PM	0:0:0:45			Internet not working issue resolved	Onsite
12429	22-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C220120240023		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	22-01-2024 15:34	1/22/2024 4:33:52 PM	0:0:59:5			RAM reconnect and problem resolved.	Onsite
12430	22-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C220120240022		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-01-2024 15:30	1/22/2024 3:58:19 PM	0:0:28:15			issue resolved after create a new	Onsite
12431	22-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C220120240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 15:29	1/22/2024 3:57:01 PM	0:0:27:10			issue resolved after change the mail	Onsite
12432	22-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C220120240020		Hardware	System	Other Software	proxy	LOW	Closed	22-01-2024 15:28	1/22/2024 3:55:37 PM	0:0:27:5			issue resolved after update proxy	Onsite
12433	22-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C220120240019		Hardware	System	Other Software	Browser	LOW	Closed	22-01-2024 15:27	1/22/2024 3:55:13 PM	0:0:27:13			issue resolved after update the	Onsite
12434	22-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C220120240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-01-2024 15:27	1/22/2024 3:54:43 PM	0:0:27:2			issue resolved after remove the paper	Onsite
12435	22-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C220120240017		Hardware	Printer	Image Issue	Light	LOW	Closed	22-01-2024 15:17	1/22/2024 3:47:47 PM	0:0:30:10			service the printer and send printer	Onsite
12436	22-01-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C220120240016		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-01-2024 15:16	1/22/2024 3:47:22 PM	0:0:30:22			change the rz5 issue resolved	Onsite
12437	22-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C220120240015		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-01-2024 15:16	1/22/2024 3:47:02 PM	0:0:30:44			installed driver issue resolved	Onsite
12438	22-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C220120240014		Hardware	Attendane	Not working at all	Machine	LOW	Closed	22-01-2024 15:13	1/22/2024 3:46:39 PM	0:0:33:15			configured new icard issue resolved	Onsite
12439	22-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220120240013		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-01-2024 15:08	1/22/2024 4:46:17 PM	0:1:38:11			Change mouse now working fine	Onsite
12440	22-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220120240012		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-01-2024 15:07	1/22/2024 4:45:43 PM	0:1:38:12			Clear paper jam now working fine	Onsite
12441	22-01-2024	NEHRU PLACE	20 No Building	OET	C220120240011		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	22-01-2024 14:59	1/22/2024 3:41:43 PM	0:0:42:24			LAn cable re-insert, issue resolved	Onsite
12442	22-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C220120240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 14:35	1/22/2024 3:20:18 PM	0:0:44:31			Create new archive now issue	Remote
12443	22-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C220120240009		Hardware	System	MS Office	Tools And	LOW	Closed	22-01-2024 14:34	1/22/2024 3:20:00 PM	0:0:45:27			Sum formula enquiry needful done	Remote
12444	22-01-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C220120240008		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-01-2024 14:33	1/22/2024 3:19:27 PM	0:0:45:55			Change the Power adapter now issue	Onsite
12445	22-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C220120240007		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	22-01-2024 14:32	1/22/2024 3:18:56 PM	0:0:46:40			Tray Size change to A4 now issue	Onsite
12446	22-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220120240006		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 14:13	1/22/2024 2:37:28 PM	0:0:24:7			archive now issue resolved	Onsite
12447	22-01-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C220120240005		Hardware	System	Other Software	proxy	LOW	Closed	22-01-2024 14:12	1/22/2024 2:36:57 PM	0:0:24:16			add proxy in setting now issue	Remote
12448	22-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C220120240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-01-2024 14:12	1/22/2024 2:38:09 PM	0:0:25:59			user location change with the same	Onsite
12449	22-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220120240003		Network	LAN Issue	LAN Issue	Port	LOW	Closed	22-01-2024 12:34	1/25/2024 5:27:06 PM	3:4:53:6			pl send team	Onsite
12450	22-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C220120240001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-01-2024 12:33	1/25/2024 5:27:38 PM	3:4:54:13			pl send team	Onsite
12451	22-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C220120240002		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-01-2024 12:33	1/25/2024 5:27:23 PM	3:4:53:38			pl send team	Onsite
12452	23-01-2024	SAKET	Malviya Nagar CC	O-M	C230120240183		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 18:31	1/23/2024 6:36:29 PM	0:0:4:45			Clear browser history	Remote
12453	23-01-2024	SAKET	MIG CC	O-M	C230120240182		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 18:30	1/23/2024 6:35:51 PM	0:0:5:6			Printer driver replaced	Remote
12454	23-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C230120240181		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-01-2024 18:29	1/23/2024 6:34:14 PM	0:0:4:29			RJ45 crimp	Remote
12455	23-01-2024	SAKET	D-Block Saket	O-M	C230120240180		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 18:28	1/23/2024 6:33:54 PM	0:0:5:32			Mail Password issue, changed	Remote
12456	23-01-2024	SAKET	Malviya Nagar	HR	C230120240179		Hardware	PC	Network Not Working	Other	LOW	Closed	23-01-2024 18:27	1/23/2024 6:32:41 PM	0:0:5:23			URL testing done	Onsite
12457	23-01-2024	KHANPUR	RPS Colony Near Mother Dairy	MMG	C230120240178		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	23-01-2024 17:57	1/23/2024 6:00:14 PM	0:0:3:7			after lan cable reconnect issue	Onsite
12458	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C230120240177		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-01-2024 17:53	1/23/2024 5:55:08 PM	0:0:1:50			issue resolved	Onsite
12459	23-01-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C230120240175		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-01-2024 17:52	1/23/2024 5:54:51 PM	0:0:2:48			issue resolved	Onsite
12460	23-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230120240176		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 17:52	1/23/2024 5:54:59 PM	0:0:2:23			issue resolved	Onsite
12461	23-01-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C230120240174		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-01-2024 17:51	1/23/2024 5:54:39 PM	0:0:3:18			issue resolved	Onsite
12462	23-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C230120240173		Hardware	PC	TFT	Others	LOW	Closed	23-01-2024 17:40	1/23/2024 6:09:53 PM	0:0:29:35			VGA cable changed as reqd.	Onsite
12463	23-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C230120240172		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 17:39	1/23/2024 6:09:17 PM	0:0:29:48			USB port issue resolved as reqd.	Onsite
12464	23-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C230120240171		Hardware	System	IP Schema Issue	Change ip	LOW	Closed	23-01-2024 17:38	1/23/2024 6:08:23 PM	0:0:29:39			IP change as reqd	Onsite
12465	23-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C230120240170		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 17:37	1/23/2024 6:07:48 PM	0:0:30:10			Proxy setting corrected as reqd, Link	Remote
12466	23-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C230120240169		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 17:29	1/23/2024 5:59:22 PM	0:0:29:47			after paper jam clear issue resolved	Onsite
12467	23-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C230120240168		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-01-2024 17:25	1/23/2024 5:58:54 PM	0:0:33:35			after mail password reset issue	Onsite
12468	23-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C230120240167		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	23-01-2024 17:24	1/23/2024 5:57:27 PM	0:0:32:45			mouse change and problem resolved.	Onsite
12469	23-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C230120240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	23-01-2024 17:23	1/23/2024 5:54:31 PM	0:0:31:5			issue resolved	Onsite
12470	23-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C230120240166		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 17:23	1/23/2024 5:58:29 PM	0:0:35:0			after printer reinstall issue resolved	Onsite
12471	23-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C230120240164		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 17:22	1/23/2024 5:54:24 PM	0:0:31:36			issue resolved	Onsite
12472	23-01-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C230120240163		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-01-2024 17:22	1/23/2024 5:54:15 PM	0:0:32:2			issue resolved	Onsite
12473	23-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C230120240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 17:21	1/23/2024 5:54:07 PM	0:0:32:52			issue resolved	Onsite
12474	23-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C230120240161		Hardware	System	Other Software	Browser	MEDIUM	Closed	23-01-2024 17:21	1/23/2024 5:56:35 PM	0:0:35:23			Google Chrome update and IOMS file	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12475	23-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230120240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 17:19	1/23/2024 5:53:59 PM	0:0:34:6			issue resolved	Onsite
12476	23-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C230120240159		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 17:18	1/23/2024 5:53:49 PM	0:0:35:4			issue resolved	Onsite
12477	23-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C230120240158		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	23-01-2024 17:16	1/23/2024 5:53:39 PM	0:0:36:48			issue resolved	Onsite
12478	23-01-2024	SAKET	Adchini	DSS	C230120240156		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 17:08	1/23/2024 5:13:10 PM	0:0:5:4			chrome not work	Onsite
12479	23-01-2024	NEHRU PLACE CSO	Third Floor - A Block	HR	C230120240157		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 17:08	1/23/2024 5:11:08 PM	0:0:2:25			Issue Resolved	Onsite
12480	23-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C230120240155		Hardware	System	Other Software	proxy	LOW	Closed	23-01-2024 17:07	1/23/2024 5:10:53 PM	0:0:3:13			Issue Resolved	Onsite
12481	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C230120240153		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 17:06	1/23/2024 5:11:07 PM	0:0:4:34			create new shortcut now issue	Onsite
12482	23-01-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C230120240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 17:06	1/23/2024 5:10:34 PM	0:0:3:39			Issue Resolved	Onsite
12483	23-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C230120240152		Telecome	Instrumen	SIP	Instrumen	LOW	Closed	23-01-2024 17:06	1/23/2024 5:10:50 PM	0:0:4:50			Login with user name and password	Onsite
12484	23-01-2024	SAKET	C Dot Grid	O-M	C230120240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 17:05	1/23/2024 5:12:47 PM	0:0:7:9			remove paper from printer	Onsite
12485	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C230120240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 17:05	1/23/2024 5:10:07 PM	0:0:4:53			Remove the paper from printer now	Onsite
12486	23-01-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C230120240149		Hardware	PC	System Password issue	Others	LOW	Closed	23-01-2024 17:04	1/23/2024 5:10:12 PM	0:0:5:35			Issue Resolved	Onsite
12487	23-01-2024	SAKET	Adchini	SAFETY	C230120240148		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 17:04	1/23/2024 5:12:21 PM	0:0:8:8			sharing folder not open	Onsite
12488	23-01-2024	SAKET	Adchini	CIVIL	C230120240146		Hardware	System	Other Software	Adobe	LOW	Closed	23-01-2024 17:03	1/23/2024 5:11:57 PM	0:0:8:26			adobe not open	Onsite
12489	23-01-2024	NIZAMUDDIN	Jangpura	O-M	C230120240147		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 17:03	1/23/2024 5:09:44 PM	0:0:5:56			Password reset now issue resolved	Onsite
12490	23-01-2024	SAKET	Chhatarpur CC	O-M	C230120240143		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 17:02	1/23/2024 5:10:47 PM	0:0:8:47			Laptop connected from sharing	Onsite
12491	23-01-2024	SAKET	Adchini	CIVIL	C230120240145		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 17:02	1/23/2024 5:11:16 PM	0:0:8:35			printer not connect	Onsite
12492	23-01-2024	NIZAMUDDIN	Jangpura	O-M	C230120240144		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	23-01-2024 17:02	1/23/2024 5:09:21 PM	0:0:6:47			Boot from hard drive now issue	Onsite
12493	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C230120240142		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	23-01-2024 17:01	1/25/2024 5:24:54 PM	2:0:23:21			LAN cable not working	Onsite
12494	23-01-2024	SAKET	Chhatarpur CC	O-M	C230120240141		Hardware	UPS	Backup	No Power	LOW	Closed	23-01-2024 17:01	1/23/2024 5:10:03 PM	0:0:8:53			UPS faulty	Onsite
12495	23-01-2024	SAKET	Adchini	DSS	C230120240138		Hardware	Scanner	Scaning issue	Others	LOW	Closed	23-01-2024 17:00	1/24/2024 10:17:12 AM	0:17:16:51			scanner setting not set	Onsite
12496	23-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C230120240139		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	23-01-2024 17:00	1/23/2024 5:46:47 PM	0:0:45:56			Printer driver riper and printer	Onsite
12497	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C230120240140		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-01-2024 17:00	1/23/2024 5:08:25 PM	0:0:7:35			Needful done	Remote
12498	23-01-2024	VASANT KUNJ	B 1	O-M	C230120240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 16:59	1/23/2024 5:47:11 PM	0:0:47:47			Mail archive created	Remote
12499	23-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C230120240136		Hardware	System	Other Software	Adobe	LOW	Closed	23-01-2024 16:54	1/23/2024 5:46:36 PM	0:0:52:25			Temp file has been cleared	Remote
12500	23-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230120240135		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-01-2024 16:53	1/23/2024 4:55:12 PM	0:0:2:1			Mouse replaced.	Onsite
12501	23-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230120240134		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 16:52	1/23/2024 4:54:50 PM	0:0:2:49			Remove paper	Onsite
12502	23-01-2024	VASANT KUNJ	D 4	O-M	C230120240133		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	23-01-2024 16:50	1/23/2024 5:45:33 PM	0:0:55:26			After the check laptop touchpad is not	Onsite
12503	23-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230120240132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 16:49	1/23/2024 4:54:26 PM	0:0:4:28			create new replica	Onsite
12504	23-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C230120240131		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-01-2024 16:48	1/23/2024 5:40:39 PM	0:0:52:6			Print setting has been changed	Remote
12505	23-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230120240130		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 16:47	1/23/2024 4:53:53 PM	0:0:5:58			Printer driver reinstall	Onsite
12506	23-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C230120240128		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	23-01-2024 16:46	1/23/2024 5:45:57 PM	0:0:59:43			New Archive file create and problem	Remote
12507	23-01-2024	VASANT KUNJ	C 9 Vasant Kunj	O-M	C230120240129		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	23-01-2024 16:46	1/23/2024 5:37:30 PM	0:0:51:5			LAN cable has been reconnected on IP	Onsite
12508	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240126		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-01-2024 16:45	1/23/2024 4:50:35 PM	0:0:5:18			Mouse not working issue resolved	Onsite
12509	23-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C230120240127		Hardware	System	MS Office	Software	LOW	Closed	23-01-2024 16:45	1/23/2024 4:49:45 PM	0:0:4:24			Issue has been resolved after repair	Onsite
12510	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240122		Hardware	System	MS Office	File	LOW	Closed	23-01-2024 16:44	1/23/2024 4:50:03 PM	0:0:6:3			Ms office not working issue resolved	Onsite
12511	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240124		Hardware	System	MS Office	File	LOW	Closed	23-01-2024 16:44	1/23/2024 4:50:18 PM	0:0:5:52			Ms excel not working issue resolved	Onsite
12512	23-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C230120240125		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-01-2024 16:44	1/23/2024 4:45:07 PM	0:0:0:36			installed	Onsite
12513	23-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C230120240123		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-01-2024 16:44	1/23/2024 4:44:57 PM	0:0:0:56			issue resolved	Onsite
12514	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240121		Hardware	System	Other Software	Adobe	LOW	Closed	23-01-2024 16:43	1/23/2024 4:49:47 PM	0:0:6:47			google chrome not working issue	Onsite
12515	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240120		Hardware	System	MS Office	File	LOW	Closed	23-01-2024 16:42	1/23/2024 4:49:31 PM	0:0:7:4			Ms office not working issue resolved	Onsite
12516	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240118		Hardware	System	MS Office	File	LOW	Closed	23-01-2024 16:41	1/23/2024 4:48:56 PM	0:0:7:31			Ms office not working issue resolved	Onsite
12517	23-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230120240119		Hardware	System	Other Software	Adobe	LOW	Closed	23-01-2024 16:41	1/23/2024 4:49:13 PM	0:0:7:17			lp msg not working issue resolved	Onsite
12518	23-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C230120240117		Hardware	PC	Not working at all	No power	MEDIUM	Closed	23-01-2024 16:36	1/23/2024 5:45:17 PM	0:1:8:39			PC POWER CABLE CHANGE AND	Onsite
12519	23-01-2024	OTHERS	Andrews Ganj	Enforcem	C230120240116		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 16:33	1/23/2024 4:35:10 PM	0:0:1:55			MS Office issue	Onsite
12520	23-01-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C230120240115		Hardware	PC	Restart Problem	Others	LOW	Closed	23-01-2024 16:33	1/23/2024 4:33:26 PM	0:0:0:21			resolved	Onsite
12521	23-01-2024	OTHERS	Andrews Ganj	Enforcem	C230120240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 16:32	1/23/2024 4:35:41 PM	0:0:3:34			mail issue	Onsite
12522	23-01-2024	OTHERS	Andrews Ganj	Enforcem	C230120240114		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 16:32	1/23/2024 4:35:26 PM	0:0:2:49			Printer issue	Onsite
12523	23-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C230120240112		Hardware	PC	Not working at all	No power	LOW	Closed	23-01-2024 16:31	1/23/2024 4:33:41 PM	0:0:1:46			resolved	Onsite
12524	23-01-2024	OTHERS	Andrews Ganj	Enforcem	C230120240111		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-01-2024 16:31	1/23/2024 4:36:53 PM	0:0:5:29			OS issue	Onsite
12525	23-01-2024	OTHERS	Andrews Ganj	Enforcem	C230120240110		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 16:30	1/23/2024 4:37:24 PM	0:0:6:53			PC slow issue	Onsite
12526	23-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C230120240109		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	23-01-2024 16:29	1/23/2024 5:44:24 PM	0:1:14:36			SCANNER LANCE CLEANED AND	Onsite
12527	23-01-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C230120240108		Hardware	System	MS Office	Others	LOW	Closed	23-01-2024 16:28	1/23/2024 4:37:43 PM	0:0:8:50			MS Office 16 installed	Onsite
12528	23-01-2024	OTHERS	VSNL	KCC/MLCC	C230120240107		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 16:27	1/23/2024 4:47:58 PM	0:0:20:21			Reset the password now issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12529	23-01-2024	OTHERS	VSNL	KCC/MLCC/	C230120240106		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 16:27	1/23/2024 4:47:29 PM	0:0:20:27			Installed the DLMS software now	Onsite
12530	23-01-2024	OTHERS	VSNL	RCM	C230120240102		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-01-2024 16:26	1/23/2024 4:46:33 PM	0:0:20:17			Installed the scanner now issue	Onsite
12531	23-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230120240101		Hardware	PC	Network Not Working	Other	LOW	Closed	23-01-2024 16:26	1/23/2024 4:28:23 PM	0:0:2:9			shifting of PC by uninstall and install	Onsite
12532	23-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230120240105		Hardware	PC	Network Not Working	Other	LOW	Closed	23-01-2024 16:26	1/23/2024 4:27:50 PM	0:0:1:9			shifting of PC by uninstall and install	Onsite
12533	23-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230120240103		Hardware	PC	Network Not Working	Other	LOW	Closed	23-01-2024 16:26	1/23/2024 4:28:02 PM	0:0:1:34			shifting of PC by uninstall and install	Onsite
12534	23-01-2024	OTHERS	Andrews Ganj	Enforcem	C230120240104		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 16:26	1/23/2024 4:38:01 PM	0:0:11:25			S/w reinstallation	Onsite
12535	23-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230120240100		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:26	1/23/2024 4:28:35 PM	0:0:2:34			shifting of PC by uninstall and install	Onsite
12536	23-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C230120240097		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 16:25	1/23/2024 4:41:01 PM	0:0:15:34			BSP Server Add call done	Onsite
12537	23-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230120240099		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-01-2024 16:25	1/23/2024 4:28:53 PM	0:0:3:16			done	Onsite
12538	23-01-2024	OTHERS	VSNL	KCC/MLCC/	C230120240098		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 16:25	1/23/2024 4:45:57 PM	0:0:20:21			Installed the AO now issue resolved	Remote
12539	23-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230120240094		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:24	1/23/2024 4:29:31 PM	0:0:5:21			shifting of PC by uninstall and install	Onsite
12540	23-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230120240095		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-01-2024 16:24	1/23/2024 4:29:22 PM	0:0:4:49			done	Onsite
12541	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240096		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 16:24	1/23/2024 4:29:12 PM	0:0:4:22			done	Onsite
12542	23-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C230120240091		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-01-2024 16:23	1/23/2024 4:39:48 PM	0:0:16:6			Training Center pc software testing on	Onsite
12543	23-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230120240090		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:23	1/23/2024 4:29:57 PM	0:0:6:25			shifting of PC by uninstall and install	Onsite
12544	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240089		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:23	1/23/2024 4:30:08 PM	0:0:6:59			shifting of PC by uninstall and install	Onsite
12545	23-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230120240093		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:23	1/23/2024 4:29:40 PM	0:0:5:41			shifting of PC by uninstall and install	Onsite
12546	23-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230120240092		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:23	1/23/2024 4:29:48 PM	0:0:6:2			shifting of PC by uninstall and install	Onsite
12547	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240088		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:22	1/23/2024 4:30:23 PM	0:0:7:24			shifting of PC by uninstall and install	Onsite
12548	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240087		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:22	1/23/2024 4:30:31 PM	0:0:7:42			shifting of PC by uninstall and install	Onsite
12549	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240086		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:22	1/23/2024 4:30:42 PM	0:0:8:17			shifting of PC by uninstall and install	Onsite
12550	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240084		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 16:21	1/23/2024 4:31:05 PM	0:0:9:58			uninstall and install again	Onsite
12551	23-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230120240085		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 16:21	1/23/2024 4:30:50 PM	0:0:8:52			shifting of PC by uninstall and install	Onsite
12552	23-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C230120240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 16:16	1/23/2024 4:33:38 PM	0:0:16:55			change the replication server issue	Onsite
12553	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C230120240082		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-01-2024 16:05	1/25/2024 5:25:13 PM	2:1:20:1			LAN Cable required	Onsite
12554	23-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C230120240081		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	23-01-2024 16:03	1/23/2024 4:49:13 PM	0:0:45:44			Issue has been resolved after create	Onsite
12555	23-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C230120240079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 16:02	1/23/2024 4:48:22 PM	0:0:45:48			Issue has been resolved after	Onsite
12556	23-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C230120240080		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	23-01-2024 16:02	1/23/2024 4:48:39 PM	0:0:45:52			Issue has been resolved after installed	Onsite
12557	23-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C230120240078		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	23-01-2024 16:01	1/23/2024 4:47:45 PM	0:0:46:27			Issue has been resolved after	Onsite
12558	23-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C230120240077		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 16:00	1/23/2024 4:47:16 PM	0:0:46:49			Issue has been resolved after installed	Onsite
12559	23-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C230120240076		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 15:59	1/23/2024 4:46:27 PM	0:0:46:37			Issue has been resolved after installed	Onsite
12560	23-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C230120240074		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-01-2024 15:58	1/23/2024 4:05:21 PM	0:0:6:42			issue resolved after change LAN	Onsite
12561	23-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C230120240075		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 15:58	1/23/2024 4:05:46 PM	0:0:6:48			issue resolved after update the	Onsite
12562	23-01-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C230120240072		Hardware	System	Other Software	Adobe	LOW	Closed	23-01-2024 15:53	1/23/2024 4:29:46 PM	0:0:36:36			reinstalled the acrobat issue resolved	Onsite
12563	23-01-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C230120240073		Network	Link	Link Connectivity Issue	Access	LOW	Closed	23-01-2024 15:53	1/23/2024 4:33:18 PM	0:0:39:28			talk with scad team and allow the	Onsite
12564	23-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C230120240071		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	23-01-2024 15:52	1/23/2024 4:29:24 PM	0:0:36:48			deleted the temporary file and run the	Onsite
12565	23-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230120240070		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	23-01-2024 15:51	1/23/2024 4:06:22 PM	0:0:14:56			LAN port changed from server room.	Onsite
12566	23-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C230120240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 15:51	1/23/2024 4:28:44 PM	0:0:37:21			cleared the paper from printer issue	Onsite
12567	23-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C230120240068		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-01-2024 15:50	1/23/2024 4:28:07 PM	0:0:37:34			reinstalled the scanner driver issue	Onsite
12568	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C230120240066		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-01-2024 15:43	1/23/2024 4:43:07 PM	0:0:59:51			issue resolved	Onsite
12569	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C230120240067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 15:43	1/23/2024 4:43:16 PM	0:0:59:30			issue resolved	Onsite
12570	23-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C230120240065		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 15:42	1/23/2024 4:43:00 PM	0:1:0:12			issue resolved	Onsite
12571	23-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C230120240064		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	23-01-2024 15:42	1/23/2024 4:42:50 PM	0:1:0:29			issue resolved	Onsite
12572	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	IT	C230120240063		Hardware	PC	System Password issue	Others	LOW	Closed	23-01-2024 15:41	1/23/2024 4:42:40 PM	0:1:1:32			issue resolved	Onsite
12573	23-01-2024	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C230120240061		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	23-01-2024 15:39	1/23/2024 4:41:52 PM	0:1:2:48			issue resolved	Onsite
12574	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	IT	C230120240062		Hardware	PC	System Password issue	Others	LOW	Closed	23-01-2024 15:39	1/23/2024 4:42:27 PM	0:1:2:29			issue resolved	Onsite
12575	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230120240059		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	23-01-2024 15:38	1/23/2024 4:41:19 PM	0:1:3:10			issue resolved	Onsite
12576	23-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230120240060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 15:38	1/23/2024 4:41:27 PM	0:1:2:52			issue resolved	Onsite
12577	23-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C230120240058		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 15:37	1/23/2024 4:40:58 PM	0:1:3:11			issue resolved	Onsite
12578	23-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C230120240057		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-01-2024 15:36	1/23/2024 4:40:44 PM	0:1:4:0			issue resolved	Onsite
12579	23-01-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C230120240056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 15:36	1/23/2024 4:40:18 PM	0:1:3:59			issue resolved	Onsite
12580	23-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230120240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 15:29	1/23/2024 4:27:47 PM	0:0:58:39			created two new archive folder issue	Onsite
12581	23-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C230120240054		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 15:29	1/23/2024 3:57:33 PM	0:0:28:30			issue resolved after reconfigure the	Onsite
12582	23-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C230120240052		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-01-2024 15:28	1/23/2024 3:56:33 PM	0:0:27:55			issue resolved after reset the	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12583	23-01-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C230120240051		Hardware	PC	Not working at all	Others	LOW	Closed	23-01-2024 15:28	1/23/2024 3:56:11 PM	0:0:28:6			issue resolved after update the bios	Onsite
12584	23-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C230120240053		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-01-2024 15:28	1/23/2024 3:57:00 PM	0:0:28:11			issue resolved after change the	Onsite
12585	23-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C230120240050		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-01-2024 15:27	1/23/2024 3:55:46 PM	0:0:28:30			issue resolved after unlock the	Onsite
12586	23-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C230120240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-01-2024 15:26	1/23/2024 3:55:22 PM	0:0:28:37			issue resolved after create a new	Onsite
12587	23-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C230120240048		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 15:26	1/23/2024 3:55:00 PM	0:0:28:29			issue resolved after change the date	Onsite
12588	23-01-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C230120240047		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 15:25	1/23/2024 3:54:52 PM	0:0:28:57			issue resolved after change the date	Onsite
12589	23-01-2024	NEHRU PLACE CSO	First Floor - C Block	IT	C230120240046		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-01-2024 15:21	1/23/2024 4:39:56 PM	0:1:18:29			issue resolved	Onsite
12590	23-01-2024	NEHRU PLACE	20 No Building	HR	C230120240045		Telecome	Instrumen	Analog	Lan Port	LOW	Closed	23-01-2024 15:14	1/23/2024 3:48:59 PM	0:0:34:17			lan cable change, issue resolved	Onsite
12591	23-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C230120240044		Hardware	System	Other Software	proxy	LOW	Closed	23-01-2024 15:12	1/23/2024 3:44:11 PM	0:0:31:23			Change proxy setting now working	Remote
12592	23-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C230120240043		Network	Link	Link Connectivity Issue	Link	LOW	Closed	23-01-2024 15:11	1/23/2024 4:24:28 PM	0:1:13:23			Done network troubleshooting steps	Onsite
12593	23-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230120240041		Hardware	PC	System Password issue	Password	LOW	Closed	23-01-2024 15:09	1/23/2024 3:43:37 PM	0:0:34:35			Reset password now working fine	Remote
12594	23-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C230120240042		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-01-2024 15:09	1/23/2024 3:34:38 PM	0:0:25:32			Printer Quick mode off .	Onsite
12595	23-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C230120240040		Hardware	PC	System Password issue	Password	LOW	Closed	23-01-2024 15:08	1/23/2024 3:43:26 PM	0:0:35:0			Reset password now working fine	Remote
12596	23-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C230120240039		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 15:08	1/23/2024 3:34:08 PM	0:0:25:51			PDS ip reconfigured.	Onsite
12597	23-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C230120240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 15:07	1/23/2024 3:32:16 PM	0:0:24:47			Local user account permission allow	Onsite
12598	23-01-2024	JANAK PURI	I A 1 Janakpuri	O-M	C230120240037		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	23-01-2024 15:07	1/23/2024 3:43:01 PM	0:0:35:35			Run Diagnostic and clean temp files	Onsite
12599	23-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C230120240036		Hardware	PC	System Password issue	Password	LOW	Closed	23-01-2024 14:59	1/23/2024 3:01:00 PM	0:0:1:25			password reset done	Onsite
12600	23-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C230120240035		Hardware	System	Other Software	software	HIGH	Closed	23-01-2024 14:55	1/23/2024 3:51:32 PM	0:0:55:53			sap reinstall	Onsite
12601	23-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C230120240034		Hardware	PC	Restart Problem	Others	HIGH	Closed	23-01-2024 14:54	1/23/2024 3:52:11 PM	0:0:57:34			Power point loss	Onsite
12602	23-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	MMG	C230120240033		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	23-01-2024 14:51	1/23/2024 3:52:39 PM	0:1:0:46			mail Archive	Onsite
12603	23-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C230120240032		Hardware	System	Other Software	software	HIGH	Closed	23-01-2024 14:48	1/23/2024 3:53:15 PM	0:1:5:0			P92 confider	Onsite
12604	23-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C230120240031		Hardware	PC	System Password issue	Password	HIGH	Closed	23-01-2024 14:47	1/23/2024 3:53:53 PM	0:1:6:37			Reset windows password	Onsite
12605	23-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230120240030		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-01-2024 14:31	1/25/2024 5:25:41 PM	2:2:54:11			LAN not working	Onsite
12606	23-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230120240028		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	23-01-2024 14:30	1/23/2024 3:07:20 PM	0:0:37:3			LAN connector replaced.	Onsite
12607	23-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230120240029		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 14:30	1/23/2024 3:07:41 PM	0:0:36:55			Adobe reinstalled.	Onsite
12608	23-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230120240026		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	23-01-2024 14:29	1/23/2024 2:45:49 PM	0:0:16:13			Settings Change Now Working Issue	Onsite
12609	23-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230120240027		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 14:29	1/23/2024 3:06:51 PM	0:0:37:11			SAP software repaired.	Onsite
12610	23-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230120240024		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 14:29	1/23/2024 3:06:33 PM	0:0:37:25			Mail sent to SAP support.	Onsite
12611	23-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	O-M	C230120240025		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	23-01-2024 14:29					LAN not working	Onsite
12612	23-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230120240023		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 14:28	1/23/2024 2:44:53 PM	0:0:16:14			All mails Archived Then Compact &	Onsite
12613	23-01-2024	NEHRU PLACE	20 No Building	C-M	C230120240022		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	23-01-2024 14:25	1/23/2024 3:48:37 PM	0:1:22:58			display driver update, issue resolved	Onsite
12614	23-01-2024	NEHRU PLACE	20 No Building	C-M	C230120240021		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 14:24	1/23/2024 3:47:54 PM	0:1:23:9			webex meeting join, issue resolved	Onsite
12615	23-01-2024	NEHRU PLACE	20 No Building	C-M	C230120240020		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-01-2024 14:23	1/23/2024 3:47:05 PM	0:1:23:26			printer setting change, issue resolved	Onsite
12616	23-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230120240019		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-01-2024 13:51	1/23/2024 2:36:41 PM	0:0:45:5			Mail password change now issue	Remote
12617	23-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230120240018		Hardware	System	Other Software	software	LOW	Closed	23-01-2024 13:50	1/23/2024 2:37:21 PM	0:0:46:49			Password Change now issue resolved	Remote
12618	23-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C230120240017		Hardware	System	Other Software	Browser	LOW	Closed	23-01-2024 13:49	1/23/2024 2:38:22 PM	0:0:49:3			Link copy from mail and paste to	Remote
12619	23-01-2024	ALAKNANDA	G Block Kalkaji	O-M	C230120240016		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	23-01-2024 13:48	1/23/2024 3:02:20 PM	0:1:14:4			Boot from HDD now issue resolved	Onsite
12620	23-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C230120240015		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-01-2024 13:47	1/23/2024 3:01:53 PM	0:1:14:44			Recover from trash now issue	Onsite
12621	23-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C230120240014		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-01-2024 13:46	1/23/2024 3:01:01 PM	0:1:14:52			Paper remove from printer now issue	Onsite
12622	23-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C230120240013		Hardware	Printer	Internet Issue	Internet	LOW	Closed	23-01-2024 13:40	1/23/2024 2:22:56 PM	0:0:42:0			Issue resolved	Onsite
12623	23-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C230120240012		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-01-2024 13:40	1/23/2024 2:04:51 PM	0:0:24:31			Tray setting corrected	Onsite
12624	23-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C230120240011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 12:54	1/23/2024 1:06:23 PM	0:0:11:26			password reset issue resolved	Remote
12625	23-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C230120240010		Hardware	System	Other Software	New	LOW	Closed	23-01-2024 11:28	1/23/2024 11:32:53 AM	0:0:4:34			in punjabi bagh training center for app	Onsite
12626	23-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C230120240008		Hardware	PC	System Password issue	Password	LOW	Closed	23-01-2024 11:26	1/23/2024 11:32:10 AM	0:0:5:33			done issue resolved	Onsite
12627	23-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C230120240009		Hardware	PC	System Password issue	Password	LOW	Closed	23-01-2024 11:26	1/23/2024 11:31:56 AM	0:0:5:1			done issue resolved	Onsite
12628	23-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230120240007		Hardware	PC	Restart Problem	Physical	LOW	Closed	23-01-2024 11:20	1/23/2024 12:22:15 PM	0:1:1:23			Clean The System With Blower & Fix	Onsite
12629	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSS	C230120240006		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	23-01-2024 10:55	1/23/2024 1:14:44 PM	0:2:19:23			resolved	Onsite
12630	23-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSS	C230120240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-01-2024 10:54	1/23/2024 1:14:22 PM	0:2:20:19			resolved	Onsite
12631	23-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230120240004		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	23-01-2024 10:21	1/23/2024 10:33:17 AM	0:0:12:14			Removed Jam paper Now Working	Onsite
12632	23-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230120240003		Hardware	Printer	Image Issue	Light	HIGH	Closed	23-01-2024 10:20	1/23/2024 10:32:30 AM	0:0:12:12			Cartage Replaced Now Working Issue	Onsite
12633	23-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230120240002		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	23-01-2024 10:19	1/23/2024 10:32:04 AM	0:0:12:26			Mail Software Repair Now Working	Onsite
12634	23-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C230120240001		Hardware	PC	Restart Problem	Others	LOW	Closed	23-01-2024 10:08	1/23/2024 10:18:30 AM	0:0:9:33			Token machine now power on issue	Onsite
12635	24-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C240120240155		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	24-01-2024 17:33	1/24/2024 5:38:50 PM	0:0:4:53			after mail id password reset issue	Onsite
12636	24-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C240120240154		Hardware	PC	Restart Problem	High CPU	LOW	Closed	24-01-2024 17:32	1/24/2024 5:32:55 PM	0:0:0:38			resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12637	24-01-2024	OTHERS	VSNL	KCC/MLCC /CCC	C240120240153		Telecome	Instrumen t	Analog	Others	LOW	Closed	24-01-2024 17:31	1/24/2024 6:00:43 PM	0:0:29:8			Cable Plug issue resolve	Onsite
12638	24-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME R CARE	C240120240152		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	24-01-2024 17:31	1/24/2024 5:32:39 PM	0:0:1:39			resolved	Onsite
12639	24-01-2024	OTHERS	VSNL	KCC/MLCC /CCC	C240120240150		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 17:30	1/24/2024 6:00:18 PM	0:0:30:3			New Archive Create	Onsite
12640	24-01-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C240120240151		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	24-01-2024 17:30	1/24/2024 5:38:24 PM	0:0:7:39			after os reinstall issue resolved	Onsite
12641	24-01-2024	OTHERS	VSNL	KCC/MLCC /CCC	C240120240149		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	24-01-2024 17:29	1/24/2024 6:00:02 PM	0:0:30:29			Replaced Patched cable	Onsite
12642	24-01-2024	OTHERS	VSNL	KCC/MLCC /CCC	C240120240148		Hardware	Laptop	Other Issue	Others	LOW	Closed	24-01-2024 17:28	1/24/2024 5:59:38 PM	0:0:30:49			Password reset	Onsite
12643	24-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/ BPT	C240120240147		Hardware	Printer	Paper Pickup	Others	LOW	Closed	24-01-2024 17:28	1/24/2024 5:38:00 PM	0:0:9:27			after reconnect printer issue resolved	Onsite
12644	24-01-2024	OTHERS	VSNL	O-M	C240120240146		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 17:28	1/24/2024 5:59:09 PM	0:0:31:5			Printer Paper Jam issue resolve printer	Onsite
12645	24-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C240120240144		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 17:27	1/24/2024 5:36:54 PM	0:0:9:37			after paper jam clear issue resolved	Onsite
12646	24-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C240120240145		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	24-01-2024 17:27	1/24/2024 5:37:22 PM	0:0:9:24			after printer driver reinstall issue	Onsite
12647	24-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C240120240143		Hardware	Printer	Image Issue	Dark	LOW	Closed	24-01-2024 17:25	1/24/2024 5:26:17 PM	0:0:1:16			resolved	Onsite
12648	24-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C240120240142		Hardware	MOUSE	Not working	Working	LOW	Closed	24-01-2024 17:23	1/24/2024 5:26:01 PM	0:0:2:5			resolved	Onsite
12649	24-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C240120240141		Hardware	Laptop	Other Issue	Others	LOW	Closed	24-01-2024 17:07	1/24/2024 5:08:41 PM	0:0:1:40			Issue Resolved	Onsite
12650	24-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C240120240140		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	24-01-2024 17:05	1/24/2024 5:08:33 PM	0:0:3:8			Issue Resolved	Onsite
12651	24-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C240120240139		Hardware	Laptop	Other Issue	Others	LOW	Closed	24-01-2024 17:04	1/24/2024 5:08:25 PM	0:0:3:44			Issue Resolved	Onsite
12652	24-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C240120240138		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	24-01-2024 17:03	1/24/2024 5:08:18 PM	0:0:4:38			Issue Resolved	Onsite
12653	24-01-2024	VASANT KUNJ	C 8	O-M	C240120240137		Hardware	Printer	Image Issue	Black Spot	LOW	Closed	24-01-2024 17:02	1/24/2024 5:37:04 PM	0:0:34:45			Cartridge clean and reinserted	Onsite
12654	24-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C240120240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 17:01	1/24/2024 5:08:11 PM	0:0:6:16			Issue Resolved	Onsite
12655	24-01-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C240120240135		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	24-01-2024 17:00	1/24/2024 5:08:01 PM	0:0:7:6			Issue Resolved	Onsite
12656	24-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C240120240134		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	24-01-2024 16:59	1/24/2024 5:07:54 PM	0:0:8:49			Issue Resolved	Onsite
12657	24-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C240120240133		Hardware	System	Other Software	New	LOW	Closed	24-01-2024 16:58	1/24/2024 5:07:49 PM	0:0:9:14			Issue Resolved	Onsite
12658	24-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C240120240132		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	24-01-2024 16:57	1/24/2024 5:07:40 PM	0:0:10:1			Issue Resolved	Onsite
12659	24-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C240120240131		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 16:56	1/24/2024 5:07:34 PM	0:0:10:50			Issue Resolved	Onsite
12660	24-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C240120240130		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	24-01-2024 16:55	1/24/2024 5:07:27 PM	0:0:11:41			Issue Resolved	Onsite
12661	24-01-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C240120240129		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	24-01-2024 16:54	1/24/2024 5:07:21 PM	0:0:13:4			Issue Resolved	Onsite
12662	24-01-2024	VASANT KUNJ	B 1	O-M	C240120240128		Hardware	System	Other Software	Browser	LOW	Closed	24-01-2024 16:50	1/24/2024 5:32:31 PM	0:0:41:53			Browser history has been cleared	Remote
12663	24-01-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	BPI	C240120240127		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 16:48	1/24/2024 4:48:45 PM	0:0:0:18			resolved	Onsite
12664	24-01-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	BPI	C240120240125		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 16:47	1/24/2024 4:48:59 PM	0:0:1:28			resolved	Onsite
12665	24-01-2024	VASANT KUNJ	Mahipalpur	O-M	C240120240124		Hardware	PC	TFT	Others	LOW	Closed	24-01-2024 16:47	1/24/2024 5:31:46 PM	0:0:44:22			RAM reinserted	Onsite
12666	24-01-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	BPI	C240120240126		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-01-2024 16:47	1/24/2024 4:48:52 PM	0:0:0:56			resolved	Onsite
12667	24-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C240120240123		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	24-01-2024 16:46	1/24/2024 4:49:10 PM	0:0:2:12			resolved	Onsite
12668	24-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C240120240122		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 16:46	1/24/2024 4:49:17 PM	0:0:2:58			resolved	Onsite
12669	24-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C240120240121		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	24-01-2024 16:45	1/24/2024 4:49:25 PM	0:0:3:37			resolved	Onsite
12670	24-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C240120240120		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	24-01-2024 16:45	1/24/2024 4:49:32 PM	0:0:4:2			resolved	Onsite
12671	24-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C240120240117		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	24-01-2024 16:44	1/24/2024 4:49:59 PM	0:0:5:49			resolved	Onsite
12672	24-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C240120240118		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-01-2024 16:44	1/24/2024 4:49:52 PM	0:0:5:13			resolved	Onsite
12673	24-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C240120240119		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-01-2024 16:44	1/24/2024 4:49:44 PM	0:0:4:45			resolved	Onsite
12674	24-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C240120240116		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	24-01-2024 16:43	1/24/2024 4:50:05 PM	0:0:6:17			resolved	Onsite
12675	24-01-2024	UTTAM NAGAR	Milap Nagar Complaint Center	BPI	C240120240115		Hardware	PC	Network Not Working	Other	LOW	Closed	24-01-2024 16:32	1/24/2024 4:50:14 PM	0:0:17:25			resolved	Onsite
12676	24-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C240120240114		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	24-01-2024 16:31	1/24/2024 4:50:22 PM	0:0:19:3			resolved	Onsite
12677	24-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C240120240113		Hardware	Laptop	Other Issue	Others	LOW	Closed	24-01-2024 16:30	1/24/2024 4:50:38 PM	0:0:20:9			resolved	Onsite
12678	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240112		Hardware	System	Other Software	Adobe	LOW	Closed	24-01-2024 16:26	1/24/2024 4:41:13 PM	0:0:15:4			Google chrome not working issue	Onsite
12679	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240110		Hardware	System	Other Software	Adobe	LOW	Closed	24-01-2024 16:25	1/24/2024 4:40:41 PM	0:0:15:38			IP msg not working issue resolved	Onsite
12680	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240111		Hardware	System	MS Office	File	LOW	Closed	24-01-2024 16:25	1/24/2024 4:40:57 PM	0:0:15:16			Ms office not working issue resolved	Onsite
12681	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240109		Hardware	System	MS Office	File	LOW	Closed	24-01-2024 16:24	1/24/2024 4:40:25 PM	0:0:15:47			Ms office not working issue resolved	Onsite
12682	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240108		Hardware	System	Other Software	Adobe	LOW	Closed	24-01-2024 16:23	1/24/2024 4:40:09 PM	0:0:16:22			google chrome not working issue	Onsite
12683	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240106		Hardware	System	MS Office	File	LOW	Closed	24-01-2024 16:22	1/24/2024 4:39:36 PM	0:0:17:27			Ms office not working issue resolved	Onsite
12684	24-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C240120240107		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	24-01-2024 16:22	1/24/2024 4:39:53 PM	0:0:17:4			Windows 11 update issue resolved	Onsite
12685	24-01-2024	OTHERS	Andrews Ganj	Enforcem	C240120240104		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	24-01-2024 16:14	1/24/2024 4:21:33 PM	0:0:7:14			RAM cleaning issue	Onsite
12686	24-01-2024	OTHERS	Andrews Ganj	Enforcem	C240120240105		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 16:14	1/24/2024 4:20:37 PM	0:0:5:44			Sap issue	Onsite
12687	24-01-2024	OTHERS	Andrews Ganj	Enforcem	C240120240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 16:13	1/24/2024 4:21:50 PM	0:0:8:37			Printer issue	Onsite
12688	24-01-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C240120240102		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	24-01-2024 16:12	1/24/2024 4:22:29 PM	0:0:9:57			Printer drivers installation	Remote
12689	24-01-2024	OTHERS	HUDCO Grid	PROTECTI ON	C240120240101		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 16:11	1/24/2024 4:22:48 PM	0:0:11:17			Lotus issue	Remote
12690	24-01-2024	OTHERS	Police Colony	Enforcem	C240120240100		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	24-01-2024 16:10	1/24/2024 4:23:17 PM	0:0:12:31			Pc booting issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12691	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240099		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	24-01-2024 16:09	1/24/2024 4:09:48 PM	0:0:0:23			install the pc	Onsite
12692	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240098		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	24-01-2024 16:08	1/24/2024 4:10:02 PM	0:0:1:44			install the pc	Onsite
12693	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240097		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	24-01-2024 16:07	1/24/2024 4:10:24 PM	0:0:3:2			install the ip address	Onsite
12694	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240096		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	24-01-2024 16:05	1/24/2024 4:10:50 PM	0:0:5:38			chante the port	Onsite
12695	24-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C240120240095		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	24-01-2024 16:01	1/24/2024 4:03:00 PM	0:0:1:16			RJ45 connector replace.	Onsite
12696	24-01-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C240120240094		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 15:58	1/24/2024 5:25:38 PM	0:1:27:38			Jam paper removed.	Onsite
12697	24-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C240120240093		Hardware	Scanner	Scaning issue	Abnormal	MEDIUM	Closed	24-01-2024 15:57	1/24/2024 4:45:43 PM	0:0:48:32			PAPER JAM IN SCANNER SIDE	Onsite
12698	24-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C240120240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 15:56	1/24/2024 4:45:29 PM	0:0:49:4			Do Mail archive & compact.	Remote
12699	24-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C240120240090		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	24-01-2024 15:55	1/24/2024 4:22:46 PM	0:0:27:1			Reinstalled the printer.	Onsite
12700	24-01-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C240120240091		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	24-01-2024 15:55	1/24/2024 4:44:32 PM	0:0:48:44			RJ45 CONNECTER CHANGE AND	Onsite
12701	24-01-2024	NIZAMUDDIN	Lajpat Nagar 3	O-M	C240120240089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 15:55	1/24/2024 4:22:25 PM	0:0:27:16			Location setting changed.	Onsite
12702	24-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C240120240087		Hardware	PC	TFT	Color	MEDIUM	Closed	24-01-2024 15:54	1/24/2024 4:43:38 PM	0:0:49:20			TFT vga cable change and TFT	Onsite
12703	24-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C240120240088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 15:54	1/24/2024 4:22:05 PM	0:0:27:39			Paper remove from printer.	Onsite
12704	24-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C240120240086		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 15:53	1/24/2024 4:20:57 PM	0:0:27:13			Restart the mail then open	Onsite
12705	24-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C240120240084		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	24-01-2024 15:53	1/24/2024 4:20:31 PM	0:0:27:28			Tray reinsert then Printer restart.	Onsite
12706	24-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C240120240085		Hardware	System	Other Software	Browser	LOW	Closed	24-01-2024 15:53	1/24/2024 4:28:33 PM	0:0:35:23			Browser has been update and working	Remote
12707	24-01-2024	NEHRU PLACE	W Block GK 1	O-M	C240120240083		Hardware	PC	System Password issue	Others	LOW	Closed	24-01-2024 15:52	1/24/2024 4:19:41 PM	0:0:27:32			Keyboard slot changed then enter	Onsite
12708	24-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C240120240081		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 15:40	1/24/2024 4:07:33 PM	0:0:27:17			issue has been resolved after create	Remote
12709	24-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C240120240082		Hardware	System	MS Office	Software	LOW	Closed	24-01-2024 15:40	1/24/2024 3:50:54 PM	0:0:10:28			Reinstall MS office	Onsite
12710	24-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C240120240079		Hardware	Printer	Image Issue	Light	LOW	Closed	24-01-2024 15:39	1/24/2024 4:10:23 PM	0:0:31:23			Cartage Replaced Issue Resolved	Onsite
12711	24-01-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C240120240080		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 15:39	1/24/2024 4:06:40 PM	0:0:27:12			issue has been resolved after	Remote
12712	24-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C240120240078		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	24-01-2024 15:36	1/24/2024 4:06:05 PM	0:0:29:28			issue has been resolved after changed	Onsite
12713	24-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C240120240077		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	24-01-2024 15:34	1/24/2024 3:54:35 PM	0:0:19:38			Printer driver reinstall	Onsite
12714	24-01-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C240120240075		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	24-01-2024 15:30	1/24/2024 4:05:23 PM	0:0:35:6			issue has been resolved after changed	Onsite
12715	24-01-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C240120240076		Hardware	PC	Not working at all	Others	LOW	Closed	24-01-2024 15:30	1/24/2024 3:52:09 PM	0:0:21:34			PC installation to another room	Onsite
12716	24-01-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C240120240074		Hardware	PC	Not working at all	HW	LOW	Closed	24-01-2024 15:25	1/24/2024 3:49:23 PM	0:0:23:28			VGA cable required	Onsite
12717	24-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C240120240072		Hardware	System	Other Software	New	LOW	Closed	24-01-2024 15:20	1/24/2024 3:47:56 PM	0:0:27:23			Mail forward to sap support	Onsite
12718	24-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CIVIL	C240120240073		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 15:20	1/24/2024 4:04:27 PM	0:0:43:39			issue has been resolved after	Remote
12719	24-01-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C240120240071		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 15:15	1/24/2024 4:44:52 PM	0:1:29:20			Work space Rename.	Remote
12720	24-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C240120240070		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	24-01-2024 15:12	1/24/2024 4:44:15 PM	0:1:31:30			Mail unlock.	Onsite
12721	24-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240120240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 14:58	1/24/2024 4:26:41 PM	0:1:28:27			Clear paper jam now working fine	Onsite
12722	24-01-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C240120240067		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-01-2024 14:57	1/24/2024 3:20:32 PM	0:0:23:32			Printer issue resolved	
12723	24-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C240120240068		Hardware	Printer	Image Issue	Others	LOW	Closed	24-01-2024 14:57	1/24/2024 3:18:14 PM	0:0:20:35			Printer issue resolved	
12724	24-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C240120240066		Hardware	System	Other Software	Browser	LOW	Closed	24-01-2024 14:56	1/24/2024 3:29:45 PM	0:0:33:30			Assign to Jagmeet	Onsite
12725	24-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C240120240065		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	24-01-2024 14:55	1/24/2024 4:27:33 PM	0:1:32:2			Run Diagnostic and clean temp files	Onsite
12726	24-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C240120240062		Hardware	System	Other Software	Browser	LOW	Closed	24-01-2024 14:54	1/24/2024 3:02:10 PM	0:0:8:6			Internet issue resolved	
12727	24-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C240120240063		Network	Link	Link Connectivity Issue	Link	LOW	Closed	24-01-2024 14:54	1/24/2024 3:59:20 PM	0:1:5:15			Done network troubleshooting now	Onsite
12728	24-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C240120240064		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-01-2024 14:54	1/24/2024 3:29:06 PM	0:0:34:10			Issue resolved as required	
12729	24-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C240120240060		Hardware	System	Other Software	proxy	LOW	Closed	24-01-2024 14:49	1/24/2024 2:49:25 PM	0:0:0:25			Settings done proxy with host entry	Remote
12730	24-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240120240061		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	24-01-2024 14:49	1/24/2024 3:58:29 PM	0:1:9:24			Repunch RJ45 Connector now working	Onsite
12731	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C240120240056		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	24-01-2024 14:47	1/29/2024 3:59:50 PM	5:1:12:29			issue resolved aunlock the ID and	Onsite
12732	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C240120240057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 14:47	1/29/2024 4:00:24 PM	5:1:12:51			issue resolved aunlock the ID and	Onsite
12733	24-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C240120240058		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	24-01-2024 14:47	1/24/2024 2:50:47 PM	0:0:3:14			Printer lan cable replace now works	Onsite
12734	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C240120240059		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 14:47	1/29/2024 3:59:11 PM	5:1:11:22			ok	Onsite
12735	24-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C240120240055		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	24-01-2024 14:45	1/24/2024 2:50:00 PM	0:0:4:25			Training duty whole day	Onsite
12736	24-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C240120240054		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	24-01-2024 14:44	1/24/2024 2:50:23 PM	0:0:6:15			drivers install now works	Onsite
12737	24-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240120240053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 14:42	1/24/2024 3:57:46 PM	0:1:15:24			Clear paper jam now working fine	Onsite
12738	24-01-2024	NEHRU PLACE	20 No Building	Energy	C240120240052		Hardware	System	Other Software	New	LOW	Closed	24-01-2024 14:34	1/24/2024 3:28:39 PM	0:0:54:23			software installation done	Onsite
12739	24-01-2024	NEHRU PLACE	20 No Building	MMG	C240120240051		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 14:33	1/24/2024 3:28:14 PM	0:0:54:40			all mail archive done, issue resolved	Onsite
12740	24-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C240120240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 14:33	1/24/2024 3:12:07 PM	0:0:38:51			Message Recalled & Now Working	Onsite
12741	24-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C240120240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 14:32	1/24/2024 3:11:23 PM	0:0:38:50			Account Locked Unlock Wirth The	Onsite
12742	24-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C240120240048		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	24-01-2024 14:31	1/24/2024 3:27:52 PM	0:0:56:9			mail signature add, issue resolved	Onsite
12743	24-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C240120240047		Hardware	PC	Not working at all	Physical	LOW	Closed	24-01-2024 14:31	1/24/2024 3:27:32 PM	0:0:56:16			RAM clean & reinsert	Onsite
12744	24-01-2024	ALAKNANDA	CR Park HR Office	HR	C240120240045		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	24-01-2024 14:29	1/24/2024 3:21:46 PM	0:0:52:35			Windows installed now issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12745	24-01-2024	ALAKNANDA	G Block Kalkaji	O-M	C240120240046		Hardware	PC	System Password issue	Password	LOW	Closed	24-01-2024 14:29	1/24/2024 3:22:03 PM	0:0:52:14			reset the password now issue	Onsite
12746	24-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C240120240044		Hardware	System	Other Software	Browser	LOW	Closed	24-01-2024 14:26	1/24/2024 3:20:47 PM	0:0:54:1			Change the host file now issue	Remote
12747	24-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C240120240043		Hardware	System	MS Office	Others	LOW	Closed	24-01-2024 14:25	1/24/2024 3:20:29 PM	0:0:54:59			Activate the MS Office now issue	Remote
12748	24-01-2024	ALAKNANDA	Giri Nagar	MMG	C240120240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 14:24	1/24/2024 3:20:01 PM	0:0:55:38			New Archive Creation Done	Remote
12749	24-01-2024	ALAKNANDA	Giri Nagar	MMG	C240120240041		Telecome	Instrumen	SIP	Others	LOW	Closed	24-01-2024 14:23	1/24/2024 3:19:35 PM	0:0:56:11			SIP Phone Installation Done	Onsite
12750	24-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C240120240040		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	24-01-2024 13:44	1/24/2024 2:21:38 PM	0:0:36:40			change the instruments from nehru	Onsite
12751	24-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C240120240038		Hardware	PC	Network Not Working	Other	LOW	Closed	24-01-2024 13:42	1/24/2024 2:20:56 PM	0:0:38:47			configured the sap bspnew module	Onsite
12752	24-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Store	C240120240039		Hardware	Printer	Image Issue	Light	LOW	Closed	24-01-2024 13:42	1/24/2024 2:21:16 PM	0:0:38:28			change the cartridge issue resolved	Onsite
12753	24-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C240120240037		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 13:40	1/24/2024 2:20:24 PM	0:0:39:29			reinstalled the sap software and	Onsite
12754	24-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C240120240036		Hardware	PC	Not working at all	Driver	LOW	Closed	24-01-2024 13:40	1/24/2024 2:19:41 PM	0:0:39:18			installed network driver issue resolved	Onsite
12755	24-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C240120240035		Hardware	System	Other Software	software	LOW	Closed	24-01-2024 13:39	1/24/2024 2:19:02 PM	0:0:39:13			add the cas shotcut to trust in anti	Onsite
12756	24-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C240120240034		Hardware	System	Other Software	software	MEDIUM	Closed	24-01-2024 12:54	1/24/2024 1:33:59 PM	0:0:39:10			Adobe Acrobat 8 Professional	Remote
12757	24-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C240120240033		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	24-01-2024 12:27	1/24/2024 12:59:26 PM	0:0:31:38			ram moisture cleaned now issue	Onsite
12758	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C240120240031		Hardware	MOUSE	Not working	Hardware	LOW	Closed	24-01-2024 12:18	1/24/2024 12:45:14 PM	0:0:26:52			mouse changed and issue resolved	Onsite
12759	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C240120240032		Hardware	MOUSE	Not working	Hardware	LOW	Closed	24-01-2024 12:18	1/24/2024 12:45:20 PM	0:0:26:47			mouse changed and issue resolved	Onsite
12760	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C240120240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 12:18	1/24/2024 12:44:57 PM	0:0:26:50			issue resolved after create a new	Onsite
12761	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C240120240028		Hardware	PC	Not working at all	Others	LOW	Closed	24-01-2024 12:17	1/24/2024 12:44:13 PM	0:0:26:41			issue resolved after install the system	Onsite
12762	24-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C240120240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	24-01-2024 12:17	1/24/2024 12:44:41 PM	0:0:26:57			issue resolved after change the	Onsite
12763	24-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C240120240027		Hardware	PC	TFT	Power	MEDIUM	Closed	24-01-2024 12:11	1/24/2024 12:46:02 PM	0:0:34:47			power extension board one socket	Onsite
12764	24-01-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C240120240026		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	24-01-2024 11:59	1/24/2024 1:40:31 PM	0:1:41:15			Printer install	Onsite
12765	24-01-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C240120240025		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	24-01-2024 11:59	1/24/2024 12:45:15 PM	0:0:46:15			printer driver software repair and	Remote
12766	24-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C240120240024		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	24-01-2024 11:57	1/24/2024 1:40:53 PM	0:1:43:18			ram reconnect	Onsite
12767	24-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C240120240023		Hardware	MOUSE	Not working	Hardware	HIGH	Closed	24-01-2024 11:56	1/24/2024 1:41:14 PM	0:1:45:0			mouse chnaged	Onsite
12768	24-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C240120240022		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	24-01-2024 11:54	1/24/2024 1:41:39 PM	0:1:47:7			Restart pc	Onsite
12769	24-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C240120240021		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	24-01-2024 11:54	1/24/2024 4:02:26 PM	0:4:8:18			check the printer and log the call	Onsite
12770	24-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C240120240020		Hardware	Printer	Image Issue	Dark	HIGH	Closed	24-01-2024 11:53	1/24/2024 1:42:05 PM	0:1:48:58			Printer cartage problem	Onsite
12771	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240019		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	24-01-2024 11:47	1/24/2024 11:48:20 AM	0:0:0:28			reset the password	Remote
12772	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240018		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	24-01-2024 11:45	1/24/2024 11:48:45 AM	0:0:3:22			check the printer and log the call	Remote
12773	24-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C240120240016		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 11:40	1/24/2024 12:04:24 PM	0:0:24:16			Removed Jam Paper Now Working	Onsite
12774	24-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C240120240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 11:40	1/24/2024 12:05:08 PM	0:0:24:16			New Replica Created Now Working All	Onsite
12775	24-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C240120240015		Hardware	Printer	Paper Pickup	Others	LOW	Closed	24-01-2024 11:39	1/24/2024 12:15:27 PM	0:0:36:1			issue resolved after reconfigure the	Onsite
12776	24-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C240120240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 11:39	1/24/2024 12:15:04 PM	0:0:35:54			issue resolved after give a training to	Onsite
12777	24-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C240120240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 11:39	1/24/2024 12:14:36 PM	0:0:35:34			issue resolved after give a training to	Onsite
12778	24-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C240120240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 11:38	1/24/2024 12:13:16 PM	0:0:34:21			issue resolved after create a new	Onsite
12779	24-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C240120240011		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	24-01-2024 11:38	1/24/2024 12:28:13 PM	0:0:49:55			Jam Paper removed.	Onsite
12780	24-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C240120240010		Hardware	PC	Not working at all	Others	LOW	Closed	24-01-2024 11:37	1/24/2024 12:28:34 PM	0:0:51:12			PC P.M & Audit.	Onsite
12781	24-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C240120240009		Hardware	UPS	Backup	Others	LOW	Closed	24-01-2024 11:32	1/24/2024 11:49:21 AM	0:0:16:26			check the ups and log the call	Onsite
12782	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240008		Network	Link	Link Connectivity Issue	Others	LOW	Closed	24-01-2024 11:31	1/24/2024 11:50:07 AM	0:0:18:25			switch faulty and earthing issue.	Onsite
12783	24-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C240120240007		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	24-01-2024 11:28	1/24/2024 11:50:44 AM	0:0:21:46			shift the pc	Onsite
12784	24-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C240120240006		Hardware	PC	Not working at all	Harddisk	HIGH	Closed	24-01-2024 11:09	1/24/2024 5:25:34 PM	0:6:15:45			resolved	Onsite
12785	24-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C240120240005		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	24-01-2024 11:00	1/24/2024 12:30:13 PM	0:1:30:1			In QMS Machine unwanted app close	Onsite
12786	24-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C240120240004		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	24-01-2024 10:53	1/24/2024 11:29:05 AM	0:0:35:54			tray set in printer issue resolved	Onsite
12787	24-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C240120240003		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	24-01-2024 10:14	1/24/2024 11:14:55 AM	0:1:0:24			issue resolved after change the LAN	Onsite
12788	24-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C240120240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	24-01-2024 10:10	1/24/2024 10:20:17 AM	0:0:9:47			mail installed on another pc issue	Remote
12789	24-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C240120240001		Hardware	System	MS Office	File Not	LOW	Closed	24-01-2024 10:04	1/24/2024 10:19:50 AM	0:0:15:26			MSOFFICE REINSTALLED ISSUE	Remote
12790	25-01-2024	NEHRU PLACE CSO	Third Floor - E Block	ADMIN	C250120240168		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	25-01-2024 19:39	1/25/2024 7:40:48 PM	0:0:1:33			Issue Resolved	Onsite
12791	25-01-2024	NEHRU PLACE CSO	Ground Floor	C-M	C250120240167		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	25-01-2024 19:38	1/25/2024 7:40:39 PM	0:0:2:21			Issue Resolved	Onsite
12792	25-01-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C250120240166		Hardware	Laptop	Other Issue	Others	LOW	Closed	25-01-2024 19:37	1/25/2024 7:40:30 PM	0:0:3:18			Issue Resolved	Onsite
12793	25-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C250120240165		Hardware	System	Other Software	New	LOW	Closed	25-01-2024 19:36	1/25/2024 7:40:22 PM	0:0:4:6			Issue Resolved	Onsite
12794	25-01-2024	NEHRU PLACE CSO	First Floor - D Block	SAFETY	C250120240163		Hardware	System	Other Software	Adobe	LOW	Closed	25-01-2024 19:35	1/25/2024 7:40:05 PM	0:0:5:1			Issue Resolved	Onsite
12795	25-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C250120240164		Hardware	System	Other Software	New	LOW	Closed	25-01-2024 19:35	1/25/2024 7:40:14 PM	0:0:4:42			Issue Resolved	Onsite
12796	25-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C250120240162		Hardware	System	Other Software	Adobe	LOW	Closed	25-01-2024 19:33	1/25/2024 7:39:57 PM	0:0:6:33			Issue Resolved	Onsite
12797	25-01-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C250120240161		Hardware	System	Other Software	New	LOW	Closed	25-01-2024 19:32	1/25/2024 7:39:48 PM	0:0:7:20			Issue Resolved	Onsite
12798	25-01-2024	OTHERS	VSNL	QUALITY	C250120240159		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	25-01-2024 17:39	1/25/2024 6:20:25 PM	0:0:41:24			Crimp RJ 45 issue resolve	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12799	25-01-2024	OTHERS	VSNL	QUALITY	C250120240160		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	25-01-2024 17:39	1/25/2024 6:20:34 PM	0:0:41:1			Crimp RJ 45 issue resolve	Onsite
12800	25-01-2024	OTHERS	VSNL	QUALITY	C250120240158		Hardware	MOUSE	Not working	Other	LOW	Closed	25-01-2024 17:38	1/25/2024 6:19:58 PM	0:0:41:45			mouse replaced	Onsite
12801	25-01-2024	OTHERS	VSNL	QUALITY	C250120240157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-01-2024 17:37	1/25/2024 6:19:36 PM	0:0:42:7			Account unlocked	Onsite
12802	25-01-2024	OTHERS	VSNL	RCM	C250120240156		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	25-01-2024 17:36	1/25/2024 6:19:08 PM	0:0:42:38			Patched cable replaced	Onsite
12803	25-01-2024	OTHERS	VSNL	O-M	C250120240154		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	25-01-2024 17:35	1/25/2024 6:18:20 PM	0:0:43:13			RAM replaced issue resolve	Onsite
12804	25-01-2024	OTHERS	VSNL	RCM	C250120240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 17:35	1/25/2024 6:18:39 PM	0:0:42:46			New Replica Create	Onsite
12805	25-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C250120240153		Hardware	System	Other Software	Adobe	LOW	Closed	25-01-2024 17:28	1/25/2024 5:32:35 PM	0:0:3:46			issue resolved after reinstall the	Onsite
12806	25-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C250120240152		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	25-01-2024 17:28	1/25/2024 5:31:40 PM	0:0:3:9			issue resolved after remove the paper	Onsite
12807	25-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C250120240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	25-01-2024 17:27	1/25/2024 5:33:09 PM	0:0:6:3			after paper jam clear issue resolved	Onsite
12808	25-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C250120240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 17:27	1/25/2024 5:33:36 PM	0:0:5:40			after all mail archived issue resolved	Onsite
12809	25-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C250120240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 17:26	1/25/2024 5:30:32 PM	0:0:4:26			issue resolved	Onsite
12810	25-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C250120240149		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	25-01-2024 17:26	1/25/2024 5:32:47 PM	0:0:6:23			after mail password reset issue	Onsite
12811	25-01-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C250120240147		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	25-01-2024 17:25	1/25/2024 5:32:27 PM	0:0:7:2			after ip change issue resolved	Onsite
12812	25-01-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	Finance	C250120240146		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	25-01-2024 17:24	1/25/2024 5:30:22 PM	0:0:5:46			issue resolved	Onsite
12813	25-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C250120240145		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 17:24	1/25/2024 5:32:12 PM	0:0:8:3			after excel file change issue resolved	Onsite
12814	25-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C250120240144		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 17:23	1/25/2024 5:31:48 PM	0:0:8:30			after printer reinstall issue resolved	Onsite
12815	25-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C250120240143		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 17:21	1/25/2024 5:30:07 PM	0:0:8:11			issue resolved	Onsite
12816	25-01-2024	SAKET	Adchini	CIVIL	C250120240142		Hardware	PC	Network Not Working	Other	LOW	Closed	25-01-2024 17:21	1/25/2024 5:24:52 PM	0:0:3:3			Share folder permissions changed	Remote
12817	25-01-2024	SAKET	Fatehpur Beri CC	O-M	C250120240141		Hardware	MOUSE	Not working	Sent to	LOW	Closed	25-01-2024 17:20	1/25/2024 5:23:57 PM	0:0:3:2			Mouse scrolling issue	Remote
12818	25-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C250120240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 17:20	1/25/2024 5:29:58 PM	0:0:9:13			issue resolved	Onsite
12819	25-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C250120240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 17:20	1/25/2024 5:29:50 PM	0:0:9:36			issue resolved	Onsite
12820	25-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C250120240138		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	25-01-2024 17:18	1/25/2024 5:29:38 PM	0:0:11:6			issue resolved	Onsite
12821	25-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C250120240137		Hardware	Laptop	Network Not Working	IP Issue	MEDIUM	Closed	25-01-2024 17:15	1/25/2024 5:52:34 PM	0:0:37:25			laptop ip reconfigure and network	Onsite
12822	25-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C250120240136		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	25-01-2024 17:13	1/25/2024 5:51:18 PM	0:0:37:22			printer paper removed and problem	Onsite
12823	25-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C250120240135		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	25-01-2024 17:13	1/25/2024 5:49:51 PM	0:0:36:48			scanner driver installed and scanning	Onsite
12824	25-01-2024	OTHERS	Andrews Ganj	Enforcem	C250120240134		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 16:51	1/25/2024 4:53:30 PM	0:0:2:1			MS office issue	Onsite
12825	25-01-2024	OTHERS	PLA Court	Enforcem	C250120240133		Hardware	PC	Restart Problem	Heating	LOW	Closed	25-01-2024 16:50	1/25/2024 4:54:10 PM	0:0:3:40			PC booting issue	Onsite
12826	25-01-2024	OTHERS	Andrews Ganj	Enforcem	C250120240132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 16:49	1/25/2024 4:54:31 PM	0:0:4:50			mail issue	Onsite
12827	25-01-2024	OTHERS	Andrews Ganj	Enforcem	C250120240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 16:49	1/25/2024 4:54:47 PM	0:0:5:41			Printer issue	Onsite
12828	25-01-2024	OTHERS	Andrews Ganj	Enforcem	C250120240130		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 16:48	1/25/2024 4:55:00 PM	0:0:6:27			Printer issue	Onsite
12829	25-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C250120240128		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 16:41	1/25/2024 5:29:32 PM	0:0:48:32			issue resolved	Onsite
12830	25-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C250120240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 16:41	1/25/2024 5:15:28 PM	0:0:34:14			Mail installation & configuration on	Onsite
12831	25-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C250120240127		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-01-2024 16:32	1/25/2024 4:42:13 PM	0:0:9:55			resolved	Remote
12832	25-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C250120240126		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	25-01-2024 16:30	1/25/2024 4:41:57 PM	0:0:11:4			resolved	Remote
12833	25-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C250120240125		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	25-01-2024 16:28	1/25/2024 4:30:35 PM	0:0:1:37			USB cable change.	Onsite
12834	25-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C250120240124		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	25-01-2024 16:24	1/25/2024 4:24:44 PM	0:0:0:43			cut the cable and joint RJ45 connector	Onsite
12835	25-01-2024	SAKET	Adchini	CIVIL	C250120240123		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 16:20	1/25/2024 5:12:55 PM	0:0:52:49			printer not work	Onsite
12836	25-01-2024	SAKET	Adchini	SAFETY	C250120240121		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 16:19	1/25/2024 5:12:11 PM	0:0:52:59			mail not sent and receive	Onsite
12837	25-01-2024	VASANT KUNJ	Kapashera	O-M	C250120240122		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-01-2024 16:19	1/25/2024 5:19:39 PM	0:0:59:56			Keyboard faulty sent to nehru place	Onsite
12838	25-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C250120240120		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-01-2024 16:18	1/25/2024 4:30:54 PM	0:0:12:41			Keyboard replaced.	Onsite
12839	25-01-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C250120240119		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	25-01-2024 16:17	1/25/2024 4:31:15 PM	0:0:13:51			Removed paper.	Onsite
12840	25-01-2024	SAKET	Adchini	CIVIL	C250120240118		Hardware	PC	Not working at all	HW	LOW	Closed	25-01-2024 16:17	1/25/2024 5:11:49 PM	0:0:54:39			no display	Onsite
12841	25-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C250120240117		Hardware	System	Other Software	New	LOW	Closed	25-01-2024 16:16	1/25/2024 4:31:51 PM	0:0:15:12			Google Chrome Update.	Onsite
12842	25-01-2024	SAKET	Adchini	BUSINESS/	C250120240116		Hardware	PC	Not working at all	No power	LOW	Closed	25-01-2024 16:16	1/25/2024 5:11:29 PM	0:0:54:56			PC shifting	Onsite
12843	25-01-2024	SAKET	Adchini	CUSTOME	C250120240113		Hardware	System	Other Software	software	LOW	Closed	25-01-2024 16:15	1/25/2024 5:09:37 PM	0:0:54:13			VPN configure by LAN team	Onsite
12844	25-01-2024	VASANT KUNJ	Bijwasan	O-M	C250120240114		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-01-2024 16:15	1/25/2024 5:22:37 PM	0:1:7:10			Print spooler has been restarted	Remote
12845	25-01-2024	SAKET	Adchini	BUSINESS/	C250120240115		Hardware	PC	Not working at all	No power	LOW	Closed	25-01-2024 16:15	1/25/2024 5:11:20 PM	0:0:55:21			PC shifting	Onsite
12846	25-01-2024	SAKET	Adchini	Recovery	C250120240112		Hardware	PC	Not working at all	No power	LOW	Closed	25-01-2024 16:14	1/25/2024 5:09:10 PM	0:0:54:36			power ext. issue	Onsite
12847	25-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C250120240111		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	25-01-2024 16:14	1/25/2024 5:21:43 PM	0:1:7:12			Mail has been sent to lotus team for	Remote
12848	25-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C250120240110		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	25-01-2024 16:11	1/25/2024 5:03:01 PM	0:0:51:50			printer new cartage reinstalled and	Onsite
12849	25-01-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C250120240109		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	25-01-2024 16:10	1/25/2024 5:01:53 PM	0:0:51:45			Network switch port hang,removed	Onsite
12850	25-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C250120240108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 16:08	1/25/2024 5:20:29 PM	0:1:12:6			Mail has been compacted	Remote
12851	25-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C250120240105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 15:57	1/25/2024 4:24:31 PM	0:0:27:12			issue resolved after change the	Onsite
12852	25-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C250120240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 15:57	1/25/2024 4:25:02 PM	0:0:27:25			issue resolved after reinstall the	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12853	25-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C250120240107		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 15:57	1/25/2024 4:25:21 PM	0:0:27:36			issue resolved after reinstall the	Onsite
12854	25-01-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C250120240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 15:56	1/25/2024 4:24:09 PM	0:0:27:24			issue resolved after create a new	Onsite
12855	25-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C250120240103		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:56	1/25/2024 4:23:50 PM	0:0:27:37			issue resolved after change the	Onsite
12856	25-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C250120240102		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:55	1/25/2024 4:23:43 PM	0:0:27:48			issue resolved after change the	Onsite
12857	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240101		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	25-01-2024 15:54	1/25/2024 4:04:51 PM	0:0:10:9			Keyboard not working issue resolved	Onsite
12858	25-01-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C250120240100		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-01-2024 15:54	1/25/2024 4:23:15 PM	0:0:28:53			keyboard changed and issue resolved	Onsite
12859	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240099		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	25-01-2024 15:54	1/25/2024 4:04:36 PM	0:0:10:21			Email not working issue resolved	Onsite
12860	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240098		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:53	1/25/2024 4:04:17 PM	0:0:10:58			Ms office not working issue resolved	Onsite
12861	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240097		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:52	1/25/2024 4:04:02 PM	0:0:11:15			Ms excel not working issue resolved	Onsite
12862	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240096		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:52	1/25/2024 4:03:28 PM	0:0:11:5			Ms office not working issue resolved	Onsite
12863	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240095		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:51	1/25/2024 4:03:09 PM	0:0:11:20			Ms office not working issue resolved	Onsite
12864	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240094		Hardware	System	Internet activation	Internet	LOW	Closed	25-01-2024 15:51	1/25/2024 4:02:53 PM	0:0:11:29			Internet not working issue resolved	Onsite
12865	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240093		Hardware	System	Other Software	Adobe	LOW	Closed	25-01-2024 15:50	1/25/2024 4:02:33 PM	0:0:11:35			IP msg not working issue resolved	Onsite
12866	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240092		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:50	1/25/2024 4:02:18 PM	0:0:11:43			Ms office not working issue resolved	Onsite
12867	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240091		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:50	1/25/2024 4:02:01 PM	0:0:11:50			Ms office not working issue resolved	Onsite
12868	25-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C250120240090		Hardware	System	MS Office	File	LOW	Closed	25-01-2024 15:49	1/25/2024 4:01:43 PM	0:0:11:56			Ms office not working issue resolved	Onsite
12869	25-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C250120240089		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:42	1/25/2024 4:47:03 PM	0:1:4:4			Sap Account unlock.	Onsite
12870	25-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C250120240088		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	25-01-2024 15:42	1/25/2024 4:06:47 PM	0:0:24:14			Temp. file delete ,cache & cookies	Onsite
12871	25-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C250120240087		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:42	1/25/2024 4:06:15 PM	0:0:24:15			Google Chrome cache & cookies	Onsite
12872	25-01-2024	NEHRU PLACE	W Block GK 1	O-M	C250120240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 15:41	1/25/2024 4:05:19 PM	0:0:24:16			Mail configured.	Onsite
12873	25-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C250120240084		Hardware	PC	System Password issue	Password	HIGH	Closed	25-01-2024 15:40	1/25/2024 4:36:25 PM	0:0:56:21			reset system password	Onsite
12874	25-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C250120240085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 15:40	1/25/2024 4:04:34 PM	0:0:24:23			mail archived & compact.	Onsite
12875	25-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C250120240083		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	25-01-2024 15:39	1/25/2024 4:04:04 PM	0:0:24:28			Cleaning RAM & reinsert the RAM.	Onsite
12876	25-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C250120240082		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	25-01-2024 15:39	1/25/2024 4:37:07 PM	0:0:57:56			Vender visit printer service	Onsite
12877	25-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C250120240081		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	25-01-2024 15:38	1/25/2024 4:37:21 PM	0:0:59:6			Vender visit printer service	Onsite
12878	25-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C250120240080		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	25-01-2024 15:37	1/25/2024 4:37:35 PM	0:1:0:9			Vender visit printer service	Onsite
12879	25-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C250120240079		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	25-01-2024 15:36	1/25/2024 4:37:45 PM	0:1:1:30			Vender visit printer service	Onsite
12880	25-01-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C250120240078		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	25-01-2024 15:35	1/25/2024 4:38:02 PM	0:1:2:40			Vender visit printer service	Onsite
12881	25-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C250120240077		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:27	1/25/2024 3:49:03 PM	0:0:21:18			Resolved as reqd	Remote
12882	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240076		Hardware	PC	System Password issue	Others	LOW	Closed	25-01-2024 15:27	1/25/2024 4:22:24 PM	0:0:55:14			User Recall Password Now System	Onsite
12883	25-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C250120240075		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	25-01-2024 15:26	1/25/2024 3:48:42 PM	0:0:21:57			Scanner connected as reqd	Onsite
12884	25-01-2024	SAKET	Adchini	CIVIL	C250120240074		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-01-2024 15:25	1/25/2024 4:19:42 PM	0:0:54:12			Reconnect the LAN cable from Laptop,	Onsite
12885	25-01-2024	SAKET	Malviya Nagar CC	O-M	C250120240073		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:22	1/25/2024 4:18:56 PM	0:0:56:23			End the Exe process from task	Onsite
12886	25-01-2024	SAKET	Chhatarpur CC	O-M	C250120240072		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	25-01-2024 15:21	1/25/2024 4:16:57 PM	0:0:55:41			USB cable of scanner is not working,	Onsite
12887	25-01-2024	SAKET	Chhatarpur CC	O-M	C250120240071		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-01-2024 15:20	1/25/2024 4:16:05 PM	0:0:55:56			Uncheck the unread mail option	Remote
12888	25-01-2024	NEHRU PLACE	20 No Building	Billing	C250120240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 15:19	1/25/2024 4:46:30 PM	0:1:26:56			after dienotes run, issue resolved	Onsite
12889	25-01-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C250120240069		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 15:16	1/25/2024 4:46:00 PM	0:1:29:57			browser setting change, cookies clean	Onsite
12890	25-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C250120240068		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 15:08	1/25/2024 3:59:24 PM	0:0:50:25			Reinstalled lotus now working fine	Remote
12891	25-01-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C250120240067		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	25-01-2024 15:08	1/25/2024 4:20:19 PM	0:1:12:2			Clean ram and delete temp files now	Onsite
12892	25-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C250120240066		Hardware	PC	Not working at all	No power	LOW	Closed	25-01-2024 15:06	1/25/2024 4:45:22 PM	0:1:38:57			power cable change, issue resolved	Onsite
12893	25-01-2024	NEHRU PLACE	20 No Building	HR	C250120240064		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	25-01-2024 15:02	1/25/2024 4:44:59 PM	0:1:42:24			ip done for mail use	Onsite
12894	25-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C250120240065		Hardware	System	Other Software	software	HIGH	Closed	25-01-2024 15:02	1/25/2024 3:34:30 PM	0:0:31:43			Resolved	Remote
12895	25-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C250120240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 15:01	1/25/2024 3:58:56 PM	0:0:57:34			Archive mails now working fine	Remote
12896	25-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C250120240062		Hardware	System	Other Software	proxy	LOW	Closed	25-01-2024 15:00	1/25/2024 3:58:23 PM	0:0:57:56			Change proxy setting now link	Remote
12897	25-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C250120240061		Hardware	System	Other Software	proxy	LOW	Closed	25-01-2024 14:59	1/25/2024 3:58:10 PM	0:0:58:34			Change proxy setting now link	Remote
12898	25-01-2024	ALAKNANDA	E Block GK 2	O-M	C250120240060		Hardware	System	MS Office	Software	LOW	Closed	25-01-2024 14:56	1/25/2024 3:43:17 PM	0:0:47:7			Re- installed MS Office now issue	Remote
12899	25-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C250120240058		Hardware	System	Other Software	software	LOW	Closed	25-01-2024 14:55	1/25/2024 3:42:55 PM	0:0:47:40			Password reset now issue resolved	Remote
12900	25-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C250120240059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 14:55	1/25/2024 4:44:36 PM	0:1:49:19			new archive create done	Onsite
12901	25-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C250120240057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 14:54	1/25/2024 3:42:30 PM	0:0:47:51			Archive all the mail and compact now	Remote
12902	25-01-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	O-M	C250120240056		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	25-01-2024 14:54	1/25/2024 2:54:32 PM	0:0:0:25			Check power cable ok , replace ram	Onsite
12903	25-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C250120240055		Hardware	Printer	Connectivity Issue	Hardware	HIGH	Closed	25-01-2024 14:53	1/25/2024 3:41:16 PM	0:0:47:23			resolved	Onsite
12904	25-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C250120240054		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	25-01-2024 14:53	1/25/2024 3:41:34 PM	0:0:47:55			Update the bios now issue resolved	Onsite
12905	25-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C250120240053		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	25-01-2024 14:52	1/25/2024 3:41:11 PM	0:0:48:32			Change the port now issue resolved	Onsite
12906	25-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C250120240052		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 14:51	1/25/2024 2:52:21 PM	0:0:0:23			printer drivers reinstall now working	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12907	25-01-2024	ALAKNANDA	I Block CR Park	O-M	C250120240050		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	25-01-2024 14:50	1/25/2024 3:40:50 PM	0:0:50:22			Change the tray size now issue	Onsite
12908	25-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C250120240051		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	25-01-2024 14:50	1/25/2024 2:50:58 PM	0:0:0:28			check lan driver ok but switch 8 port	Remote
12909	25-01-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C250120240049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 14:41	1/25/2024 3:40:16 PM	0:0:59:13			Replication setting do correct.	Remote
12910	25-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C250120240048		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-01-2024 14:30	1/25/2024 3:33:48 PM	0:1:3:47			Mail backup provided as reqd.	Remote
12911	25-01-2024	NEHRU PLACE CSO	Second Floor - D Block	ETG	C250120240047		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	25-01-2024 14:29	1/25/2024 3:46:10 PM	0:1:17:4			issue resolved	Onsite
12912	25-01-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	BUSINESS/	C250120240046		Hardware	Laptop	Screen Issue	Others	LOW	Closed	25-01-2024 14:28	1/25/2024 3:46:20 PM	0:1:17:56			issue resolved	Onsite
12913	25-01-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	BUSINESS/	C250120240045		Hardware	Laptop	Screen Issue	Others	LOW	Closed	25-01-2024 14:27	1/25/2024 3:46:27 PM	0:1:19:5			issue resolved	Onsite
12914	25-01-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C250120240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 14:26	1/25/2024 3:47:10 PM	0:1:20:17			issue resolved	Onsite
12915	25-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C250120240043		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	25-01-2024 14:26	1/25/2024 3:47:01 PM	0:1:20:30			issue resolved	Onsite
12916	25-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C250120240041		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	25-01-2024 14:25	1/25/2024 3:46:36 PM	0:1:21:15			issue resolved	Onsite
12917	25-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C250120240042		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	25-01-2024 14:25	1/25/2024 3:46:42 PM	0:1:20:49			issue resolved	Onsite
12918	25-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C250120240040		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 14:05	1/25/2024 2:33:07 PM	0:0:28:0			Attended duty at PJB Bagh Training	Onsite
12919	25-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C250120240039		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 13:54	1/25/2024 2:11:24 PM	0:0:17:22			link open in chrome issue resolved	Remote
12920	25-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C250120240038		Hardware	System	Other Software	Browser	LOW	Closed	25-01-2024 13:53	1/25/2024 2:11:12 PM	0:0:18:1			link open in chrome issue resolved	Remote
12921	25-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C250120240036		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	25-01-2024 13:06	1/25/2024 2:06:00 PM	0:0:59:55			Take followup issue resolve by	Onsite
12922	25-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C250120240035		Hardware	System	Other Software	software	LOW	Closed	25-01-2024 12:59	1/25/2024 1:30:03 PM	0:0:30:55			Approval send to NHP Resolved	Onsite
12923	25-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C250120240033		Hardware	System	Other Software	software	LOW	Closed	25-01-2024 12:58	1/25/2024 1:30:43 PM	0:0:32:38			Resolved	Onsite
12924	25-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C250120240034		Hardware	MOUSE	Not working	Hardware	LOW	Closed	25-01-2024 12:58	1/25/2024 1:30:29 PM	0:0:31:58			Send to NHP for replacement	Onsite
12925	25-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C250120240031		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-01-2024 12:57	1/25/2024 1:31:13 PM	0:0:34:10			Resolved	Onsite
12926	25-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C250120240032		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-01-2024 12:57	1/25/2024 1:30:59 PM	0:0:33:23			resolved	Onsite
12927	25-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C250120240029		Telecome	Instrumen	Line Cord	Line Cord	LOW	Closed	25-01-2024 12:56	1/25/2024 2:41:55 PM	0:1:45:54			pl issue	Onsite
12928	25-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C250120240030		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-01-2024 12:56	1/25/2024 1:31:22 PM	0:0:34:40			Send to NHP for replacement	Onsite
12929	25-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C250120240027		Telecome	Instrumen	Line Cord	Line Cord	LOW	Closed	25-01-2024 12:55	1/25/2024 2:42:24 PM	0:1:47:4			pl issue	Onsite
12930	25-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C250120240028		Telecome	Instrumen	Line Cord	Line Cord	LOW	Closed	25-01-2024 12:55	1/25/2024 2:42:10 PM	0:1:46:30			pl issue	Onsite
12931	25-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C250120240025		Hardware	Printer	IP Schema Issue	Change ip	LOW	Closed	25-01-2024 12:26	1/25/2024 1:31:28 PM	0:1:5:0			issue has been resolved after set the	Onsite
12932	25-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C250120240026		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 12:26	1/25/2024 1:32:06 PM	0:1:5:16			issue has been resolved after	Onsite
12933	25-01-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C250120240024		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	25-01-2024 12:22	1/25/2024 1:30:58 PM	0:1:8:8			issue has been resolved after	Onsite
12934	25-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C250120240023		Hardware	PC	System Password issue	Password	LOW	Closed	25-01-2024 12:21	1/25/2024 1:30:07 PM	0:1:9:6			issue has been resolved after reset the	Onsite
12935	25-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C250120240022		Hardware	PC	System Password issue	Password	LOW	Closed	25-01-2024 12:20	1/25/2024 1:29:54 PM	0:1:9:6			issue has been resolved after reset the	Onsite
12936	25-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C250120240021		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	25-01-2024 12:14	1/25/2024 12:28:35 PM	0:0:14:23			reinsert the cable	Onsite
12937	25-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C250120240020		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	25-01-2024 11:58	1/25/2024 11:58:41 AM	0:0:0:32			check the pc network not working.	Onsite
12938	25-01-2024	JANAK PURI	Subhash Nagar Complaint Center	OM-DIV	C250120240019		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	25-01-2024 11:56	1/25/2024 11:59:01 AM	0:0:2:29			install the laptop	Onsite
12939	25-01-2024	JANAK PURI	Subhash Nagar Complaint Center	OM-DIV	C250120240018		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	25-01-2024 11:55					LAN faulty	Onsite
12940	25-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C250120240017		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	25-01-2024 11:15	1/25/2024 12:07:27 PM	0:0:52:13			New Archive create.	Onsite
12941	25-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C250120240016		Hardware	Printer	Paper Pickup	Others	LOW	Closed	25-01-2024 11:11	1/25/2024 12:08:02 PM	0:0:56:4			Cartridge change.	Onsite
12942	25-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C250120240013		Hardware	PC	System Password issue	Password	LOW	Closed	25-01-2024 11:04	1/25/2024 11:06:53 AM	0:0:2:40			done issue resolved	Onsite
12943	25-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C250120240015		Hardware	PC	System Password issue	Password	LOW	Closed	25-01-2024 11:04	1/25/2024 11:07:06 AM	0:0:2:33			done issue resolved	Onsite
12944	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240014		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	25-01-2024 11:04	1/30/2024 11:20:54 AM	5:0:16:23			PLZ Attend	Onsite
12945	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240012		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	25-01-2024 11:03					Plz Attend	Onsite
12946	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240011		Hardware	PC	Network Not Working	Other	LOW	Closed	25-01-2024 10:45	1/25/2024 11:02:46 AM	0:0:17:4			Refresh Router Now Working Issue	Onsite
12947	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240010		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-01-2024 10:41	1/25/2024 10:49:20 AM	0:0:7:41			Keyboard Replaced Now Working	Onsite
12948	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240009		Hardware	PC	Network Not Working	Other	LOW	Closed	25-01-2024 10:40	1/25/2024 11:02:22 AM	0:0:21:26			Refresh Router Now Working Issue	Onsite
12949	25-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C250120240008		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	25-01-2024 10:38	1/25/2024 10:48:51 AM	0:0:10:11			Remove RAM Clean This RAM & Fix	Onsite
12950	25-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C250120240007		Hardware	System	Other Software	Adobe	LOW	Closed	25-01-2024 10:31	1/25/2024 10:40:06 AM	0:0:8:28			restart he pc now issue resolved	Remote
12951	25-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C250120240006		Hardware	MOUSE	Not working	Working	LOW	Closed	25-01-2024 10:30	1/25/2024 10:39:35 AM	0:0:8:42			reinsert the mouse now issue resolved	Onsite
12952	25-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C250120240005		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	25-01-2024 10:09	1/25/2024 10:10:16 AM	0:0:0:31			On Duty Training Center PJB	Onsite
12953	25-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C250120240004		Hardware	PC	System Password issue	Others	LOW	Closed	25-01-2024 09:45	1/25/2024 9:55:28 AM	0:0:9:32			issue resolved	Onsite
12954	25-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C250120240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	25-01-2024 09:44	1/25/2024 9:55:12 AM	0:0:10:33			printer reconnected issue resolved	Onsite
12955	25-01-2024	SAKET	Adchini	SAFETY	C250120240002		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	25-01-2024 08:50	1/25/2024 5:24:12 PM	0:8:33:55			Call Close By Sanjay & Subhash	Onsite
12956	25-01-2024	SAKET	Adchini	SAFETY	C250120240001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	25-01-2024 08:49	1/25/2024 5:24:29 PM	0:8:35:15			Call Close By Sanjay & Subhash	Onsite
12957	27-01-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C270120240004		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-01-2024 16:48	1/27/2024 5:31:26 PM	0:0:43:13			Printer issue resolved as required	
12958	27-01-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C270120240003		Network	LAN Issue	LAN Issue	Port	LOW	Closed	27-01-2024 16:44	1/27/2024 4:53:14 PM	0:0:8:37			Working after port change at rack.	Onsite
12959	27-01-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	O-M	C270120240002		Hardware	System	MS Office	File Not	LOW	Closed	27-01-2024 13:05	1/27/2024 1:08:06 PM	0:0:2:44			PC hang deleted all temp File and	Onsite
12960	27-01-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	O-M	C270120240001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-01-2024 13:04	1/27/2024 1:07:13 PM	0:0:2:48			Uninstall IBM lotus software and	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
12961	29-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	REGULAT	C290120240174		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-01-2024 19:40	1/29/2024 7:42:32 PM	0:0:1:45			Issue Resolved	Onsite
12962	29-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Finance	C290120240173		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-01-2024 19:39	1/29/2024 7:42:18 PM	0:0:2:55			Issue Resolved	Onsite
12963	29-01-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C290120240172		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 19:38	1/29/2024 7:41:28 PM	0:0:3:20			Issue Resolved	Onsite
12964	29-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C290120240171		Network	Link	Link Connectivity Issue	Link	LOW	Closed	29-01-2024 17:29	1/29/2024 6:12:55 PM	0:0:42:59			FLT has been done with network team	Onsite
12965	29-01-2024	NEHRU PLACE CSO	First Floor - C Block	IT	C290120240170		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	29-01-2024 17:21	1/29/2024 5:36:35 PM	0:0:14:37			issue resolved	Onsite
12966	29-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290120240169		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	29-01-2024 17:21	1/29/2024 5:36:17 PM	0:0:14:21			issue resolved	Onsite
12967	29-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C290120240168		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 17:21	1/29/2024 5:36:01 PM	0:0:14:41			issue resolved	Onsite
12968	29-01-2024	NEHRU PLACE CSO	Second Floor - D Block	Finance	C290120240167		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 17:21	1/29/2024 5:35:37 PM	0:0:14:25			issue resolved	Onsite
12969	29-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C290120240166		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	29-01-2024 17:20	1/29/2024 5:35:24 PM	0:0:14:44			issue resolved	Onsite
12970	29-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290120240165		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-01-2024 17:20	1/29/2024 5:35:12 PM	0:0:15:1			issue resolved	Onsite
12971	29-01-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C290120240164		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 17:19	1/29/2024 5:26:43 PM	0:0:6:51			AFTER PAPER JAM CLEAR AND	Onsite
12972	29-01-2024	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C290120240163		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 17:19	1/29/2024 5:35:00 PM	0:0:15:22			issue resolved	Onsite
12973	29-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290120240162		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	29-01-2024 17:19	1/29/2024 5:34:40 PM	0:0:15:18			issue resolved	Onsite
12974	29-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C290120240161		Hardware	System	Internet Issue	Internet	LOW	Closed	29-01-2024 17:19	1/29/2024 5:26:09 PM	0:0:6:56			AFTER PROXY SETTING ENABLE ISSUE	Onsite
12975	29-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C290120240160		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 17:18	1/29/2024 5:34:03 PM	0:0:15:7			issue resolved	Onsite
12976	29-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C290120240159		Hardware	System	MS Office	File Not	LOW	Closed	29-01-2024 17:18	1/29/2024 5:25:46 PM	0:0:7:44			AFTER EXCEL FILE EXTENSION	Onsite
12977	29-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C290120240157		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-01-2024 17:17	1/29/2024 5:25:12 PM	0:0:7:57			AFTER MAIL PASSWORD RESET ISSUE	Onsite
12978	29-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C290120240156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 17:17	1/29/2024 5:33:23 PM	0:0:16:13			issue resolved	Onsite
12979	29-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C290120240158		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 17:17	1/29/2024 5:33:36 PM	0:0:15:46			issue resolved	Onsite
12980	29-01-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C290120240155		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 17:15	1/29/2024 5:33:08 PM	0:0:17:29			issue resolved	Onsite
12981	29-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C290120240154		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 17:13	1/29/2024 5:32:42 PM	0:0:19:8			issue resolved	Onsite
12982	29-01-2024	NEHRU PLACE CSO	Second Floor - C Block	IT	C290120240153		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	29-01-2024 17:12	1/29/2024 5:32:25 PM	0:0:19:27			issue resolved	Onsite
12983	29-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290120240152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 17:11	1/29/2024 5:32:09 PM	0:0:20:31			issue resolved	Onsite
12984	29-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C290120240151		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	29-01-2024 17:10	1/29/2024 5:24:24 PM	0:0:14:7			AFTER KEYBOARD CHANGE ISSUE	Onsite
12985	29-01-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	ADMIN	C290120240150		Hardware	PC	Hanging/Slow processing	Hanging/S	HIGH	Closed	29-01-2024 17:08	1/29/2024 5:23:44 PM	0:0:15:4			AFTER PC RESET ISSUE RESOLVED	Onsite
12986	29-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C290120240149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 17:07	1/29/2024 5:23:09 PM	0:0:15:12			AFTER PRINTER REINSTALL ISSUE	Onsite
12987	29-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C290120240148		Hardware	System	MS Office	Software	MEDIUM	Closed	29-01-2024 17:00	1/29/2024 5:43:54 PM	0:0:43:44			RENSTTALED MS OFFICE SOFTWARE	Onsite
12988	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240147		Hardware	System	Other Software	Adobe	LOW	Closed	29-01-2024 16:53	1/29/2024 5:27:58 PM	0:0:34:53			pdf not working issue resolved	Onsite
12989	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240146		Hardware	System	Other Software	Adobe	LOW	Closed	29-01-2024 16:52	1/29/2024 5:27:42 PM	0:0:35:27			SAP not working issue resolved	Onsite
12990	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240144		Hardware	System	Other Software	Adobe	LOW	Closed	29-01-2024 16:51	1/29/2024 5:27:05 PM	0:0:35:43			Mouse not working issue resolved	Onsite
12991	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240145		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-01-2024 16:51	1/29/2024 5:27:22 PM	0:0:35:33			Email not working issue resolved	Onsite
12992	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240142		Hardware	PC	Restart Problem	Physical	LOW	Closed	29-01-2024 16:50	1/29/2024 5:26:31 PM	0:0:36:13			Pc not working issue resolved	Onsite
12993	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 16:50	1/29/2024 5:26:51 PM	0:0:36:0			Email not working issue resolved	Onsite
12994	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240141		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 16:49	1/29/2024 5:26:14 PM	0:0:36:24			Email not working issue resolved	Onsite
12995	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240139		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	29-01-2024 16:49	1/29/2024 5:25:41 PM	0:0:36:40			Keyboard not working resolved	Onsite
12996	29-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290120240140		Hardware	System	Other Software	Adobe	LOW	Closed	29-01-2024 16:49	1/29/2024 5:25:58 PM	0:0:36:31			pdf not working issue rsolved	Onsite
12997	29-01-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C290120240138		Hardware	PC	TFT	Color	MEDIUM	Closed	29-01-2024 16:47	1/29/2024 5:43:06 PM	0:0:55:19			TFT VGA CABLE CHANGE AND DISPLAY	Onsite
12998	29-01-2024	VASANT KUNJ	D 4	O-M	C290120240137		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-01-2024 16:47	1/29/2024 6:11:10 PM	0:1:23:29			Laptop power setting changed	Remote
12999	29-01-2024	VASANT KUNJ	C 8	O-M	C290120240136		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 16:46	1/29/2024 6:10:30 PM	0:1:24:25			Browser setting reset	Onsite
13000	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C290120240135		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 16:45	1/29/2024 4:48:48 PM	0:0:3:11			resolved	Remote
13001	29-01-2024	VASANT KUNJ	Bijwasan	O-M	C290120240134		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-01-2024 16:44	1/29/2024 6:09:05 PM	0:1:24:18			Print spooler restarted	Remote
13002	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C290120240133		Hardware	System	MS Office	File Print	LOW	Closed	29-01-2024 16:44	1/29/2024 4:47:05 PM	0:0:2:38			resolved	Onsite
13003	29-01-2024	VASANT KUNJ	C 8	O-M	C290120240132		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 16:43	1/29/2024 6:06:48 PM	0:1:22:59			SAP ID has been unlocked from the	Remote
13004	29-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C290120240131		Hardware	Printer	Image Issue	Image	LOW	Closed	29-01-2024 16:43	1/29/2024 4:46:48 PM	0:0:3:45			resolved	Onsite
13005	29-01-2024	NIZAMUDDIN	Lodhi Road	O-M	C290120240129		Hardware	Printer	Image Issue	Image	LOW	Closed	29-01-2024 16:42	1/29/2024 4:46:29 PM	0:0:4:29			resolved	Onsite
13006	29-01-2024	VASANT KUNJ	C 8	O-M	C290120240130		Hardware	Laptop	Network Not Working	Other	LOW	Closed	29-01-2024 16:42	1/29/2024 6:05:04 PM	0:1:22:9			LAN driver has been updated	Onsite
13007	29-01-2024	SAKET	Pushp Vihar Sector 3	WORKSHO	C290120240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 16:39	1/29/2024 4:44:09 PM	0:0:4:24			Create new workspace(PC run on	Onsite
13008	29-01-2024	SAKET	Adchini	DSS	C290120240127		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 16:38	1/29/2024 4:43:11 PM	0:0:4:55			PC connected from NAS server	Onsite
13009	29-01-2024	SAKET	Fatehpur Beri CC	O-M	C290120240126		Network	LAN Issue	LAN Issue	Port	LOW	Closed	29-01-2024 16:36	1/29/2024 4:42:09 PM	0:0:5:44			Port changed from N/W switch side	Onsite
13010	29-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290120240125		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	29-01-2024 16:34	1/29/2024 4:38:48 PM	0:0:4:4			LAN connector change.	Onsite
13011	29-01-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C290120240124		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-01-2024 16:33	1/29/2024 4:38:32 PM	0:0:4:53			USB cable not detected.	Onsite
13012	29-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290120240123		Hardware	System	Other Software	proxy	LOW	Closed	29-01-2024 16:32	1/29/2024 4:38:09 PM	0:0:5:25			Proxy settings change.	Onsite
13013	29-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290120240122		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	29-01-2024 16:32	1/29/2024 4:33:34 PM	0:0:1:19			Issue has been resolved after changed	Onsite
13014	29-01-2024	OTHERS	Andrews Ganj	Enforcem	C290120240121		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 16:31	1/29/2024 4:34:26 PM	0:0:3:26			Printer issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13015	29-01-2024	OTHERS	Andrews Ganj	Enforcem	C290120240120		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 16:30	1/29/2024 4:34:36 PM	0:0:4:2			Printer issue	Onsite
13016	29-01-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C290120240119		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	29-01-2024 16:30	1/29/2024 4:32:57 PM	0:0:2:37			Issue has been resolved after clean	Onsite
13017	29-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290120240117		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-01-2024 16:29	1/29/2024 4:37:17 PM	0:0:8:9			Wrong location selected.	Onsite
13018	29-01-2024	OTHERS	Andrews Ganj	Enforcem	C290120240118		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 16:29	1/29/2024 4:34:51 PM	0:0:5:0			OS installation	Onsite
13019	29-01-2024	OTHERS	HUDCO Grid	PROTECTI	C290120240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 16:28	1/29/2024 4:35:11 PM	0:0:6:14			mail issue	Onsite
13020	29-01-2024	OTHERS	HUDCO Grid	PROTECTI	C290120240115		Network	Link	Link Connectivity Issue	Link	LOW	Closed	29-01-2024 16:28	1/29/2024 4:34:07 PM	0:0:6:6			Sify link issue	Onsite
13021	29-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290120240114		Hardware	MOUSE	Not working	Working	LOW	Closed	29-01-2024 16:26	1/29/2024 4:36:45 PM	0:0:10:43			Mouse replaced.	Onsite
13022	29-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290120240112		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 16:20	1/29/2024 4:39:51 PM	0:0:19:49			Removed Jam Paper Now Working	Onsite
13023	29-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290120240113		Hardware	System	Other Software	New	LOW	Closed	29-01-2024 16:20	1/29/2024 4:40:25 PM	0:0:19:40			Reinstall Adobe PDf Now Working	Onsite
13024	29-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290120240111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 16:19	1/29/2024 4:39:26 PM	0:0:20:20			Mail Configured Issue Resolved	Onsite
13025	29-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290120240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 16:17	1/29/2024 4:39:02 PM	0:0:22:1			Mail Configured Now Working Issue	Onsite
13026	29-01-2024	SAKET	MMTC CC	O-M	C290120240109		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 16:16	1/29/2024 5:02:53 PM	0:0:46:49			Reset the browser settings	Onsite
13027	29-01-2024	SAKET	MIG CC	O-M	C290120240108		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 16:15	1/29/2024 5:02:27 PM	0:0:47:9			Paper removed from printer	Onsite
13028	29-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C290120240106		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 16:07	1/29/2024 4:31:39 PM	0:0:24:39			Adobe reader installed.	Onsite
13029	29-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C290120240107		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-01-2024 16:07	1/29/2024 5:02:02 PM	0:0:54:36			Mail sent to lotus support for	Remote
13030	29-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C290120240105		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 16:06	1/29/2024 4:31:18 PM	0:0:24:57			CAS software repaired.	Onsite
13031	29-01-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C290120240104		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	29-01-2024 16:05	1/29/2024 5:01:09 PM	0:0:55:33			Keyboard Sent to NHP for	Onsite
13032	29-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290120240102		Software	SAP R/3	CO	Others	LOW	Closed	29-01-2024 16:05	1/29/2024 4:06:15 PM	0:0:1:1			check the pc problem from backend	Onsite
13033	29-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C290120240103		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-01-2024 16:05	1/29/2024 4:30:57 PM	0:0:25:31			Mouse sent to NHP.	Onsite
13034	29-01-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C290120240100		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	29-01-2024 16:04	1/30/2024 3:40:03 PM	0:23:35:51			site visit done	Onsite
13035	29-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	BUSINESS/	C290120240101		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	29-01-2024 16:04	1/29/2024 4:30:43 PM	0:0:26:4			Keyboard sent to NHP.	Onsite
13036	29-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C290120240098		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	29-01-2024 16:03	1/29/2024 4:30:17 PM	0:0:26:33			Complaint logged.	Onsite
13037	29-01-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C290120240099		Hardware	PC	Not working at all	Others	LOW	Closed	29-01-2024 16:03	1/29/2024 5:00:19 PM	0:0:56:29			PC sent to NHP due to user transfer	Onsite
13038	29-01-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C290120240097		Hardware	PC	Not working at all	No power	LOW	Closed	29-01-2024 16:01	1/29/2024 4:59:33 PM	0:0:57:36			Power Cable faulty, changed	Onsite
13039	29-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290120240096		Hardware	PC	TFT	Others	LOW	Closed	29-01-2024 15:59	1/29/2024 4:06:49 PM	0:0:7:2			check the tft problem in vga port	Onsite
13040	29-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290120240095		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	29-01-2024 15:58	1/29/2024 4:07:10 PM	0:0:8:30			reset the power cable	Onsite
13041	29-01-2024	SAKET	D-Block Saket	O-M	C290120240094		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 15:57	1/29/2024 4:59:05 PM	0:1:1:57			Re-installed & configured the lotus	Onsite
13042	29-01-2024	SAKET	D-Block Saket	O-M	C290120240093		Hardware	PC	Not working at all	Others	LOW	Closed	29-01-2024 15:56	1/29/2024 4:58:14 PM	0:1:1:49			PC installation & IP address	Onsite
13043	29-01-2024	SAKET	D-Block Saket	O-M	C290120240092		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 15:55	1/29/2024 4:57:29 PM	0:1:2:26			Windows installed	Onsite
13044	29-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C290120240091		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-01-2024 15:50	1/29/2024 4:43:37 PM	0:0:53:0			replaced rj45 issue resolved	Onsite
13045	29-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290120240090		Hardware	System	Other Software	New	MEDIUM	Closed	29-01-2024 15:49	1/29/2024 4:33:58 PM	0:0:44:0			P92 icon created issue resolved	
13046	29-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290120240089		Hardware	Printer	Paper Pickup	Paper Not	MEDIUM	Closed	29-01-2024 15:48	1/29/2024 4:32:46 PM	0:0:44:43			After set paper in tray issue resolved	
13047	29-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290120240088		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-01-2024 15:47	1/29/2024 4:31:52 PM	0:0:44:35			After replace local replica issue	
13048	29-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C290120240085		Hardware	PC	Not working at all	Physical	LOW	Closed	29-01-2024 15:46	1/29/2024 4:32:47 PM	0:0:46:45			Cleaning & RAM slot changed.	Onsite
13049	29-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C290120240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 15:46	1/29/2024 4:43:16 PM	0:0:56:46			mail was offline change the setting	Onsite
13050	29-01-2024	SARITA VIHAR	Badarpur	OM-DIV	C290120240087		Hardware	PC	Restart Problem	Heating	MEDIUM	Closed	29-01-2024 15:46	1/29/2024 4:41:30 PM	0:0:54:51			After apply cooling paste on cpu issue	Onsite
13051	29-01-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C290120240083		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 15:45	1/29/2024 4:42:52 PM	0:0:57:40			installed new os and installed and	Onsite
13052	29-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C290120240084		Hardware	PC	System Password issue	Others	LOW	Closed	29-01-2024 15:45	1/29/2024 4:32:22 PM	0:0:46:53			Caps off then insert password.	Onsite
13053	29-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C290120240082		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	29-01-2024 15:44	1/29/2024 4:42:21 PM	0:0:57:45			send the printer to nehru place for	Onsite
13054	29-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C290120240080		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 15:43	1/29/2024 4:31:33 PM	0:0:48:13			Consumer details site webpage insert.	Onsite
13055	29-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C290120240081		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 15:43	1/29/2024 4:31:52 PM	0:0:47:58			Printer drivers installed.	Onsite
13056	29-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C290120240076		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-01-2024 15:42	1/29/2024 4:41:43 PM	0:0:59:33			unlocked the email id issue resolved	Onsite
13057	29-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C290120240079		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-01-2024 15:42	1/29/2024 4:41:56 PM	0:0:59:3			change the RAM issue resolved	Onsite
13058	29-01-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C290120240077		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	29-01-2024 15:42	1/29/2024 4:42:00 PM	0:0:59:18			After crimp RJ45 connector issue	Onsite
13059	29-01-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C290120240078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-01-2024 15:42	1/29/2024 4:31:04 PM	0:0:48:18			USB port changed.	Onsite
13060	29-01-2024	NEHRU PLACE	W Block GK 1	O-M	C290120240075		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-01-2024 15:41	1/29/2024 4:30:42 PM	0:0:48:55			Mail id unlocked.	Remote
13061	29-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C290120240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 15:41	1/29/2024 4:41:23 PM	0:0:59:52			reset the mail id password issue	Onsite
13062	29-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C290120240073		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	29-01-2024 15:34	1/29/2024 4:36:17 PM	0:1:1:37			Issue has been resolved after	Onsite
13063	29-01-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C290120240072		Hardware	PC	System Password issue	Password	LOW	Closed	29-01-2024 15:32	1/29/2024 4:35:48 PM	0:1:3:16			Issue has been resolved after reset	Onsite
13064	29-01-2024	OTHERS	VSNL	KCC/MLCC	C290120240071		Hardware	System	Other Software	New	LOW	Closed	29-01-2024 15:28	1/29/2024 4:59:07 PM	0:1:31:5			DLL Re-installed issue resolve	Onsite
13065	29-01-2024	OTHERS	VSNL	KCC/MLCC	C290120240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 15:27	1/29/2024 4:58:41 PM	0:1:31:14			Archive some mails and compact issue	Onsite
13066	29-01-2024	OTHERS	VSNL	KCC/MLCC	C290120240069		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-01-2024 15:26	1/29/2024 4:57:58 PM	0:1:31:15			Cartridge replaced issue resolve	Onsite
13067	29-01-2024	OTHERS	VSNL	KCC/MLCC	C290120240068		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-01-2024 15:26	1/29/2024 4:57:46 PM	0:1:31:39			Cartridge replaced issue resolve	Onsite
13068	29-01-2024	OTHERS	VSNL	KCC/MLCC	C290120240067		Hardware	System	MS Office	File Not	LOW	Closed	29-01-2024 15:25	1/29/2024 4:57:17 PM	0:1:31:49			PC re-start and clean issue resolve	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13069	29-01-2024	OTHERS	VSNL	O-M	C290120240066		Hardware	Attendane	Others	new	LOW	Closed	29-01-2024 15:24	1/29/2024 4:56:41 PM	0:1:32:16			Register Card issue resolve	Onsite
13070	29-01-2024	NEHRU PLACE	20 No Building	C-M	C290120240065		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 15:19	1/29/2024 4:06:01 PM	0:0:46:53			BSP setting change, issue resolve	Onsite
13071	29-01-2024	NEHRU PLACE	20 No Building	C-M	C290120240064		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-01-2024 15:18	1/29/2024 4:05:34 PM	0:0:47:28			lan cable re-insert, issue resolved	Onsite
13072	29-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C290120240063		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	29-01-2024 15:16	1/29/2024 4:35:18 PM	0:1:18:56			Issue has been resolved after clean	Onsite
13073	29-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C290120240062		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 15:14	1/29/2024 4:34:55 PM	0:1:20:39			Issue has been resolved after connect	Onsite
13074	29-01-2024	NEHRU PLACE	20 No Building	HR	C290120240061		Hardware	System	Other Software	proxy	LOW	Closed	29-01-2024 15:11	1/29/2024 4:05:15 PM	0:0:53:54			proxy change, issue resolved	Onsite
13075	29-01-2024	NEHRU PLACE	20 No Building	Energy	C290120240060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 15:10	1/29/2024 4:04:57 PM	0:0:54:54			mail replica replaced	Onsite
13076	29-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C290120240059		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	29-01-2024 15:09	1/29/2024 4:34:15 PM	0:1:24:41			Issue has been resolved after changed	Onsite
13077	29-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290120240058		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 15:02	1/29/2024 4:35:33 PM	0:1:33:28			Do mail archive & compact.	Onsite
13078	29-01-2024	ALAKNANDA	Giri Nagar	MMG	C290120240057		Telecome	Instrumen	SIP	Others	LOW	Closed	29-01-2024 15:01	1/29/2024 4:15:01 PM	0:1:13:28			Name changed with help of telecom	Onsite
13079	29-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C290120240056		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	29-01-2024 15:01	1/29/2024 3:44:32 PM	0:0:43:13			Keyboard clean and some button	Onsite
13080	29-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C290120240055		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	29-01-2024 15:00	1/29/2024 3:45:46 PM	0:0:45:27			printer paper removed and printer	Onsite
13081	29-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C290120240054		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 15:00	1/29/2024 4:14:19 PM	0:1:14:3			printer installed with drivers.	Onsite
13082	29-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C290120240053		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	29-01-2024 14:59	1/29/2024 3:46:18 PM	0:0:46:42			Mail Send Head office.	Onsite
13083	29-01-2024	ALAKNANDA	G Block Kalkaji	O-M	C290120240052		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	29-01-2024 14:59	1/29/2024 4:13:55 PM	0:1:14:21			Bios setting changed.	Onsite
13084	29-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C290120240050		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	29-01-2024 14:58	1/29/2024 3:57:08 PM	0:0:58:54			New os reinstalled with software and	Onsite
13085	29-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C290120240051		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	29-01-2024 14:58	1/29/2024 4:13:08 PM	0:1:14:47			Close mail with dinotes & delete	Remote
13086	29-01-2024	ALAKNANDA	Okhla Ph 1	O-M	C290120240048		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-01-2024 14:57	1/29/2024 4:11:19 PM	0:1:14:2			remove the paper from printer.	Onsite
13087	29-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290120240049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-01-2024 14:57	1/29/2024 4:12:15 PM	0:1:14:27			Mail reinstalled & reconfigured.	Remote
13088	29-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290120240047		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 14:54	1/29/2024 4:40:48 PM	0:1:46:16			Sap location Rights Provide.	Onsite
13089	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C290120240046		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	29-01-2024 14:25	1/29/2024 5:31:59 PM	0:3:6:49			mouse faulty in the Nizamuddin MMG	Onsite
13090	29-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C290120240045		Hardware	System	Other Software	software	HIGH	Closed	29-01-2024 14:16	1/29/2024 2:56:33 PM	0:0:40:31			system password changed	Onsite
13091	29-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C290120240044		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	29-01-2024 14:15	1/29/2024 2:56:56 PM	0:0:41:53			unlock mail id	Onsite
13092	29-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C290120240043		Hardware	System	Other Software	software	HIGH	Closed	29-01-2024 14:14	1/29/2024 2:57:25 PM	0:0:43:24			cas exe changed	Onsite
13093	29-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C290120240042		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	29-01-2024 14:13	1/29/2024 2:58:08 PM	0:0:44:56			Printer paper jam cline	Onsite
13094	29-01-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C290120240041		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	29-01-2024 14:12	1/29/2024 2:58:30 PM	0:0:46:3			mail archive	Onsite
13095	29-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C290120240040		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	29-01-2024 14:11	1/29/2024 2:55:51 PM	0:0:44:15			ram reconnect	Onsite
13096	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C290120240039		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	29-01-2024 14:10	1/29/2024 2:15:45 PM	0:0:4:54			resolved	Onsite
13097	29-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C290120240038		Network	Link	Link Connectivity Issue	Link	LOW	Closed	29-01-2024 14:10	1/29/2024 3:23:43 PM	0:1:13:19			Done network troubleshooting steps	Onsite
13098	29-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290120240037		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 14:09	1/29/2024 3:23:14 PM	0:1:13:48			Reinstalled P92 Now working fine	Remote
13099	29-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290120240036		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 14:08	1/29/2024 3:22:35 PM	0:1:13:46			Reinstalled P92 Now working fine	Remote
13100	29-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290120240035		Hardware	System	Other Software	proxy	LOW	Closed	29-01-2024 14:07	1/29/2024 3:22:03 PM	0:1:14:11			Change proxy setting now working	Remote
13101	29-01-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290120240034		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-01-2024 13:47	1/30/2024 5:20:00 PM	1:3:32:19			LAN Not Working Issue	Onsite
13102	29-01-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C290120240033		Hardware	PC	Not working at all	Others	LOW	Closed	29-01-2024 13:20	1/29/2024 2:49:26 PM	0:1:29:22			PC PM & Audit.	Onsite
13103	29-01-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C290120240032		Hardware	PC	Not working at all	Others	LOW	Closed	29-01-2024 13:16	1/29/2024 2:49:50 PM	0:1:33:29			PC PM & Audit.	Onsite
13104	29-01-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C290120240031		Hardware	PC	Not working at all	Others	LOW	Closed	29-01-2024 13:14	1/29/2024 2:50:07 PM	0:1:35:48			PC PM & Audit.	Onsite
13105	29-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290120240030		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-01-2024 12:39	1/29/2024 12:43:13 PM	0:0:3:31			create new replica	Onsite
13106	29-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	OM-DIV	C290120240029		NON-SAP	Others	Others	Others	LOW	Closed	29-01-2024 12:37	1/29/2024 12:55:50 PM	0:0:17:54			reinstall the excel	Onsite
13107	29-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C290120240027		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	29-01-2024 12:28	1/29/2024 1:41:57 PM	0:1:13:46			clean the ram and reinsert	Onsite
13108	29-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C290120240028		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-01-2024 12:28	1/29/2024 12:29:07 PM	0:0:0:35			patch cable replaced & install printer	Onsite
13109	29-01-2024	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C290120240026		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	29-01-2024 12:26	1/29/2024 12:50:33 PM	0:0:23:49			clean the printer and replace the	Onsite
13110	29-01-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C290120240025		Hardware	PC	Not working at all	Harddisk	LOW	Closed	29-01-2024 12:25	1/29/2024 12:42:19 PM	0:0:17:12			bios settings done HDD sata port	Onsite
13111	29-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C290120240024		Hardware	PC	Not working at all	No power	LOW	Closed	29-01-2024 12:24	1/29/2024 1:11:07 PM	0:0:46:40			Power issue resolved as reqd.	Onsite
13112	29-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C290120240023		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 12:23	1/29/2024 1:10:34 PM	0:0:46:57			Webex issue resolved as reqd	Onsite
13113	29-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C290120240022		Hardware	PC	Network Not Working	Other	LOW	Closed	29-01-2024 12:23	1/29/2024 12:30:30 PM	0:0:7:26			fiber cut outside noc engg confirmed	Onsite
13114	29-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C290120240021		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 12:22	1/29/2024 1:10:10 PM	0:0:47:13			Webex issue resolved as reqd	Remote
13115	29-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C290120240020		Hardware	PC	Network Not Working	Other	LOW	Closed	29-01-2024 12:21	1/29/2024 12:29:46 PM	0:0:8:2			fiber cut outside noc engg confirmed	Onsite
13116	29-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	Billing	C290120240019		Hardware	System	Other Software	Browser	LOW	Closed	29-01-2024 12:19	1/29/2024 1:09:17 PM	0:0:50:11			working after Firewall turned off	Remote
13117	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C290120240018		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	29-01-2024 12:18	1/29/2024 12:52:15 PM	0:0:33:18			resolved	Onsite
13118	29-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C290120240017		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	29-01-2024 12:06	1/29/2024 1:07:43 PM	0:1:1:1			Mail issue resolved as reqd	Remote
13119	29-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290120240016		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	29-01-2024 11:40	1/29/2024 11:57:13 AM	0:0:16:16			Ethernet card driver reinstalled and	Onsite
13120	29-01-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C290120240015		Hardware	System	MS Office	Malfuncti	MEDIUM	Closed	29-01-2024 11:31	1/29/2024 11:45:45 AM	0:0:14:19			After change file extension to word	Remote
13121	29-01-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C290120240014		Hardware	System	Other Software	New	MEDIUM	Closed	29-01-2024 11:22	1/29/2024 11:44:18 AM	0:0:21:46			Sp92 password reset through link call	Remote
13122	29-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290120240013		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	29-01-2024 11:21	1/29/2024 11:43:42 AM	0:0:22:1			After crimp RJ45 connector on both	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13123	29-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C290120240012		Hardware	System	Other Software	proxy	LOW	Closed	29-01-2024 11:14	1/29/2024 11:48:30 AM	0:0:34:25			proxy settings done now portal works	Onsite
13124	29-01-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C290120240011		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	29-01-2024 11:00	1/29/2024 11:48:05 AM	0:0:47:32			Printer drivers reinstall and set ip	Onsite
13125	29-01-2024	SAKET	Adchini	CIVIL	C290120240010		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-01-2024 10:59	1/29/2024 12:24:02 PM	0:1:24:14			RJ45 Connector replaced	Onsite
13126	29-01-2024	SAKET	Adchini	DSS	C290120240009		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 10:58	1/29/2024 12:23:33 PM	0:1:24:46			Shortcut restore in desktop	Onsite
13127	29-01-2024	SAKET	Adchini	BUSINESS/	C290120240008		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-01-2024 10:43	1/29/2024 10:58:06 AM	0:0:14:41			printer not work	Onsite
13128	29-01-2024	SAKET	Adchini	BUSINESS/	C290120240007		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 10:37	1/29/2024 10:53:19 AM	0:0:16:12			File ext. changed	Onsite
13129	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C290120240006		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	29-01-2024 10:28	1/29/2024 12:51:33 PM	0:2:23:4			resolved	Onsite
13130	29-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290120240005		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-01-2024 10:21	1/29/2024 10:31:41 AM	0:0:10:9			password reset issue resolved	Remote
13131	29-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290120240004		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 10:19	1/29/2024 10:31:00 AM	0:0:11:5			reconfigured p96 issue resolved	Onsite
13132	29-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290120240003		Hardware	System	Other Software	software	LOW	Closed	29-01-2024 10:18	1/29/2024 10:30:48 AM	0:0:11:49			reconfigured p96 issue resolved	Onsite
13133	29-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C290120240002		Network	Link	Link Connectivity Issue	Router	HIGH	Closed	29-01-2024 09:51	1/29/2024 10:10:43 AM	0:0:18:54			resolved	Onsite
13134	29-01-2024	ALAKNANDA	Giri Nagar	MMG	C290120240001		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-01-2024 09:12	1/29/2024 9:56:30 AM	0:0:44:29			New OS & software installed now	Onsite
13135	30-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C300120240182		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	30-01-2024 17:39	1/30/2024 5:40:25 PM	0:0:1:1			issue resolved	Onsite
13136	30-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300120240180		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	30-01-2024 17:38	1/30/2024 5:40:09 PM	0:0:1:57			issue resolved	Onsite
13137	30-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300120240181		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	30-01-2024 17:38	1/30/2024 5:40:18 PM	0:0:1:31			issue resolved	Onsite
13138	30-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C300120240179		Hardware	MOUSE	Not working	Hardware	LOW	Closed	30-01-2024 17:37	1/30/2024 5:40:02 PM	0:0:3:1			issue resolved	Onsite
13139	30-01-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C300120240178		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	30-01-2024 17:36	1/30/2024 5:39:46 PM	0:0:3:21			issue resolved	Onsite
13140	30-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C300120240177		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 17:29	1/30/2024 5:34:11 PM	0:0:5:5			NAS shortcut recreated on the	Onsite
13141	30-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C300120240176		Hardware	System	Other Software	Browser	LOW	Closed	30-01-2024 17:24	1/30/2024 5:32:21 PM	0:0:8:4			Browser setting changed	Onsite
13142	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C300120240175		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 17:17	1/30/2024 5:24:33 PM	0:0:6:43			resolved	Onsite
13143	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C300120240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 17:14	1/30/2024 5:24:13 PM	0:0:9:40			resolved	Onsite
13144	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C300120240173		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	30-01-2024 17:13	1/30/2024 5:23:57 PM	0:0:10:26			resolved	Onsite
13145	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C300120240172		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	30-01-2024 17:11	1/30/2024 5:23:37 PM	0:0:11:55			resolved	Onsite
13146	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C300120240171		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	30-01-2024 17:09	1/30/2024 5:22:06 PM	0:0:13:0			resolved	Onsite
13147	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C300120240170		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	30-01-2024 17:07	1/30/2024 5:21:38 PM	0:0:13:52			resolved	Onsite
13148	30-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C300120240168		Hardware	System	Other Software	proxy	LOW	Closed	30-01-2024 16:47	1/30/2024 4:53:34 PM	0:0:6:22			after proxy enable and change host	Onsite
13149	30-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C300120240169		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	30-01-2024 16:47	1/30/2024 4:53:55 PM	0:0:5:56			after mail password reset issue	Onsite
13150	30-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C300120240167		Hardware	System	Other Software	proxy	LOW	Closed	30-01-2024 16:46	1/30/2024 4:53:27 PM	0:0:6:46			after proxy enable and change host	Onsite
13151	30-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C300120240166		Hardware	System	Other Software	proxy	LOW	Closed	30-01-2024 16:46	1/30/2024 4:53:18 PM	0:0:7:8			after proxy enable and change host	Onsite
13152	30-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C300120240165		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-01-2024 16:45	1/30/2024 4:52:45 PM	0:0:7:14			after paper jam clear issue resolved	Onsite
13153	30-01-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C300120240164		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	30-01-2024 16:44	1/30/2024 4:52:15 PM	0:0:7:29			after paper jam clear and reinstall	Onsite
13154	30-01-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C300120240163		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-01-2024 16:42	1/30/2024 4:44:13 PM	0:0:1:30			Issue Resolved	Onsite
13155	30-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300120240162		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	30-01-2024 16:42	1/30/2024 4:44:06 PM	0:0:2:4			Issue Resolved	Onsite
13156	30-01-2024	OTHERS	VSNL	KCC/MLCC	C300120240161		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 16:41	1/30/2024 5:02:38 PM	0:0:21:10			Oracle re-installed	Onsite
13157	30-01-2024	OTHERS	VSNL	KCC/MLCC	C300120240160		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 16:41	1/30/2024 5:02:16 PM	0:0:21:15			Remove & re-installed	Onsite
13158	30-01-2024	OTHERS	VSNL	KCC/MLCC	C300120240159		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 16:40	1/30/2024 5:01:57 PM	0:0:21:29			M Cube License update issue resolve	Onsite
13159	30-01-2024	OTHERS	VSNL	QUALITY	C300120240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 16:39	1/30/2024 5:01:23 PM	0:0:21:37			New Replica create issue resolve	Onsite
13160	30-01-2024	OTHERS	VSNL	RCM	C300120240157		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 16:39	1/30/2024 5:00:45 PM	0:0:21:33			SAP Password reset issue resolve	Onsite
13161	30-01-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C300120240156		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	30-01-2024 16:38	1/30/2024 5:15:30 PM	0:0:36:32			Jam paper removed	Onsite
13162	30-01-2024	OTHERS	VSNL	RCM	C300120240155		Telecome	Instrumen	Analog	Others	LOW	Closed	30-01-2024 16:38	1/30/2024 5:00:03 PM	0:0:21:25			Coil Coad replaced issue resolve	Onsite
13163	30-01-2024	VASANT KUNJ	Mahipalpur	O-M	C300120240154		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	30-01-2024 16:37	1/30/2024 5:15:04 PM	0:0:37:57			RJ45 has been crimped	Onsite
13164	30-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C300120240153		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 16:35	1/30/2024 5:12:04 PM	0:0:36:35			MS office reinstalled	Remote
13165	30-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C300120240152		Hardware	System	Other Software	New	LOW	Closed	30-01-2024 16:34	1/30/2024 4:43:58 PM	0:0:9:32			Issue Resolved	Onsite
13166	30-01-2024	NEHRU PLACE CSO	Ground Floor	DSK	C300120240151		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 16:33	1/30/2024 4:43:31 PM	0:0:9:43			Issue Resolved	Onsite
13167	30-01-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C300120240150		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-01-2024 16:33	1/30/2024 4:43:23 PM	0:0:10:14			Issue Resolved	Onsite
13168	30-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300120240149		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	30-01-2024 16:32	1/30/2024 4:43:16 PM	0:0:11:2			Issue Resolved	Onsite
13169	30-01-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C300120240148		Hardware	PC	Network Not Working	Other	LOW	Closed	30-01-2024 16:31	1/30/2024 4:43:08 PM	0:0:11:47			Issue Resolved	Onsite
13170	30-01-2024	OTHERS	HUDCO Grid	PROTECTI	C300120240147		Hardware	System	Other Software	New	LOW	Closed	30-01-2024 16:29	1/30/2024 4:31:50 PM	0:0:2:17			sap issue	Onsite
13171	30-01-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C300120240146		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 16:29	1/30/2024 4:30:48 PM	0:0:1:25			Mail reinstall.	Onsite
13172	30-01-2024	OTHERS	Andrews Ganj	Enforcem	C300120240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 16:28	1/30/2024 4:32:08 PM	0:0:3:47			mail issue	Onsite
13173	30-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C300120240145		Hardware	PC	Not working at all	Others	LOW	Closed	30-01-2024 16:28	1/30/2024 4:31:34 PM	0:0:3:9			CMOS battery replaced.	Onsite
13174	30-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C300120240143		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 16:26	1/30/2024 4:31:55 PM	0:0:5:6			Printer driver installation.	Onsite
13175	30-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C300120240142		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	30-01-2024 16:26					LAN not working.	Onsite
13176	30-01-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C300120240141		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	30-01-2024 16:25	1/30/2024 4:33:29 PM	0:0:7:53			RJ45 connector changer	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13177	30-01-2024	OTHERS	Andrews Ganj	Enforcem	C300120240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 16:24	1/30/2024 4:32:45 PM	0:0:8:4			Printer installation	Onsite
13178	30-01-2024	OTHERS	Andrews Ganj	Enforcem	C300120240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 16:23	1/30/2024 4:32:25 PM	0:0:8:45			mail issue	Onsite
13179	30-01-2024	OTHERS	Andrews Ganj	Enforcem	C300120240138		Hardware	System	Other Software	New	LOW	Closed	30-01-2024 16:23	1/30/2024 4:33:01 PM	0:0:9:59			S/W installation	Onsite
13180	30-01-2024	OTHERS	HUDCO Grid	PROTECTI	C300120240137		Network	Link	Link Connectivity Issue	Device	LOW	Closed	30-01-2024 16:22	1/30/2024 4:31:34 PM	0:0:9:24			Network issue	Onsite
13181	30-01-2024	OTHERS	Andrews Ganj	Enforcem	C300120240136		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	30-01-2024 16:16	1/31/2024 4:16:34 PM	0:23:59:52			Call Close by Sanjay & Subhash	Onsite
13182	30-01-2024	SAKET	Adchini	Recovery	C300120240135		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 16:08	1/30/2024 4:20:44 PM	0:0:12:34			printer not work	Onsite
13183	30-01-2024	OTHERS	VSNL	O-M	C300120240134		Hardware	PC	Not working at all	No power	LOW	Closed	30-01-2024 16:07	1/30/2024 4:59:15 PM	0:0:51:30			SMPS Faulty Complaint Logged	Onsite
13184	30-01-2024	SAKET	Adchini	Recovery	C300120240133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 16:06	1/30/2024 4:19:55 PM	0:0:13:0			printer not work	Onsite
13185	30-01-2024	SAKET	Adchini	CIVIL	C300120240132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 16:05	1/30/2024 4:19:23 PM	0:0:13:36			mail not open	Onsite
13186	30-01-2024	SAKET	Adchini	Recovery	C300120240131		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	30-01-2024 16:04	1/30/2024 4:18:46 PM	0:0:13:56			LAN not work	Onsite
13187	30-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C300120240130		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	30-01-2024 16:03	1/30/2024 4:04:12 PM	0:0:1:1			check the pc and log the call	Onsite
13188	30-01-2024	SAKET	Adchini	BUSINESS/	C300120240129		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 16:02	1/30/2024 4:18:09 PM	0:0:15:16			SAP password issue	Onsite
13189	30-01-2024	SAKET	Adchini	BUSINESS/	C300120240127		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 16:01	1/30/2024 4:16:29 PM	0:0:15:22			printer not work	Onsite
13190	30-01-2024	SAKET	D-Block Saket	O-M	C300120240128		Hardware	System	Other Software	proxy	LOW	Closed	30-01-2024 16:01	1/30/2024 4:17:29 PM	0:0:15:30			sharing folder not work	Onsite
13191	30-01-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	Sustainabi	C300120240126		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	30-01-2024 15:57	1/30/2024 4:35:27 PM	0:0:37:38			clean the scanner and update the	Onsite
13192	30-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C300120240125		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	30-01-2024 15:57	1/30/2024 4:35:07 PM	0:0:37:53			cleared the temp file issue resolved	Onsite
13193	30-01-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C300120240124		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	30-01-2024 15:57	1/30/2024 4:04:29 PM	0:0:7:16			rapair the os	Onsite
13194	30-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C300120240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	30-01-2024 15:57	1/30/2024 4:33:15 PM	0:0:36:13			Paper remove from printer.	Remote
13195	30-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C300120240122		Telecome	Instrumen	Line Cord	Line Cord	LOW	Closed	30-01-2024 15:56	1/30/2024 4:34:46 PM	0:0:38:1			change the telephone lan cord issue	Onsite
13196	30-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C300120240121		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	30-01-2024 15:55	1/30/2024 4:04:49 PM	0:0:9:0			change the port	Onsite
13197	30-01-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C300120240118		Hardware	System	MS Office	Software	LOW	Closed	30-01-2024 15:55	1/30/2024 4:32:55 PM	0:0:37:42			PDF adobe reinstalled.	Remote
13198	30-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C300120240119		Hardware	System	Other Software	Adobe	LOW	Closed	30-01-2024 15:55	1/30/2024 4:33:57 PM	0:0:38:42			reinstalled the acrobat software issue	Onsite
13199	30-01-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C300120240120		Hardware	System	MS Office	Software	LOW	Closed	30-01-2024 15:55	1/30/2024 4:34:23 PM	0:0:38:34			repair ms office issue resolved	Onsite
13200	30-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C300120240117		Network	Link	Link Connectivity Issue	Others	LOW	Closed	30-01-2024 15:54	1/30/2024 4:05:19 PM	0:0:10:33			resolved with the help of electrician	Onsite
13201	30-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C300120240115		Hardware	PC	Network Not Working	Other	LOW	Closed	30-01-2024 15:54	1/30/2024 4:32:33 PM	0:0:38:8			SIP phone lan cable reconnect .	Remote
13202	30-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C300120240116		Hardware	MOUSE	Not working	Sent to	LOW	Closed	30-01-2024 15:54	1/30/2024 4:33:26 PM	0:0:38:40			replaced mouse from nehru placed	Onsite
13203	30-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C300120240111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 15:53	1/30/2024 4:32:28 PM	0:0:39:28			archived the mail and compact from	Onsite
13204	30-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C300120240113		Hardware	Printer	Image Issue	Image	LOW	Closed	30-01-2024 15:53	1/30/2024 4:32:53 PM	0:0:39:18			cleared the paper from printer issue	Onsite
13205	30-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C300120240112		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	30-01-2024 15:53	1/30/2024 4:31:37 PM	0:0:38:36			mail password reset done.	Remote
13206	30-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C300120240114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 15:53	1/30/2024 4:32:03 PM	0:0:38:19			Printer driver updated.	Remote
13207	30-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C300120240108		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	30-01-2024 15:52	1/30/2024 4:22:03 PM	0:0:29:35			issue resolved	Onsite
13208	30-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C300120240110		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 15:52	1/30/2024 4:22:26 PM	0:0:29:34			issue resolved	Onsite
13209	30-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C300120240109		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	30-01-2024 15:52	1/30/2024 4:03:53 PM	0:0:11:5			check the pc , issue resoved with the	Onsite
13210	30-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300120240107		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	30-01-2024 15:52	1/30/2024 4:21:51 PM	0:0:29:51			issue resolved	Onsite
13211	30-01-2024	NEHRU PLACE	20 No Building	BUSINESS/	C300120240106		Hardware	Laptop	System Password issue	Password	LOW	Closed	30-01-2024 15:51	1/30/2024 5:00:46 PM	0:1:9:30			password change, issue resolved	Onsite
13212	30-01-2024	NEHRU PLACE	20 No Building	C-M	C300120240105		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	30-01-2024 15:50	1/30/2024 5:00:21 PM	0:1:10:14			proxy update, issue resolved	Onsite
13213	30-01-2024	NEHRU PLACE	20 No Building	HR	C300120240104		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 15:47	1/30/2024 4:59:33 PM	0:1:11:39			printer driver update	Onsite
13214	30-01-2024	NEHRU PLACE	20 No Building	OM-EHV	C300120240103		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	30-01-2024 15:46	1/30/2024 4:59:16 PM	0:1:12:52			RAM clean & re-insert. issue resolved	Onsite
13215	30-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C300120240102		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	30-01-2024 15:45	1/30/2024 4:20:51 PM	0:0:35:29			Printer paper jam clien	
13216	30-01-2024	NEHRU PLACE	20 No Building	PLANNING	C300120240101		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 15:44	1/30/2024 4:58:52 PM	0:1:13:59			workspace folder name change, issue	Onsite
13217	30-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C300120240099		Hardware	System	MS Office	File Not	HIGH	Closed	30-01-2024 15:44	1/30/2024 4:18:59 PM	0:0:34:58			Ms office reinstall	
13218	30-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C300120240100		Hardware	E-Mail	Email _Lotus	Reset/Unl	HIGH	Closed	30-01-2024 15:44	1/30/2024 4:19:49 PM	0:0:35:6			Unlock mail	
13219	30-01-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C300120240098		Hardware	Printer	Connectivity Issue	Lan Port	HIGH	Closed	30-01-2024 15:43	1/30/2024 4:14:41 PM	0:0:31:31			Lan cable changed	
13220	30-01-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C300120240097		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	30-01-2024 15:42	1/30/2024 4:13:27 PM	0:0:31:9			Printer jam clien	
13221	30-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C300120240096		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	30-01-2024 15:36	1/31/2024 4:17:10 PM	1:0:40:40			Call Close by Sanjay & Subhash	Onsite
13222	30-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C300120240095		Hardware	Printer	Image Issue	Others	LOW	Closed	30-01-2024 15:24	1/30/2024 4:08:26 PM	0:0:43:39			Both side printing issue change setting	Remote
13223	30-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C300120240094		Hardware	PC	Not working at all	Others	LOW	Closed	30-01-2024 15:15	1/30/2024 3:45:05 PM	0:0:29:58			C-Mos cell change	Onsite
13224	30-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C300120240093		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 15:14	1/30/2024 4:07:51 PM	0:0:53:27			Printer driver reinstalled now working	Remote
13225	30-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C300120240092		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-01-2024 15:13	1/30/2024 4:07:24 PM	0:0:53:58			Printer lan port hang reinstalled lan	Onsite
13226	30-01-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C300120240091		Hardware	Printer	Image Issue	Light	LOW	Closed	30-01-2024 15:12	1/30/2024 4:06:42 PM	0:0:54:13			Replace cartridge now working fine	Onsite
13227	30-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C300120240089		Hardware	System	Other Software	proxy	LOW	Closed	30-01-2024 15:11	1/30/2024 4:06:19 PM	0:0:55:7			Change proxy setting now working	Remote
13228	30-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C300120240090		Network	LAN Issue	LAN Issue	Port	LOW	Closed	30-01-2024 15:11	1/31/2024 5:03:37 PM	1:1:51:48			Lan Not working pls send lan team for	Onsite
13229	30-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C300120240088		Network	LAN Issue	LAN Issue	Others	LOW	Closed	30-01-2024 15:10	1/30/2024 4:05:54 PM	0:0:55:29			Reinstalled lan now working fine	Onsite
13230	30-01-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C300120240087		Network	Link	Link Connectivity Issue	Power	LOW	Closed	30-01-2024 15:00	1/30/2024 4:15:02 PM	0:1:14:22			Power issue resolved as reqd.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13231	30-01-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C300120240086		Telecome	Instrumen	SIP	Others	LOW	Closed	30-01-2024 14:59	1/30/2024 3:30:40 PM	0:0:30:53			LAN cable faulty, working after	Onsite
13232	30-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C300120240085		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-01-2024 14:58	1/30/2024 3:48:22 PM	0:0:49:31			New Archive create.	Onsite
13233	30-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C300120240084		Hardware	OTHERS	VPN ISSUE	Configurat	MEDIUM	Closed	30-01-2024 14:55	1/30/2024 4:06:44 PM	0:1:11:26			VPN RECONFIGURATION AND VPN	Onsite
13234	30-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C300120240083		Hardware	System	Other Software	software	MEDIUM	Closed	30-01-2024 14:54	1/30/2024 4:10:30 PM	0:1:16:18			Google Chrome SOFTWARE	Onsite
13235	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240081		Hardware	System	MS Office	File	LOW	Closed	30-01-2024 14:51	1/30/2024 3:43:10 PM	0:0:51:43			Ms office not working issue resolved	Onsite
13236	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240082		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	30-01-2024 14:51	1/30/2024 3:43:27 PM	0:0:51:27			PC not working issue resolved	Onsite
13237	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240080		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	30-01-2024 14:50	1/30/2024 3:42:52 PM	0:0:51:54			Laptop not working issue resolved	Onsite
13238	30-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C300120240079		Hardware	PC	TFT	Power	MEDIUM	Closed	30-01-2024 14:50	1/30/2024 4:08:02 PM	0:1:17:34			POWER EXCITATION BOARD NOT	Onsite
13239	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240078		Hardware	System	MS Office	File	LOW	Closed	30-01-2024 14:50	1/30/2024 3:42:28 PM	0:0:52:17			Ms office not working issue resolved	Onsite
13240	30-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C300120240076		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	30-01-2024 14:49	1/30/2024 4:04:33 PM	0:1:15:7			LAN cable reconnect D-Link 8 port	Onsite
13241	30-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C300120240077		Hardware	PC	Not working at all	Others	LOW	Closed	30-01-2024 14:49	1/30/2024 3:50:42 PM	0:1:0:43			PC Installation on another table.	Onsite
13242	30-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C300120240075		Hardware	System	Other Software	New	LOW	Closed	30-01-2024 14:46	1/30/2024 3:55:53 PM	0:1:9:42			P92 Install Now Working Issue	Onsite
13243	30-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C300120240074		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	30-01-2024 14:45	1/30/2024 3:55:23 PM	0:1:9:57			Removed jam Paper Now Working	Onsite
13244	30-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C300120240073		Network	Link	Link Connectivity Issue	Device	LOW	Closed	30-01-2024 14:45	1/30/2024 3:51:22 PM	0:1:6:0			Device Reboot.	Onsite
13245	30-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C300120240072		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	30-01-2024 14:43	1/30/2024 3:54:41 PM	0:1:10:46			Keyboard Replaced Issue Resolved	Onsite
13246	30-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	Store	C300120240071		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-01-2024 14:38	1/30/2024 3:18:23 PM	0:0:39:57			USB port changed on the PC	Onsite
13247	30-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C300120240070		Hardware	Printer	Paper Pickup	Others	LOW	Closed	30-01-2024 14:35	1/30/2024 3:16:04 PM	0:0:40:55			Printer page has been set on double	Onsite
13248	30-01-2024	VASANT KUNJ	D 4 Masoodpur	O-M	C300120240069		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-01-2024 14:33	1/30/2024 3:13:55 PM	0:0:39:56			Signature has been added	Remote
13249	30-01-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C300120240068		Hardware	System	Other Software	New	MEDIUM	Closed	30-01-2024 14:33	1/30/2024 4:47:44 PM	0:2:13:57			P92 icon create issue resolved	Remote
13250	30-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C300120240067		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 14:31	1/30/2024 4:02:12 PM	0:1:30:16				
13251	30-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C300120240065		Hardware	System	Other Software	software	MEDIUM	Closed	30-01-2024 14:31	1/30/2024 4:48:11 PM	0:2:16:54			after reinstall chrome issue resolved	Remote
13252	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240066		Hardware	System	Other Software	Adobe	LOW	Closed	30-01-2024 14:31	1/30/2024 3:41:49 PM	0:1:9:56			IP msg not working issue resolved	Onsite
13253	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240062		Hardware	System	Other Software	Adobe	LOW	Closed	30-01-2024 14:30	1/30/2024 3:41:16 PM	0:1:11:6			SAP p96 not working issue resolved	Onsite
13254	30-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C300120240063		Hardware	System	Other Software	software	MEDIUM	Closed	30-01-2024 14:30	1/30/2024 4:49:05 PM	0:2:18:47			After reinstall analyzer issue resolved	Remote
13255	30-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C300120240064		Hardware	System	Other Software	Adobe	LOW	Closed	30-01-2024 14:30	1/30/2024 3:41:31 PM	0:1:10:37			Ms excel not working issue resolved	Onsite
13256	30-01-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C300120240061		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	30-01-2024 14:28	1/30/2024 4:49:24 PM	0:2:21:4			After update printer issue resolved	Remote
13257	30-01-2024	NIZAMUDDIN	Kilokri	OM-EHV	C300120240060		Hardware	PC	Not working at all	Others	MEDIUM	Closed	30-01-2024 14:27	1/30/2024 4:50:09 PM	0:2:22:34			visited the site and check all training	Onsite
13258	30-01-2024	NIZAMUDDIN	Kilokri	OM-EHV	C300120240059		Hardware	Anti virus	ANTI VIRUS	Anti Virus	MEDIUM	Closed	30-01-2024 14:23	1/30/2024 4:24:30 PM	0:2:0:48			After reinstall antivirus issue resolved	
13259	30-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	O-M	C300120240058		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 14:01	1/30/2024 4:01:47 PM	0:2:0:43			Router handover n report	
13260	30-01-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C300120240056		Network	Link	Link Connectivity Issue	Power	LOW	Closed	30-01-2024 13:59	1/30/2024 2:30:11 PM	0:0:31:4			Resolved	Onsite
13261	30-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C300120240057		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 13:59	1/30/2024 2:30:23 PM	0:0:30:30			Resolved	Onsite
13262	30-01-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C300120240055		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	30-01-2024 13:58	1/30/2024 2:29:57 PM	0:0:31:34			Resolved	Onsite
13263	30-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C300120240054		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	30-01-2024 13:35	1/30/2024 2:00:42 PM	0:0:25:13			issue resolved after printer reinstall	Onsite
13264	30-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C300120240052		Hardware	System	MS Office	File	LOW	Closed	30-01-2024 13:32	1/30/2024 1:55:01 PM	0:0:22:27			issue resolved after repair the excel	Onsite
13265	30-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C300120240053		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 13:32	1/30/2024 1:55:37 PM	0:0:22:43			issue resolved after change the	Onsite
13266	30-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C300120240050		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	30-01-2024 13:32	1/30/2024 1:55:50 PM	0:0:23:29			Lan cable faulty replaced RJ 45	Onsite
13267	30-01-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C300120240051		Hardware	PC	System Password issue	Password	LOW	Closed	30-01-2024 13:32	1/30/2024 2:00:19 PM	0:0:27:44			issue resolved after change the ADS	Onsite
13268	30-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C300120240047		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	30-01-2024 13:31	1/30/2024 2:35:20 PM	0:1:4:14			Boot from HDD now issue resolved	Onsite
13269	30-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C300120240049		Hardware	Scanner	Scaning issue	Others	LOW	Closed	30-01-2024 13:31	1/30/2024 2:33:48 PM	0:1:1:53			Scanning software installation.	Onsite
13270	30-01-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C300120240048		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	30-01-2024 13:31	1/30/2024 1:59:55 PM	0:0:28:21			issue resolved after change the ram	Onsite
13271	30-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C300120240042		Hardware	System	Other Software	Browser	LOW	Closed	30-01-2024 13:30	1/30/2024 1:54:35 PM	0:0:24:16			issue resolved after change the	Onsite
13272	30-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C300120240043		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	30-01-2024 13:30	1/30/2024 2:35:00 PM	0:1:4:41			Re insert the LAN Cable after crimp	Onsite
13273	30-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C300120240044		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	30-01-2024 13:30	1/30/2024 1:59:19 PM	0:0:28:45			issue resolved after change the mail	Onsite
13274	30-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C300120240045		Hardware	PC	Not working at all	Others	LOW	Closed	30-01-2024 13:30	1/30/2024 2:34:17 PM	0:1:3:36			C-Mos cell change.	Onsite
13275	30-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C300120240046		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	30-01-2024 13:30	1/30/2024 1:55:24 PM	0:0:24:32			check printer driver & ip ok but	Onsite
13276	30-01-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C300120240038		Hardware	PC	Not working at all	Others	LOW	Closed	30-01-2024 13:29	1/30/2024 2:35:45 PM	0:1:6:33			Do troubleshooting found smps Faulty	Onsite
13277	30-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C300120240041		Hardware	System	Other Software	Browser	LOW	Closed	30-01-2024 13:29	1/30/2024 1:54:22 PM	0:0:24:24			issue resolved after change the	Onsite
13278	30-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C300120240040		Hardware	MOUSE	Not working	Hardware	LOW	Closed	30-01-2024 13:29	1/30/2024 1:58:56 PM	0:0:29:5			issue resolved after change the mouse	Onsite
13279	30-01-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C300120240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	30-01-2024 13:29	1/30/2024 2:34:27 PM	0:1:4:48			Restart the services now issue	Remote
13280	30-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C300120240036		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	30-01-2024 13:28	1/30/2024 1:54:58 PM	0:0:26:53			Proxy settings done with host file	Onsite
13281	30-01-2024	ALAKNANDA	CR Park HR Office	O-M	C300120240037		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	30-01-2024 13:28	1/30/2024 2:33:59 PM	0:1:5:38			Unlock from server side now issue	Remote
13282	30-01-2024	ALAKNANDA	A 12 Kalkaji	O-M	C300120240035		Hardware	System	Other Software	New	LOW	Closed	30-01-2024 13:27	1/30/2024 2:33:37 PM	0:1:5:51			Reset the password now issue	Remote
13283	30-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C300120240034		Hardware	System	Other Software	New	LOW	Closed	30-01-2024 13:27	1/30/2024 1:54:24 PM	0:0:27:9			add new P92 server again now login	Onsite
13284	30-01-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C300120240033		Hardware	Attendane	Others	Others	LOW	Closed	30-01-2024 13:27	1/30/2024 2:33:11 PM	0:1:6:5			Activate the card now issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13285	30-01-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C300120240032		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	30-01-2024 13:26	1/30/2024 1:53:32 PM	0:0:27:5			issue resolved after remove paper	Onsite
13286	30-01-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C300120240031		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-01-2024 13:26	1/30/2024 1:58:37 PM	0:0:32:33			issue resolved after run dignostic	Onsite
13287	30-01-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C300120240030		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	30-01-2024 13:24	1/30/2024 1:53:01 PM	0:0:28:46			driver reinstall and issue resolved	Onsite
13288	30-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C300120240029		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	30-01-2024 13:04	1/30/2024 1:46:00 PM	0:0:41:43			Complaint logged.	Onsite
13289	30-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C300120240028		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	30-01-2024 13:03	1/30/2024 1:45:46 PM	0:0:42:14			CMOS battery faulty.	Onsite
13290	30-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C300120240027		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 13:02	1/30/2024 1:45:29 PM	0:0:43:1			Host file updated.	Onsite
13291	30-01-2024	HAUZ KHAAS	Near Aurobindo Market	O-M	C300120240026		Hardware	Laptop	Network Not Working	Network	LOW	Closed	30-01-2024 13:01	1/30/2024 1:44:28 PM	0:0:42:53			Local LAN problem.	Onsite
13292	30-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C300120240025		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	30-01-2024 13:00	1/30/2024 1:11:25 PM	0:0:10:42			Complaint logged.	Onsite
13293	30-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C300120240024		Hardware	Laptop	Other Issue	Others	LOW	Closed	30-01-2024 12:42	1/30/2024 12:45:42 PM	0:0:3:0			pen drive accessible by pankaj	Onsite
13294	30-01-2024	SAKET	Malviya Nagar	HR	C300120240023		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	30-01-2024 12:40	1/30/2024 2:01:51 PM	0:1:21:33			Run PC scan & Clean It without LAN.	
13295	30-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C300120240022		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	30-01-2024 12:26					Lan Cable not working.Pls resolve	Onsite
13296	30-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C300120240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 12:25	1/30/2024 1:25:28 PM	0:0:59:41			Rename work space and create new	Onsite
13297	30-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C300120240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 12:24	1/30/2024 1:24:39 PM	0:1:0:24			Lotus mail archive settings done again	Onsite
13298	30-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C300120240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 12:17	1/30/2024 1:24:16 PM	0:1:6:29			Lotus software corrupt reinstall config	Onsite
13299	30-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C300120240018		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 12:08	1/30/2024 1:36:07 PM	0:1:27:21			Mail Archive & Compact Now working	Onsite
13300	30-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C300120240017		Hardware	Scanner	Scaning issue	Others	LOW	Closed	30-01-2024 12:08	1/30/2024 1:35:25 PM	0:1:27:18			Software Corrupt Reinstall Software	Onsite
13301	30-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C300120240016		Hardware	System	Other Software	software	LOW	Closed	30-01-2024 11:50	1/30/2024 12:54:27 PM	0:1:3:42			Issue resolved as required	
13302	30-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C300120240015		Hardware	System	Other Software	Browser	LOW	Closed	30-01-2024 11:50	1/30/2024 12:53:03 PM	0:1:2:57			WebEx issue resolved	
13303	30-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C300120240014		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	30-01-2024 11:30	1/30/2024 12:22:18 PM	0:0:52:1			scanner lance clean and scanner	Onsite
13304	30-01-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C300120240013		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	30-01-2024 11:27	1/30/2024 12:21:33 PM	0:0:54:21			Printer LAN CABLE reconnect and	Onsite
13305	30-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C300120240012		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	30-01-2024 11:25	1/30/2024 12:20:22 PM	0:0:54:40			LAN cable reconnect and pc Network	Onsite
13306	30-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C300120240011		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	30-01-2024 11:24	1/30/2024 12:19:32 PM	0:0:54:48			cpu clean and RAM slot change.	Onsite
13307	30-01-2024	SAKET	Adchini	Recovery	C300120240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 10:46	1/30/2024 11:36:48 AM	0:0:49:59			Mail ID Re-configured	Onsite
13308	30-01-2024	SAKET	Malviya Nagar	HR	C300120240009		Hardware	System	Other Software	Browser	LOW	Closed	30-01-2024 10:45	1/30/2024 11:36:16 AM	0:0:51:8			Default program Changed	Onsite
13309	30-01-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C300120240008		Hardware	Printer	Paper Pickup	Others	LOW	Closed	30-01-2024 10:42	1/30/2024 11:35:27 AM	0:0:52:44			Printer cartridge Faulty, changed	Onsite
13310	30-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C300120240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 10:20	1/30/2024 11:49:26 AM	0:1:28:37			Mail archive issue resolved	Onsite
13311	30-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C300120240006		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 10:19	1/30/2024 11:39:20 AM	0:1:19:59			Mail quota issue resolved	
13312	30-01-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C300120240005		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	30-01-2024 10:18	1/30/2024 11:38:29 AM	0:1:20:22			Printer configured as required.	
13313	30-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C300120240003		Hardware	PC	Not working at all	Others	LOW	Closed	30-01-2024 09:35	1/30/2024 10:05:01 AM	0:0:29:59			user shifted now issue resolved	Onsite
13314	30-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C300120240004		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	30-01-2024 09:35	1/30/2024 10:03:55 AM	0:0:28:17			keyboard install in another usb port in	Onsite
13315	30-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C300120240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-01-2024 09:34	1/30/2024 10:05:24 AM	0:0:31:1			use die notes exe now issue resolved	Onsite
13316	30-01-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C300120240001		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	30-01-2024 09:33	1/30/2024 10:28:15 AM	0:0:54:21			reinstalled the win 10 and all software	Onsite
13317	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C310120240165		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	31-01-2024 17:45	1/31/2024 5:47:41 PM	0:0:2:36			resolved	Onsite
13318	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C310120240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 17:43	1/31/2024 5:47:29 PM	0:0:3:46			resolved	Onsite
13319	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C310120240163		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	31-01-2024 17:42	1/31/2024 5:47:14 PM	0:0:4:16			resolved	Onsite
13320	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C310120240162		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 17:41	1/31/2024 5:46:56 PM	0:0:4:59			resolv ed	Onsite
13321	31-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C310120240160		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	31-01-2024 17:31	1/31/2024 5:32:30 PM	0:0:1:23			after mail password reset issue	Onsite
13322	31-01-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C310120240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	31-01-2024 17:31	1/31/2024 5:32:48 PM	0:0:0:55			after printer reinstall issue reoslved	Onsite
13323	31-01-2024	OTHERS	VSNL	BUSINESS/	C310120240158		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 17:24	1/31/2024 6:10:40 PM	0:0:46:14			PDS software remove and re-installed	Onsite
13324	31-01-2024	OTHERS	VSNL	BUSINESS/	C310120240159		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 17:24	1/31/2024 6:11:14 PM	0:0:46:25			USB Cable Faulty Replaced Cable issue	Onsite
13325	31-01-2024	OTHERS	VSNL	KCC/MLCC	C310120240156		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 17:23	1/31/2024 6:09:37 PM	0:0:46:27			Genus remove and re-installed	Onsite
13326	31-01-2024	OTHERS	VSNL	KCC/MLCC	C310120240157		Hardware	PC	System Password issue	Password	LOW	Closed	31-01-2024 17:23	1/31/2024 6:09:56 PM	0:0:46:14			Password set issue resolve	Onsite
13327	31-01-2024	OTHERS	VSNL	QUALITY	C310120240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 17:22	1/31/2024 6:09:15 PM	0:0:46:53			Re-installed	Onsite
13328	31-01-2024	OTHERS	VSNL	KCC/MLCC	C310120240154		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	31-01-2024 17:21	1/31/2024 6:08:53 PM	0:0:47:28			Printer Driver Installed issue resolve	Onsite
13329	31-01-2024	OTHERS	VSNL	RCM	C310120240153		Telecome	Instrumen	IP	Others	LOW	Closed	31-01-2024 17:20	1/31/2024 6:08:29 PM	0:0:47:50			IP Phone re-configurated issue resolve	Onsite
13330	31-01-2024	OTHERS	VSNL	O-M	C310120240151		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	31-01-2024 17:18	1/31/2024 6:07:22 PM	0:0:49:17			UPS Engineer come and resolve the	Onsite
13331	31-01-2024	OTHERS	VSNL	KCC/MLCC	C310120240152		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 17:18	1/31/2024 6:07:56 PM	0:0:48:57			TNS Replaced issue resolve	Onsite
13332	31-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C310120240149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 17:12	1/31/2024 5:17:35 PM	0:0:5:11			issue resolved	Onsite
13333	31-01-2024	NEHRU PLACE CSO	Ground Floor	HR	C310120240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 17:12	1/31/2024 5:17:44 PM	0:0:4:49			issue resolved	Onsite
13334	31-01-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C310120240148		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 17:11	1/31/2024 5:17:00 PM	0:0:5:50			issue resolved	Onsite
13335	31-01-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Finance	C310120240147		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 17:09	1/31/2024 5:16:41 PM	0:0:7:28			issue resolved	Onsite
13336	31-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C310120240146		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 17:08	1/31/2024 5:15:21 PM	0:0:6:46			issue resolved	Onsite
13337	31-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C310120240145		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	31-01-2024 17:06	1/31/2024 5:13:22 PM	0:0:7:20			Call Close By Sanjay & Subhash	Onsite
13338	31-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C310120240144		Hardware	Laptop	Not working at all	No power	LOW	Closed	31-01-2024 17:05	1/31/2024 5:58:55 PM	0:0:53:3			charging issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13339	31-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C310120240143		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	31-01-2024 17:03	1/31/2024 5:15:01 PM	0:0:11:3			issue resolved	Onsite
13340	31-01-2024	SAKET	MMTC CC	O-M	C310120240141		Hardware	System	Other Software	proxy	LOW	Closed	31-01-2024 17:01	1/31/2024 5:34:43 PM	0:0:33:19			Proxy settings changed	Onsite
13341	31-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C310120240140		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 17:01	1/31/2024 5:15:42 PM	0:0:14:26			Mail password changed	Remote
13342	31-01-2024	SAKET	Malviya Nagar Grid	OM-EHV	C310120240142		Hardware	PC	Network Not Working	No Power	LOW	Closed	31-01-2024 17:01	1/31/2024 5:03:11 PM	0:0:1:40			power cable replaced	Onsite
13343	31-01-2024	SAKET	Adchini	DSK	C310120240139		Telecome	Instrumen	Analog	Others	LOW	Closed	31-01-2024 16:59	1/31/2024 5:34:20 PM	0:0:35:11			Gateway restart	Onsite
13344	31-01-2024	SAKET	Jonapur CC	O-M	C310120240138		Hardware	PC	Not working at all	Others	LOW	Closed	31-01-2024 16:58	1/31/2024 5:00:11 PM	0:0:1:45			Clean RAM and reinstalled	Onsite
13345	31-01-2024	SAKET	Adchini	CIVIL	C310120240137		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	31-01-2024 16:57	1/31/2024 4:59:13 PM	0:0:1:55			LAN not work	Onsite
13346	31-01-2024	SAKET	Adchini	CIVIL	C310120240136		Hardware	MOUSE	Not working	Working	LOW	Closed	31-01-2024 16:53	1/31/2024 5:33:57 PM	0:0:40:22			Working after cleaning	Onsite
13347	31-01-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C310120240135		Network	Link	Link Connectivity Issue	Others	LOW	Closed	31-01-2024 16:52	1/31/2024 5:58:32 PM	0:1:5:35			Issue resolved as reqd	Onsite
13348	31-01-2024	SAKET	Adchini	DSS	C310120240134		Hardware	System	MS Office	File Saving	LOW	Closed	31-01-2024 16:52	1/31/2024 5:33:37 PM	0:0:41:18			File Read only permission changed to	Onsite
13349	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240133		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 16:52	1/31/2024 4:54:24 PM	0:0:2:11			IP configuration issue resolved	Onsite
13350	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240132		Hardware	MOUSE	Not working	Hardware	LOW	Closed	31-01-2024 16:51	1/31/2024 4:54:08 PM	0:0:2:46			Mouse not working issue reolved	Onsite
13351	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240131		Hardware	MOUSE	Not working	Hardware	LOW	Closed	31-01-2024 16:50	1/31/2024 4:53:48 PM	0:0:3:11			Muse not working issue resolved	Onsite
13352	31-01-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C310120240128		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	31-01-2024 16:49	1/31/2024 5:13:05 PM	0:0:23:47			Tray issue resolved	Onsite
13353	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240129		Hardware	System	MS Office	File	LOW	Closed	31-01-2024 16:49	1/31/2024 4:53:11 PM	0:0:3:38			Ms excel not working issue resolved	Onsite
13354	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240130		Hardware	System	Other Software	Adobe	LOW	Closed	31-01-2024 16:49	1/31/2024 4:53:29 PM	0:0:3:30			Ms office not working issue resolved	Onsite
13355	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240126		Hardware	System	Other Software	Adobe	LOW	Closed	31-01-2024 16:48	1/31/2024 4:52:53 PM	0:0:4:28			Ms office not working issue resolved	Onsite
13356	31-01-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C310120240125		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	31-01-2024 16:45	1/31/2024 4:52:37 PM	0:0:7:10			Printer cartridge Very low issue	Onsite
13357	31-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C310120240124		Hardware	Printer	Image Issue	Image	LOW	Closed	31-01-2024 16:45	1/31/2024 5:32:57 PM	0:0:47:42			print DPI setting changed	Onsite
13358	31-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C310120240123		Hardware	PC	System Password issue	Password	LOW	Closed	31-01-2024 16:44	1/31/2024 5:32:21 PM	0:0:47:59			Password reset from AD	Onsite
13359	31-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C310120240121		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 16:42	1/31/2024 4:47:30 PM	0:0:5:2			Issue has been resolved after	Remote
13360	31-01-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C310120240122		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	31-01-2024 16:42	1/31/2024 4:48:34 PM	0:0:5:39			Issue has been resolved after changed	Remote
13361	31-01-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C310120240120		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	31-01-2024 16:41	1/31/2024 5:31:59 PM	0:0:50:14			RJ45 replaced	Onsite
13362	31-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C310120240119		Hardware	System	Other Software	Browser	LOW	Closed	31-01-2024 16:39	1/31/2024 5:15:14 PM	0:0:35:31			Created a new share file	Remote
13363	31-01-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C310120240118		Hardware	System	Other Software	proxy	LOW	Closed	31-01-2024 16:38	1/31/2024 4:41:11 PM	0:0:2:16			Issue Resolved	Onsite
13364	31-01-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C310120240115		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 16:37	1/31/2024 4:40:51 PM	0:0:3:48			Issue Resolved	Onsite
13365	31-01-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C310120240116		Hardware	System	Other Software	Adobe	LOW	Closed	31-01-2024 16:37	1/31/2024 5:14:11 PM	0:0:36:16			Adobe pro reinstalled	Onsite
13366	31-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C310120240117		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	31-01-2024 16:37	1/31/2024 4:41:02 PM	0:0:3:3			Issue Resolved	Onsite
13367	31-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C310120240114		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 16:36	1/31/2024 4:40:44 PM	0:0:4:26			Issue Resolved	Onsite
13368	31-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C310120240112		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	31-01-2024 16:35	1/31/2024 5:13:28 PM	0:0:38:12			Driver reinstalled	Onsite
13369	31-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C310120240113		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	31-01-2024 16:35	1/31/2024 4:40:35 PM	0:0:5:17			Issue Resolved	Onsite
13370	31-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C310120240111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 16:34	1/31/2024 4:40:26 PM	0:0:5:43			Issue Resolved	Onsite
13371	31-01-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C310120240109		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 16:34	1/31/2024 5:12:54 PM	0:0:38:54			Paper removed	Onsite
13372	31-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C310120240110		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 16:34	1/31/2024 4:40:13 PM	0:0:6:2			Issue Resolved	Onsite
13373	31-01-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C310120240108		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	31-01-2024 16:33	1/31/2024 4:40:07 PM	0:0:6:33			Issue Resolved	Onsite
13374	31-01-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	O-M	C310120240106		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 16:32	1/31/2024 4:40:01 PM	0:0:7:20			Issue Resolved	Onsite
13375	31-01-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C310120240107		Hardware	System	Other Software	Browser	LOW	Closed	31-01-2024 16:32	1/31/2024 5:12:18 PM	0:0:39:34			QMS link saved on bookmark	Remote
13376	31-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C310120240104		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	31-01-2024 16:31	1/31/2024 4:38:02 PM	0:0:6:52			Temp file deleted.	Onsite
13377	31-01-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C310120240105		Hardware	Laptop	System Password issue	Others	LOW	Closed	31-01-2024 16:31	1/31/2024 4:39:54 PM	0:0:8:21			Issue Resolved	Onsite
13378	31-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C310120240101		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	31-01-2024 16:30	1/31/2024 4:37:34 PM	0:0:7:23			LAN connector replaced.	Onsite
13379	31-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C310120240103		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 16:30	1/31/2024 4:37:47 PM	0:0:7:4			SAP P92 configured.	Onsite
13380	31-01-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C310120240102		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 16:30	1/31/2024 4:39:43 PM	0:0:9:17			Issue Resolved	Onsite
13381	31-01-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C310120240099		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-01-2024 16:29	1/31/2024 4:37:17 PM	0:0:7:45			Settings problem.	Onsite
13382	31-01-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C310120240100		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 16:29	1/31/2024 4:39:35 PM	0:0:9:51			Issue Resolved	Onsite
13383	31-01-2024	NEHRU PLACE CSO	Third Floor - D Block	RCM	C310120240098		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 16:28	1/31/2024 4:39:28 PM	0:0:10:38			Issue Resolved	Onsite
13384	31-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C310120240096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 16:28	1/31/2024 4:36:45 PM	0:0:8:39			Lotus software installed.	Onsite
13385	31-01-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C310120240097		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	31-01-2024 16:28	1/31/2024 4:37:02 PM	0:0:8:16			New keyboard replaced.	Onsite
13386	31-01-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C310120240095		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	31-01-2024 16:27	1/31/2024 4:36:29 PM	0:0:9:13			Windows installed.	Onsite
13387	31-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C310120240094		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 16:20	1/31/2024 4:46:41 PM	0:0:26:26			Issue has been resolved after	Remote
13388	31-01-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C310120240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 16:19	1/31/2024 4:44:48 PM	0:0:24:53			Issue has been resolved after create	Remote
13389	31-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C310120240092		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Re-Assign	31-01-2024 16:16					LAN cable not working	Onsite
13390	31-01-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C310120240091		Network	Link	Link Connectivity Issue	Others	LOW	Closed	31-01-2024 16:06	1/31/2024 4:06:46 PM	0:0:0:28			flt done and log the call	Onsite
13391	31-01-2024	OTHERS	Andrews Ganj	Enforcem	C310120240090		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	31-01-2024 16:05	1/31/2024 4:07:48 PM	0:0:2:18			USB Issue	Onsite
13392	31-01-2024	OTHERS	Andrews Ganj	Enforcem	C310120240089		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 16:02	1/31/2024 4:09:00 PM	0:0:6:38			SAP Issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13393	31-01-2024	OTHERS	HUDCO Grid	PROTECTI	C310120240088		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 16:01	1/31/2024 4:09:22 PM	0:0:7:41			Host file updated	Onsite
13394	31-01-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C310120240087		Hardware	PC	Network Not Working	Other	LOW	Closed	31-01-2024 16:01	1/31/2024 4:02:57 PM	0:0:1:19			change the network port	Onsite
13395	31-01-2024	OTHERS	Andrews Ganj	Enforcem	C310120240086		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 16:00	1/31/2024 4:09:35 PM	0:0:8:50			Laptop issue	Onsite
13396	31-01-2024	OTHERS	IIT Grid	Enforcem	C310120240084		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	31-01-2024 15:56	1/31/2024 4:10:45 PM	0:0:13:59			Pc booting issue	Onsite
13397	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C310120240085		Telecome	Instrumen	Analog	Instrumen	LOW	Re-Assign	31-01-2024 15:56					instrument faulty at kcc office	Onsite
13398	31-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C310120240083		Software	SAP R/3	BSP Finance	Others	LOW	Closed	31-01-2024 15:53	1/31/2024 4:03:24 PM	0:0:9:44			configure the sap	Onsite
13399	31-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C310120240082		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 15:52	1/31/2024 3:54:45 PM	0:0:2:30			done	Onsite
13400	31-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C310120240080		Hardware	System	Other Software	Browser	LOW	Closed	31-01-2024 15:51	1/31/2024 3:55:23 PM	0:0:4:4			Resolved	Onsite
13401	31-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C310120240081		Telecome	Instrumen	IP	Network	LOW	Closed	31-01-2024 15:51	1/31/2024 4:03:50 PM	0:0:12:27			reset the cable	Onsite
13402	31-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C310120240079		Hardware	System	Other Software	Browser	LOW	Closed	31-01-2024 15:50	1/31/2024 3:55:33 PM	0:0:5:0			Resolved	Onsite
13403	31-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C310120240076		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 15:49	1/31/2024 3:55:47 PM	0:0:6:22			Resolved	Onsite
13404	31-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C310120240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 15:49	1/31/2024 4:04:10 PM	0:0:14:41			create new archive	Onsite
13405	31-01-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C310120240078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 15:49	1/31/2024 3:55:41 PM	0:0:5:59			Resolved	Onsite
13406	31-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C310120240075		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 15:48	1/31/2024 3:55:53 PM	0:0:6:56			Resolved	Onsite
13407	31-01-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C310120240073		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 15:48	1/31/2024 3:55:59 PM	0:0:7:28			Resolved	Onsite
13408	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C310120240074		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	31-01-2024 15:48	1/31/2024 5:45:56 PM	0:1:57:15			resolved	Onsite
13409	31-01-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C310120240072		Hardware	PC	Not working at all	Others	LOW	Closed	31-01-2024 15:47	1/31/2024 3:56:09 PM	0:0:8:27			Resolved	Onsite
13410	31-01-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C310120240071		Network	Link	Link Connectivity Issue	Others	LOW	Closed	31-01-2024 15:45	1/31/2024 4:02:40 PM	0:0:16:43			fle done and log the call	Onsite
13411	31-01-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C310120240070		Hardware	Laptop	Other Issue	Others	LOW	Closed	31-01-2024 15:40	1/31/2024 4:02:08 PM	0:0:21:21			reset the battery	Onsite
13412	31-01-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C310120240069		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	31-01-2024 15:31	1/31/2024 5:08:58 PM	0:1:37:18			scanner driver update, issue resolved	Onsite
13413	31-01-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C310120240068		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 15:24	1/31/2024 4:10:07 PM	0:0:45:8			Printer issue resolved	Onsite
13414	31-01-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C310120240067		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	31-01-2024 15:23	1/31/2024 4:04:17 PM	0:0:40:44			Temp. file, cookies & cache deleted.	Onsite
13415	31-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C310120240066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 15:23	1/31/2024 4:03:12 PM	0:0:40:8			New Archived created.	Onsite
13416	31-01-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C310120240063		Hardware	System	Other Software	Browser	LOW	Closed	31-01-2024 15:22	1/31/2024 4:09:09 PM	0:0:46:58			SAP logon created	Remote
13417	31-01-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C310120240064		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	31-01-2024 15:22	1/31/2024 4:02:48 PM	0:0:40:31			Physical cleaning & RAM slot changed.	Onsite
13418	31-01-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C310120240065		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	31-01-2024 15:22	1/31/2024 4:44:00 PM	0:1:21:7			Issue has been resolved after changed	Onsite
13419	31-01-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C310120240062		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	31-01-2024 15:21	1/31/2024 4:02:14 PM	0:0:40:49			Lotus traveler mail configure in	Onsite
13420	31-01-2024	NEHRU PLACE	20 No Building	Energy	C310120240061		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	31-01-2024 15:21	1/31/2024 5:08:36 PM	0:1:47:33			switch restart , issue resolved	Onsite
13421	31-01-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C310120240060		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	31-01-2024 15:20	1/31/2024 4:01:13 PM	0:0:40:24			Mail reactivate function enabled.	Onsite
13422	31-01-2024	NEHRU PLACE	20 No Building	Energy	C310120240058		Hardware	Laptop	Network Not Working	Other	LOW	Closed	31-01-2024 15:19	1/31/2024 5:07:51 PM	0:1:48:15			proxy setting enable	Onsite
13423	31-01-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C310120240059		Hardware	PC	Restart Problem	Others	LOW	Closed	31-01-2024 15:19	1/31/2024 4:00:42 PM	0:0:40:59			Repairing window .	Onsite
13424	31-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C310120240057		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 15:12	1/31/2024 3:32:40 PM	0:0:20:24			Removed Jam Paper Now working	Onsite
13425	31-01-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C310120240056		Hardware	System	Other Software	Browser	LOW	Closed	31-01-2024 15:12	1/31/2024 4:08:46 PM	0:0:56:43			Sound issue resolved	Onsite
13426	31-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C310120240055		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 15:11	1/31/2024 3:32:27 PM	0:0:20:34			Removed Jam Paper Now working	Onsite
13427	31-01-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C310120240054		Network	Link	Link Connectivity Issue	Device	MEDIUM	Closed	31-01-2024 15:07	1/31/2024 3:51:43 PM	0:0:44:14			switch port hang device reboot and	Onsite
13428	31-01-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C310120240053		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	31-01-2024 15:04	1/31/2024 3:48:21 PM	0:0:43:25			Punch RJ45 Connector properly now	Onsite
13429	31-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C310120240052		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	31-01-2024 15:03	1/31/2024 3:47:02 PM	0:0:43:17			Clean temp files and run diagnostic	Onsite
13430	31-01-2024	NEHRU PLACE	20 No Building	HR	C310120240051		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 14:50	1/31/2024 5:07:32 PM	0:2:16:51			file share via team viewer	Onsite
13431	31-01-2024	NEHRU PLACE	20 No Building	C-M	C310120240050		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 14:47	1/31/2024 5:07:07 PM	0:2:19:58			paper remove from printer	Onsite
13432	31-01-2024	NEHRU PLACE	20 No Building	Billing	C310120240049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 14:44	1/31/2024 5:06:42 PM	0:2:22:24			mail replica replced	Onsite
13433	31-01-2024	ALAKNANDA	G Block Kalkaji	O-M	C310120240048		Hardware	System	Other Software	New	LOW	Closed	31-01-2024 14:23	1/31/2024 3:31:05 PM	0:1:7:41			SAP P92 Installed now issue resolved	Remote
13434	31-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C310120240047		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 14:22	1/31/2024 3:30:42 PM	0:1:8:9			Create new shortcut now issue	Remote
13435	31-01-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C310120240046		Network	Link	Link Connectivity Issue	Link	LOW	Closed	31-01-2024 14:21	1/31/2024 3:30:21 PM	0:1:8:53			Reboot the device and jack in and out	Onsite
13436	31-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C310120240044		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	31-01-2024 14:20	1/31/2024 3:54:38 PM	0:1:34:17			Run Diagnostic and clean temp files	Remote
13437	31-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C310120240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 14:20	1/31/2024 3:29:46 PM	0:1:9:20			Create new archive now issue	Remote
13438	31-01-2024	ALAKNANDA	CR Park HR Office	O-M	C310120240043		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	31-01-2024 14:19	1/31/2024 3:29:21 PM	0:1:9:55			Change the RAM now issue resolved	Onsite
13439	31-01-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C310120240041		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 14:17	1/31/2024 3:28:55 PM	0:1:11:9			Archive all the mail and replicate now	Remote
13440	31-01-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C310120240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 14:17	1/31/2024 3:54:10 PM	0:1:36:19			Reinstalled lotus notes now working	Remote
13441	31-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C310120240040		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	31-01-2024 14:15	1/31/2024 3:53:22 PM	0:1:37:24			Run Diagnostic and clean temp files	Onsite
13442	31-01-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	CPC	C310120240039		Telecome	CCTV	Camera	Network	LOW	Closed	31-01-2024 14:10	1/31/2024 2:43:42 PM	0:0:32:45			change the rz45 connector issue	Onsite
13443	31-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C310120240038		Hardware	PC	Not working at all	No power	LOW	Closed	31-01-2024 14:09	1/31/2024 2:43:14 PM	0:0:33:47			change the power cable issue	Onsite
13444	31-01-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C310120240037		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	31-01-2024 14:07	1/31/2024 2:07:26 PM	0:0:0:18			Going training center for testing link	Remote
13445	31-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C310120240036		Hardware	PC	Not working at all	Others	LOW	Closed	31-01-2024 14:06	1/31/2024 3:33:20 PM	0:1:27:10			PC Installation.	Onsite
13446	31-01-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C310120240035		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 14:05	1/31/2024 3:52:54 PM	0:1:47:51			Repunch RJ45 Connector now working	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13447	31-01-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C310120240033		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	31-01-2024 14:04	1/31/2024 3:52:01 PM	0:1:47:58			Repunch RJ45 Connector now working	Onsite
13448	31-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C310120240034		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	31-01-2024 14:04	1/31/2024 2:05:59 PM	0:0:1:18			Drivers install again usb port replaced	Onsite
13449	31-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C310120240032		Hardware	PC	Not working at all	Others	LOW	Closed	31-01-2024 13:59	1/31/2024 3:33:32 PM	0:1:33:37			PC Installation.	Onsite
13450	31-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C310120240031		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	31-01-2024 13:47	1/31/2024 2:42:25 PM	0:0:54:46			clean the ram and reinstalled issue	Onsite
13451	31-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	Dispancer	C310120240030		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	31-01-2024 13:46	1/31/2024 2:42:02 PM	0:0:55:17			clean the trace file and temp file issue	Onsite
13452	31-01-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C310120240028		Hardware	PC	System Password issue	Password	LOW	Closed	31-01-2024 13:45	1/31/2024 2:41:07 PM	0:0:56:0			reset the system login id password	Onsite
13453	31-01-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C310120240029		Hardware	Attendane	Not working at all	Power	LOW	Closed	31-01-2024 13:45	1/31/2024 2:41:35 PM	0:0:55:38			change the power socket issue	Onsite
13454	31-01-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C310120240027		Hardware	MOUSE	Not working	Sent to	HIGH	Closed	31-01-2024 13:38	1/31/2024 2:33:50 PM	0:0:55:38			resolved	Onsite
13455	31-01-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C310120240026		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 13:37	1/31/2024 2:40:28 PM	0:1:2:35			archived the mail and compact the	Onsite
13456	31-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C310120240025		Hardware	PC	Not working at all	Others	MEDIUM	Closed	31-01-2024 13:27	1/31/2024 2:48:18 PM	0:1:21:15			Change the Mouse and problem	Onsite
13457	31-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C310120240024		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	31-01-2024 13:25	1/31/2024 2:47:26 PM	0:1:21:46			New Archive create request.Done	Onsite
13458	31-01-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C310120240023		Hardware	Printer	No display on Panel	Printer	MEDIUM	Closed	31-01-2024 13:24	1/31/2024 2:46:25 PM	0:1:21:45			power extension board one socket	Onsite
13459	31-01-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C310120240022		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	31-01-2024 13:23	1/31/2024 2:45:28 PM	0:1:21:28			LAN CABLE CHANGE AND NETWORK	Onsite
13460	31-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C310120240021		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 12:39	1/31/2024 1:26:38 PM	0:0:46:46			Removed jam Paper Now Working	Onsite
13461	31-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C310120240020		Hardware	Printer	Image Issue	Light	LOW	Closed	31-01-2024 12:39	1/31/2024 1:26:09 PM	0:0:46:49			Refill Color Printer INK Tanks Now	Onsite
13462	31-01-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C310120240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 12:38	1/31/2024 1:25:18 PM	0:0:46:40			Mail Archive Then Compact &	Onsite
13463	31-01-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C310120240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 11:58	1/31/2024 12:58:53 PM	0:1:0:6			Jam Paper removed.	Onsite
13464	31-01-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C310120240016		Hardware	Printer	Paper Pickup	Others	LOW	Closed	31-01-2024 11:56	1/31/2024 12:59:16 PM	0:1:3:11			Cartridge change.	Onsite
13465	31-01-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C310120240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 11:56	1/31/2024 12:41:58 PM	0:0:45:33			Archives settings done open with path	Onsite
13466	31-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C310120240015		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	31-01-2024 11:53	1/31/2024 12:41:30 PM	0:0:47:52			drivers install & set IP again now	Onsite
13467	31-01-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C310120240014		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	31-01-2024 11:50	1/31/2024 12:41:09 PM	0:0:50:37			Bios settings done replaced cmos cell	Onsite
13468	31-01-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C310120240013		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	31-01-2024 11:45	1/31/2024 1:14:07 PM	0:1:28:55			remove paper now issue resolved..	Onsite
13469	31-01-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C310120240012		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	31-01-2024 11:44	1/31/2024 1:13:40 PM	0:1:29:21			ram moisture clean and change slot	Onsite
13470	31-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C310120240011		Hardware	System	Other Software	software	HIGH	Closed	31-01-2024 11:28	1/31/2024 11:47:15 AM	0:0:18:43			mail reinstall	Onsite
13471	31-01-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	BUSINESS/	C310120240010		Hardware	PC	System Password issue	Password	HIGH	Closed	31-01-2024 11:27	1/31/2024 11:47:35 AM	0:0:19:57			reset password	Onsite
13472	31-01-2024	NAGLOI	66 KV Grid Gh 5 Sayed Gaon	SCADA	C310120240009		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	31-01-2024 11:25	1/31/2024 11:47:58 AM	0:0:22:1			usb port changed	Onsite
13473	31-01-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C310120240008		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	31-01-2024 11:24	1/31/2024 11:48:33 AM	0:0:23:43			scanner install	Onsite
13474	31-01-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	Store	C310120240007		Hardware	PC	Restart Problem	Others	HIGH	Closed	31-01-2024 11:23	1/31/2024 11:46:46 AM	0:0:22:53			Power issue	Onsite
13475	31-01-2024	SAKET	Adchini	BUSINESS/	C310120240006		Hardware	PC	Not working at all	Others	LOW	Closed	31-01-2024 11:03	1/31/2024 11:15:40 AM	0:0:12:10			Projector setting	Onsite
13476	31-01-2024	SAKET	Adchini	BUSINESS/	C310120240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	31-01-2024 10:49	1/31/2024 11:15:08 AM	0:0:26:6			mail not sent	Onsite
13477	31-01-2024	SAKET	Adchini	Recovery	C310120240004		Hardware	System	Other Software	software	LOW	Closed	31-01-2024 10:48	1/31/2024 11:05:54 AM	0:0:17:42			Changed windows credential	Onsite
13478	31-01-2024	SAKET	Adchini	BUSINESS/	C310120240003		Network	LAN Issue	LAN Issue	Others	LOW	Closed	31-01-2024 10:47	1/31/2024 11:05:14 AM	0:0:17:58			IP installed no LAN adaptor	Onsite
13479	31-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C310120240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	31-01-2024 10:33	1/31/2024 10:46:23 AM	0:0:13:15			keyboard replaced issue resolved	Onsite
13480	31-01-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C310120240002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	31-01-2024 10:33	1/31/2024 10:46:42 AM	0:0:13:10			printer reconnected issue resolved	Onsite
13481	01-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010220240009		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-02-2024 11:06	02-01-2024 11:13	0:0:6:45			reconnected issue resolved	Onsite
13482	01-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010220240008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 11:05	02-01-2024 11:12	0:0:6:58			quota cleared issue resolved	Onsite
13483	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C010220240007		Hardware	System	Other Software	New	LOW	Closed	01-02-2024 10:54	02-01-2024 10:56	0:0:2:49			Add server done	Onsite
13484	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C010220240006		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 10:52	02-01-2024 10:56	0:0:4:5			Duty at Training center PJB for exam	Onsite
13485	01-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010220240152		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 17:42	02-01-2024 18:00	0:0:18:21			Issue resolved as reqd	Onsite
13486	01-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C010220240151		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 17:40	02-01-2024 18:00	0:0:20:1			Issue resolved as reqd	Onsite
13487	01-02-2024	OTHERS	VSNL	RCM	C010220240150		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	01-02-2024 17:36	02-01-2024 17:55	0:0:18:40			Delete temp file and folder scan	Onsite
13488	01-02-2024	OTHERS	VSNL	KCC/MLCC	C010220240149		Hardware	PC	Restart Problem	Physical	LOW	Closed	01-02-2024 17:35	02-01-2024 17:54	0:0:19:0			issue resolve	Onsite
13489	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010220240148		Hardware	PC	Restart Problem	Physical	LOW	Closed	01-02-2024 17:31	02-01-2024 17:33	0:0:1:24			resolved	Onsite
13490	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010220240147		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	01-02-2024 17:30	02-01-2024 17:32	0:0:2:7			resolved	Onsite
13491	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010220240146		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 17:29	02-01-2024 17:32	0:0:3:3			resolved	Onsite
13492	01-02-2024	OTHERS	VSNL	KCC/MLCC	C010220240145		Hardware	PC	TFT	Others	LOW	Closed	01-02-2024 17:29	02-01-2024 17:54	0:0:24:49			replaced TFT standby	Onsite
13493	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010220240143		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 17:28	02-01-2024 17:32	0:0:4:14			resolved	Onsite
13494	01-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C010220240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 17:28	02-01-2024 17:30	0:0:2:4			Issue Resolved	Onsite
13495	01-02-2024	OTHERS	VSNL	KCC/MLCC	C010220240140		Hardware	MOUSE	Not working	Other	LOW	Closed	01-02-2024 17:27	02-01-2024 17:53	0:0:26:8			mouse replaced	Onsite
13496	01-02-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C010220240142		Hardware	System	MS Office	Others	LOW	Closed	01-02-2024 17:27	02-01-2024 17:30	0:0:2:27			Issue Resolved	Onsite
13497	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010220240141		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-02-2024 17:27	02-01-2024 17:32	0:0:4:55			resolved	Onsite
13498	01-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C010220240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 17:26	02-01-2024 17:29	0:0:3:15			Issue Resolved	Onsite
13499	01-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010220240138		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 17:26	02-01-2024 17:29	0:0:3:45			Issue Resolved	Onsite
13500	01-02-2024	OTHERS	VSNL	MMG	C010220240136		Network	Link	Link Connectivity Issue	Others	LOW	Closed	01-02-2024 17:25	02-01-2024 17:53	0:0:27:58			issue resolve by Air tel vendor	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13501	01-02-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C010220240137		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 17:25	02-01-2024 17:29	0:0:4:22			Issue Resolved	Onsite
13502	01-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010220240135		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 17:23	02-01-2024 17:29	0:0:5:35			Issue Resolved	Onsite
13503	01-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010220240134		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	01-02-2024 17:22	02-01-2024 17:29	0:0:6:28			Issue Resolved	Onsite
13504	01-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010220240133		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-02-2024 17:22	02-01-2024 17:29	0:0:7:4			Issue Resolved	Onsite
13505	01-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BPI	C010220240132		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 17:21	02-01-2024 17:29	0:0:7:46			Issue Resolved	Onsite
13506	01-02-2024	SARITA VIHAR	Jasola Grid	OM-EHV	C010220240131		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	01-02-2024 17:01	02-02-2024 11:07	0:18:5:47			Printer configured call closed	
13507	01-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C010220240130		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	01-02-2024 17:00	02-02-2024 11:06	0:18:5:57			After reconfigured issue resolved	
13508	01-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010220240128		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 16:51	02-01-2024 16:52	0:0:1:19			issue resolved after change the	Onsite
13509	01-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	HR	C010220240129		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-02-2024 16:51	02-01-2024 17:38	0:0:47:9			Webmail opening issue resolved.	Remote
13510	01-02-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C010220240127		Telecome	Instrumen	Digital	Others	LOW	Closed	01-02-2024 16:50	02-02-2024 10:31	0:17:41:20			i will discussed with shifting team	Onsite
13511	01-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010220240126		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 16:47	02-01-2024 16:52	0:0:4:37			issue resolved after change the	Onsite
13512	01-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C010220240125		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	01-02-2024 16:46	02-01-2024 17:30	0:0:43:20			Temp file cleared	Onsite
13513	01-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010220240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 16:45	02-01-2024 16:46	0:0:1:23			mail install on phone and issue	Onsite
13514	01-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C010220240123		Hardware	Laptop	Network Not Working	Other	LOW	Closed	01-02-2024 16:45	02-01-2024 17:29	0:0:43:52			RJ45 has been crimped	Onsite
13515	01-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010220240122		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	01-02-2024 16:44	02-01-2024 16:46	0:0:2:29			mail install on phone and issue	Onsite
13516	01-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010220240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 16:43	02-01-2024 16:46	0:0:2:31			issue resolved after mail installation	Onsite
13517	01-02-2024	VASANT KUNJ	C 8	O-M	C010220240121		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 16:43	02-01-2024 17:27	0:0:43:52			SAP ID unlocked from the BSES site	Remote
13518	01-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C010220240119		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 16:40	02-01-2024 17:27	0:0:46:11			Windows repaired	Onsite
13519	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240118		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:38	02-01-2024 16:42	0:0:3:54			Ms office not working issue resolved	Onsite
13520	01-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C010220240117		Telecome	Instrumen	IP	Others	LOW	Closed	01-02-2024 16:38	02-01-2024 17:25	0:0:47:16			IP phone has been configured	Onsite
13521	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240115		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:37	02-01-2024 16:41	0:0:4:34			google chrome not working issue	Onsite
13522	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240116		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:37	02-01-2024 16:42	0:0:4:18			Adobe not working issue resolved	Onsite
13523	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240114		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:36	02-01-2024 16:41	0:0:4:54			Ms office not working issue resolved	Onsite
13524	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240113		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:36	02-01-2024 16:41	0:0:5:12			Google chrome not working issue	Onsite
13525	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240111		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:35	02-01-2024 16:40	0:0:5:52			Google chrome not working issue	Onsite
13526	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240112		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:35	02-01-2024 16:41	0:0:5:25			IP msg not working issue resolved	Onsite
13527	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240110		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:34	02-01-2024 16:40	0:0:6:7			Ms office not working issue resolved	Onsite
13528	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240107		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:33	02-01-2024 16:39	0:0:6:38			Ms office not working issue resolved	Onsite
13529	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240109		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	01-02-2024 16:33	02-01-2024 16:40	0:0:6:22			Scanning issue resolved	Onsite
13530	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240108		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:33	02-01-2024 16:40	0:0:6:29			IP msg not working issue resolved	Onsite
13531	01-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C010220240106		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:31	02-01-2024 17:06	0:0:35:2			MS Office installed	Onsite
13532	01-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C010220240105		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 16:27	02-01-2024 17:13	0:0:45:41			issue has been resolved after create	Remote
13533	01-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C010220240104		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	01-02-2024 16:26	02-01-2024 17:12	0:0:46:7			issue has been resolved after	Remote
13534	01-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C010220240103		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-02-2024 16:25	02-01-2024 17:37	0:1:11:24			Printer configured as reqd	Remote
13535	01-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C010220240102		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	01-02-2024 16:25	02-01-2024 17:11	0:0:46:4			issue has been resolved after repair	Remote
13536	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240101		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	01-02-2024 16:19	02-01-2024 17:02	0:0:42:55			USB issue	Onsite
13537	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240100		Hardware	PC	Restart Problem	Heating	LOW	Closed	01-02-2024 16:18	02-01-2024 17:02	0:0:44:7			Pc booting issue	Onsite
13538	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240099		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 16:17	02-01-2024 17:02	0:0:45:23			Drivers installation	Onsite
13539	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240098		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 16:16	02-01-2024 17:03	0:0:46:49			Printer issue	Onsite
13540	01-02-2024	OTHERS	HUDCO Grid	PROTECTI	C010220240097		Network	Link	Link Connectivity Issue	Link	LOW	Closed	01-02-2024 16:15	02-01-2024 17:03	0:0:47:51			Link issue	Onsite
13541	01-02-2024	OTHERS	HUDCO Grid	PROTECTI	C010220240096		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 16:14	02-01-2024 17:03	0:0:48:59			Mail instllation on laptop	Onsite
13542	01-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C010220240095		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 16:11	02-01-2024 16:11	0:0:0:17			resolved	Onsite
13543	01-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C010220240094		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 16:10	02-01-2024 16:11	0:0:1:32			resolved	Onsite
13544	01-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C010220240093		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-02-2024 16:07	02-02-2024 17:06	1:0:58:52			Printer lan not working pls send lan	Onsite
13545	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240092		Hardware	PC	Not working at all	No power	LOW	Closed	01-02-2024 15:58	02-01-2024 16:03	0:0:5:1			PC installation done	Onsite
13546	01-02-2024	NEHRU PLACE	20 No Building	ANALYTIC	C010220240091		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 15:56	02-01-2024 16:49	0:0:52:22			pearl software re-install	Onsite
13547	01-02-2024	NEHRU PLACE	20 No Building	Energy	C010220240090		Hardware	System	MS Office	File Not	LOW	Closed	01-02-2024 15:56	02-01-2024 16:48	0:0:52:47			clean to task manager	Onsite
13548	01-02-2024	NEHRU PLACE	20 No Building	ANALYTIC	C010220240089		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 15:55	02-01-2024 16:48	0:0:53:23			clear browsing data	Onsite
13549	01-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C010220240088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 15:54	02-01-2024 17:05	0:1:11:21			remove paper issue resolve	Onsite
13550	01-02-2024	NEHRU PLACE	20 No Building	Energy	C010220240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:54	02-01-2024 16:46	0:0:52:39			archive setting change	Onsite
13551	01-02-2024	NEHRU PLACE	20 No Building	Energy	C010220240086		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 15:53	02-01-2024 16:46	0:0:52:53			printer driver setting change	Onsite
13552	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:49	02-01-2024 16:08	0:0:18:44			Mail installation and configuration.	Onsite
13553	01-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C010220240085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:49	02-01-2024 15:50	0:0:0:22			create new archive	Remote
13554	01-02-2024	SAKET	Adchini	DSS	C010220240083		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 15:46	02-01-2024 15:51	0:0:4:37			TeamViewer not work	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13555	01-02-2024	SAKET	Adchini	BUSINESS/	C010220240081		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-02-2024 15:45	02-01-2024 15:50	0:0:5:29			keyboard not work	Onsite
13556	01-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C010220240082		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-02-2024 15:45	02-01-2024 15:45	0:0:0:29			change the usb cable	Onsite
13557	01-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C010220240079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 15:44	02-01-2024 17:09	0:1:25:39			issue has been resolved after	Remote
13558	01-02-2024	SAKET	Adchini	SAFETY	C010220240080		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	01-02-2024 15:44	02-01-2024 15:50	0:0:5:47			LAN not work	Onsite
13559	01-02-2024	SAKET	Adchini	SAFETY	C010220240078		Telecome	Instrumen	Analog	Line	LOW	Closed	01-02-2024 15:43	02-01-2024 15:49	0:0:5:45			phone not work	Remote
13560	01-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C010220240077		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 15:43	02-01-2024 15:46	0:0:2:29			check the pc and log the complaint	Onsite
13561	01-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C010220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:42	02-01-2024 17:00	0:1:17:58			Issue has been resolved after create	Remote
13562	01-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C010220240076		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	01-02-2024 15:42	02-01-2024 17:01	0:1:18:16			Issue has been resolved after clear the	Remote
13563	01-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C010220240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:41	02-01-2024 16:43	0:1:1:50			after mail archived issue resolved	Onsite
13564	01-02-2024	SAKET	Adchini	SAFETY	C010220240073		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:40	02-01-2024 15:49	0:0:8:25			Mail not work	Remote
13565	01-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010220240072		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-02-2024 15:40	02-01-2024 16:25	0:0:44:38			Temp. file , cookies & cheche memory	Onsite
13566	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240070		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 15:39	02-01-2024 16:15	0:0:36:21			Old Data Transfer from pc to Laptop	Onsite
13567	01-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C010220240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 15:39	02-01-2024 16:42	0:1:3:33			after paper jam clear issue resolved	Onsite
13568	01-02-2024	NEHRU PLACE	W Block GK 1	O-M	C010220240068		Hardware	System	MS Office	File Not	LOW	Closed	01-02-2024 15:39	02-01-2024 16:23	0:0:44:4			Higher version uninstalled.	Onsite
13569	01-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C010220240071		Hardware	System	MS Office	Others	LOW	Closed	01-02-2024 15:39	02-01-2024 16:24	0:0:44:35			PDF file converted into word with	Onsite
13570	01-02-2024	NEHRU PLACE	W Block GK 1	O-M	C010220240067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:38	02-01-2024 16:21	0:0:43:28			New Archive created.	Remote
13571	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240066		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	01-02-2024 15:37	02-01-2024 16:13	0:0:35:38			LAN port not reconnect	Onsite
13572	01-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C010220240065		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 15:35	02-01-2024 17:05	0:1:29:58			Cartridge replaced issue resolve	Onsite
13573	01-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C010220240064		Hardware	PC	System Password issue	Password	LOW	Closed	01-02-2024 15:34	02-01-2024 17:04	0:1:30:41			Password Reset issue resolve	Onsite
13574	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240063		Hardware	PC	Not working at all	Physical	LOW	Closed	01-02-2024 15:29	02-01-2024 16:10	0:0:41:10			Clean RAM and insert again	Onsite
13575	01-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C010220240062		Hardware	PC	Not working at all	Physical	LOW	Closed	01-02-2024 15:28	02-01-2024 16:09	0:0:41:21			NEW Pc install on another room	Onsite
13576	01-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C010220240061		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 15:27	02-01-2024 16:08	0:0:41:25			Date and time settings change.	Onsite
13577	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240060		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-02-2024 15:25	02-01-2024 16:08	0:0:42:43			RJ45 crimp	Onsite
13578	01-02-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	OM-DIV	C010220240058		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	01-02-2024 15:24	02-01-2024 15:41	0:0:16:33			LAN not working issue	Onsite
13579	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240059		Hardware	MOUSE	Not working	Other	LOW	Closed	01-02-2024 15:24	02-01-2024 16:07	0:0:42:24			USB port not detected mouse	Onsite
13580	01-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C010220240057		Hardware	System	Other Software	Adobe	HIGH	Closed	01-02-2024 15:11	02-01-2024 16:11	0:0:59:47			Pdf reinstall	Onsite
13581	01-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C010220240056		Hardware	PC	Restart Problem	Others	HIGH	Closed	01-02-2024 15:10	02-01-2024 16:12	0:1:1:39			Power issue	Onsite
13582	01-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010220240054		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	01-02-2024 15:09	02-01-2024 16:12	0:1:3:41			Printer paper jam cline	Onsite
13583	01-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010220240055		Hardware	System	MS Office	File Not	LOW	Closed	01-02-2024 15:09	02-01-2024 15:17	0:0:8:20			MS office 2007 reinstalled.	Onsite
13584	01-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010220240051		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	01-02-2024 15:08	02-01-2024 16:13	0:1:4:54			usb cable changed	Onsite
13585	01-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C010220240052		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 15:08	02-01-2024 15:17	0:0:8:43			Password unlocked.	Onsite
13586	01-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010220240053		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 15:08	02-01-2024 15:17	0:0:8:28			Local lan loose.	Onsite
13587	01-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C010220240050		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 15:08	02-01-2024 15:16	0:0:8:51			Printer driver installed.	Onsite
13588	01-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C010220240049		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	01-02-2024 15:07	02-01-2024 16:11	0:1:4:26			setting issue	Onsite
13589	01-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C010220240048		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	01-02-2024 15:07	02-01-2024 15:14	0:0:6:57			USB cable replaced.	Onsite
13590	01-02-2024	SAKET	Shivalik Grid	OM-EHV	C010220240047		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-02-2024 14:52	02-01-2024 15:06	0:0:14:16			New mail installation	Onsite
13591	01-02-2024	SAKET	Shivalik Grid	OM-EHV	C010220240046		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-02-2024 14:50	02-01-2024 15:05	0:0:14:56			Restart Laptop	Onsite
13592	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C010220240045		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 14:39	02-01-2024 15:59	0:1:19:59			updated the adobe flash player issue	Onsite
13593	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C010220240043		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	01-02-2024 14:38	02-01-2024 15:58	0:1:20:18			restore the window issue resovled	Onsite
13594	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C010220240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 14:38	02-01-2024 15:59	0:1:20:26			cleared the paper issue resolved	Onsite
13595	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C010220240042		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 14:37	02-01-2024 15:57	0:1:19:58			change the proxy setting issue	Onsite
13596	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C010220240041		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-02-2024 14:37	02-01-2024 15:57	0:1:20:4			unlocked the mail id issue resolved	Onsite
13597	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C010220240040		Hardware	QMS	Hardware Issue	Sent to	LOW	Closed	01-02-2024 14:36	02-01-2024 15:57	0:1:20:40			change the vga cable issue resolved	Onsite
13598	01-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C010220240038		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 14:35	02-01-2024 15:56	0:1:21:2			repair ms office software issue	Onsite
13599	01-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C010220240039		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 14:35	02-01-2024 15:56	0:1:20:43			repair acrobat software issue resolved	Onsite
13600	01-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C010220240037		Hardware	Laptop	Hanging/Slow processing	Driver	LOW	Closed	01-02-2024 14:34	02-01-2024 15:56	0:1:21:11			install the graphics drivers and chipset	Onsite
13601	01-02-2024	SAKET	D-Block Saket	O-M	C010220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 14:30	02-01-2024 15:08	0:0:38:8			Refresh the Mail design & replicate	Remote
13602	01-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C010220240035		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 14:27	02-01-2024 14:57	0:0:30:5			reset the firefox setting now issue	Remote
13603	01-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C010220240034		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 14:26	02-01-2024 14:57	0:0:30:11			adobe pdf reinstalled issue resolved	Remote
13604	01-02-2024	SAKET	Chhatarpur CC	O-M	C010220240033		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-02-2024 14:24	02-01-2024 15:07	0:0:42:47			Windows starting issue	Onsite
13605	01-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C010220240032		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 14:23	02-01-2024 15:06	0:0:43:18			PC re-join with Domain Controller	Onsite
13606	01-02-2024	SAKET	Fatehpur Beri CC	O-M	C010220240031		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-02-2024 14:20	02-01-2024 15:05	0:0:45:19			Booting issue	Onsite
13607	01-02-2024	SAKET	Chhatarpur CC	O-M	C010220240030		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	01-02-2024 14:19	02-01-2024 15:05	0:0:45:59			Internet is not working	Onsite
13608	01-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010220240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 14:17	02-01-2024 15:17	0:1:0:16			Clear paper jam now working fine	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13609	01-02-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C010220240027		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 14:16	02-01-2024 16:05	0:1:49:25			Power cable replace now working fine	Onsite
13610	01-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C010220240028		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-02-2024 14:16	02-01-2024 15:17	0:1:0:43			Scanner driver reinstalled now	Onsite
13611	01-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C010220240026		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-02-2024 14:14	02-01-2024 15:15	0:1:1:1			Run diagnostic and clean temp files	
13612	01-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C010220240025		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 13:13	02-01-2024 14:19	0:1:6:3			PC Installation.	Onsite
13613	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240024		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-02-2024 13:12	02-01-2024 14:20	0:1:8:4			Scanner software installation.	Onsite
13614	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240023		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 13:10	02-01-2024 14:23	0:1:12:55			Cartridge replaced.	Onsite
13615	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240022		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 13:09	02-01-2024 14:25	0:1:15:20			Printer attach on side printer.	Onsite
13616	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240021		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 13:01	02-01-2024 14:27	0:1:26:11			Printer restart.	Onsite
13617	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C010220240020		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 12:22	02-01-2024 12:52	0:0:29:42			Pls assigned to Jagmeet.	Onsite
13618	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240019		Hardware	PC	Restart Problem	Others	LOW	Closed	01-02-2024 11:48	02-01-2024 11:56	0:0:8:13			CMOS Battery Change Now working	Onsite
13619	01-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010220240018		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 11:36	02-01-2024 11:37	0:0:0:51			reinsert the cable	Onsite
13620	01-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010220240017		Software	SAP R/3	BSP SD	Others	LOW	Closed	01-02-2024 11:32	02-01-2024 11:37	0:0:5:6			copy the printing file	Onsite
13621	01-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010220240016		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-02-2024 11:31	02-01-2024 11:37	0:0:5:18			repair the software	Remote
13622	01-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	Billing	C010220240015		Network	LAN Issue	LAN Issue	Port	LOW	Closed	01-02-2024 11:29	02-02-2024 17:07	1:5:38:2			LAN faulty	Onsite
13623	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240014		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	01-02-2024 11:29	02-01-2024 11:47	0:0:18:25			New Traveler Request Created &	Onsite
13624	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240013		Hardware	PC	Not working at all	No power	LOW	Closed	01-02-2024 11:28	02-01-2024 11:46	0:0:18:21			Power Socket Change Now Working	Onsite
13625	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240012		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 11:27	02-01-2024 11:45	0:0:18:33			Removed jam Paper Now Working	Onsite
13626	01-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C010220240011		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	01-02-2024 11:07	02-01-2024 11:48	0:0:41:17			Lan cable traced and connected with 8	Onsite
13627	01-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C010220240010		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 11:06	02-01-2024 11:47	0:0:41:7			printer driver reinstalled issue	Onsite
13628	01-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010220240009		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-02-2024 11:06	02-01-2024 11:13	0:0:6:45			reconnected issue resolved	Onsite
13629	01-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010220240008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 11:05	02-01-2024 11:12	0:0:6:58			quota cleared issue resolved	Onsite
13630	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C010220240007		Hardware	System	Other Software	New	LOW	Closed	01-02-2024 10:54	02-01-2024 10:56	0:0:2:49			Add server done	Onsite
13631	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C010220240006		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 10:52	02-01-2024 10:56	0:0:4:5			Duty at Training center PJB for exam	Onsite
13632	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240005		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	01-02-2024 10:46	02-01-2024 11:45	0:0:58:36			Do troubleshooting & found hardware	Onsite
13633	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240004		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 10:45	02-01-2024 11:45	0:1:0:29			Do power cable tight.	Onsite
13634	01-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C010220240003		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-02-2024 10:24	02-01-2024 12:08	0:1:44:31			issue resolved after change the mail	Onsite
13635	01-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C010220240002		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 10:23	02-01-2024 12:08	0:1:44:55			issue resolved after change the prpxy	Onsite
13636	01-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C010220240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-02-2024 10:23	02-01-2024 12:08	0:1:44:57			issue resolved after change the	Onsite
13637	01-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010220240152		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 17:42	02-01-2024 18:00	0:0:18:21			Issue resolved as reqd	Onsite
13638	01-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C010220240151		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 17:40	02-01-2024 18:00	0:0:20:1			Issue resolved as reqd	Onsite
13639	01-02-2024	OTHERS	VSNL	RCM	C010220240150		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	01-02-2024 17:36	02-01-2024 17:55	0:0:18:40			Delete temp file and folder scan	Onsite
13640	01-02-2024	OTHERS	VSNL	KCC/MLCC	C010220240149		Hardware	PC	Restart Problem	Physical	LOW	Closed	01-02-2024 17:35	02-01-2024 17:54	0:0:19:0			issue resolve	Onsite
13641	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010220240148		Hardware	PC	Restart Problem	Physical	LOW	Closed	01-02-2024 17:31	02-01-2024 17:33	0:0:1:24			resolved	Onsite
13642	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010220240147		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	01-02-2024 17:30	02-01-2024 17:32	0:0:2:7			resolved	Onsite
13643	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010220240146		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 17:29	02-01-2024 17:32	0:0:3:3			resolved	Onsite
13644	01-02-2024	OTHERS	VSNL	KCC/MLCC	C010220240145		Hardware	PC	TFT	Others	LOW	Closed	01-02-2024 17:29	02-01-2024 17:54	0:0:24:49			replaced TFT standby	Onsite
13645	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010220240143		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 17:28	02-01-2024 17:32	0:0:4:14			resolved	Onsite
13646	01-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C010220240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 17:28	02-01-2024 17:30	0:0:2:4			Issue Resolved	Onsite
13647	01-02-2024	OTHERS	VSNL	KCC/MLCC	C010220240140		Hardware	MOUSE	Not working	Other	LOW	Closed	01-02-2024 17:27	02-01-2024 17:53	0:0:26:8			mouse replaced	Onsite
13648	01-02-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C010220240142		Hardware	System	MS Office	Others	LOW	Closed	01-02-2024 17:27	02-01-2024 17:30	0:0:2:27			Issue Resolved	Onsite
13649	01-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C010220240141		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-02-2024 17:27	02-01-2024 17:32	0:0:4:55			resolved	Onsite
13650	01-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C010220240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 17:26	02-01-2024 17:29	0:0:3:15			Issue Resolved	Onsite
13651	01-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010220240138		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 17:26	02-01-2024 17:29	0:0:3:45			Issue Resolved	Onsite
13652	01-02-2024	OTHERS	VSNL	MMG	C010220240136		Network	Link	Link Connectivity Issue	Others	LOW	Closed	01-02-2024 17:25	02-01-2024 17:53	0:0:27:58			issue resolve by Air tel vendor	Onsite
13653	01-02-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C010220240137		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 17:25	02-01-2024 17:29	0:0:4:22			Issue Resolved	Onsite
13654	01-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010220240135		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 17:23	02-01-2024 17:29	0:0:5:35			Issue Resolved	Onsite
13655	01-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C010220240134		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	01-02-2024 17:22	02-01-2024 17:29	0:0:6:28			Issue Resolved	Onsite
13656	01-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010220240133		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-02-2024 17:22	02-01-2024 17:29	0:0:7:4			Issue Resolved	Onsite
13657	01-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BPI	C010220240132		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 17:21	02-01-2024 17:29	0:0:7:46			Issue Resolved	Onsite
13658	01-02-2024	SARITA VIHAR	Jasola Grid	OM-EHV	C010220240131		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	01-02-2024 17:01	02-02-2024 11:07	0:18:5:47			Printer configured call closed	
13659	01-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C010220240130		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	01-02-2024 17:00	02-02-2024 11:06	0:18:5:57			After reconfigured issue resolved	
13660	01-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010220240128		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 16:51	02-01-2024 16:52	0:0:1:19			issue resolved after change the	Onsite
13661	01-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	HR	C010220240129		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-02-2024 16:51	02-01-2024 17:38	0:0:47:9			Webmail opening issue resolved.	Remote
13662	01-02-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C010220240127		Telecome	Instrumen	Digital	Others	LOW	Closed	01-02-2024 16:50	02-02-2024 10:31	0:17:41:20			i will discussed with shifting team	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13663	01-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010220240126		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 16:47	02-01-2024 16:52	0:0:4:37			issue resolved after change the	Onsite
13664	01-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C010220240125		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	01-02-2024 16:46	02-01-2024 17:30	0:0:43:20			Temp file cleared	Onsite
13665	01-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010220240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 16:45	02-01-2024 16:46	0:0:1:23			mail install on phone and issue	Onsite
13666	01-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C010220240123		Hardware	Laptop	Network Not Working	Other	LOW	Closed	01-02-2024 16:45	02-01-2024 17:29	0:0:43:52			RJ45 has been crimped	Onsite
13667	01-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010220240122		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	01-02-2024 16:44	02-01-2024 16:46	0:0:2:29			mail install on phone and issue	Onsite
13668	01-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010220240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 16:43	02-01-2024 16:46	0:0:2:31			issue resolved after mail installation	Onsite
13669	01-02-2024	VASANT KUNJ	C 8	O-M	C010220240121		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 16:43	02-01-2024 17:27	0:0:43:52			SAP ID unlocked from the BSES site	Remote
13670	01-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C010220240119		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 16:40	02-01-2024 17:27	0:0:46:11			Windows repaired	Onsite
13671	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240118		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:38	02-01-2024 16:42	0:0:3:54			Ms office not working issue resolved	Onsite
13672	01-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C010220240117		Telecome	Instrumen	IP	Others	LOW	Closed	01-02-2024 16:38	02-01-2024 17:25	0:0:47:16			IP phone has been configured	Onsite
13673	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240115		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:37	02-01-2024 16:41	0:0:4:34			google chrome not working issue	Onsite
13674	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240116		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:37	02-01-2024 16:42	0:0:4:18			Adobe not working issue resolved	Onsite
13675	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240114		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:36	02-01-2024 16:41	0:0:4:54			Ms office not working issue resolved	Onsite
13676	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240113		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:36	02-01-2024 16:41	0:0:5:12			Google chrome not working issue	Onsite
13677	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240111		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:35	02-01-2024 16:40	0:0:5:52			Google chrome not working issue	Onsite
13678	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240112		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:35	02-01-2024 16:41	0:0:5:25			IP msg not working issue resolved	Onsite
13679	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240110		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:34	02-01-2024 16:40	0:0:6:7			Ms office not working issue resolved	Onsite
13680	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240107		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:33	02-01-2024 16:39	0:0:6:38			Ms office not working issue resolved	Onsite
13681	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240109		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	01-02-2024 16:33	02-01-2024 16:40	0:0:6:22			Scanning issue resolved	Onsite
13682	01-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010220240108		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 16:33	02-01-2024 16:40	0:0:6:29			IP msg not working issue resolved	Onsite
13683	01-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C010220240106		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 16:31	02-01-2024 17:06	0:0:35:2			MS Office installed	Onsite
13684	01-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C010220240105		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 16:27	02-01-2024 17:13	0:0:45:41			issue has been resolved after create	Remote
13685	01-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C010220240104		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	01-02-2024 16:26	02-01-2024 17:12	0:0:46:7			issue has been resolved after	Remote
13686	01-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C010220240103		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-02-2024 16:25	02-01-2024 17:37	0:1:11:24			Printer configured as reqd	Remote
13687	01-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C010220240102		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	01-02-2024 16:25	02-01-2024 17:11	0:0:46:4			issue has been resolved after repair	Remote
13688	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240101		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	01-02-2024 16:19	02-01-2024 17:02	0:0:42:55			USB issue	Onsite
13689	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240100		Hardware	PC	Restart Problem	Heating	LOW	Closed	01-02-2024 16:18	02-01-2024 17:02	0:0:44:7			Pc booting issue	Onsite
13690	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240099		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 16:17	02-01-2024 17:02	0:0:45:23			Drivers installation	Onsite
13691	01-02-2024	OTHERS	Andrews Ganj	Enforcem	C010220240098		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 16:16	02-01-2024 17:03	0:0:46:49			Printer issue	Onsite
13692	01-02-2024	OTHERS	HUDCO Grid	PROTECTI	C010220240097		Network	Link	Link Connectivity Issue	Link	LOW	Closed	01-02-2024 16:15	02-01-2024 17:03	0:0:47:51			Link issue	Onsite
13693	01-02-2024	OTHERS	HUDCO Grid	PROTECTI	C010220240096		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 16:14	02-01-2024 17:03	0:0:48:59			Mail instllation on laptop	Onsite
13694	01-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C010220240095		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 16:11	02-01-2024 16:11	0:0:0:17			resolved	Onsite
13695	01-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C010220240094		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 16:10	02-01-2024 16:11	0:0:1:32			resolved	Onsite
13696	01-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C010220240093		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-02-2024 16:07	02-02-2024 17:06	1:0:58:52			Printer lan not working pls send lan	Onsite
13697	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240092		Hardware	PC	Not working at all	No power	LOW	Closed	01-02-2024 15:58	02-01-2024 16:03	0:0:5:1			PC installation done	Onsite
13698	01-02-2024	NEHRU PLACE	20 No Building	ANALYTIC	C010220240091		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 15:56	02-01-2024 16:49	0:0:52:22			pearl software re-install	Onsite
13699	01-02-2024	NEHRU PLACE	20 No Building	Energy	C010220240090		Hardware	System	MS Office	File Not	LOW	Closed	01-02-2024 15:56	02-01-2024 16:48	0:0:52:47			clean to task manager	Onsite
13700	01-02-2024	NEHRU PLACE	20 No Building	ANALYTIC	C010220240089		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 15:55	02-01-2024 16:48	0:0:53:23			clear browsing data	Onsite
13701	01-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C010220240088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 15:54	02-01-2024 17:05	0:1:11:21			remove paper issue resolve	Onsite
13702	01-02-2024	NEHRU PLACE	20 No Building	Energy	C010220240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:54	02-01-2024 16:46	0:0:52:39			archive setting change	Onsite
13703	01-02-2024	NEHRU PLACE	20 No Building	Energy	C010220240086		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 15:53	02-01-2024 16:46	0:0:52:53			printer driver setting change	Onsite
13704	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:49	02-01-2024 16:08	0:0:18:44			Mail installation and configuration.	Onsite
13705	01-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C010220240085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:49	02-01-2024 15:50	0:0:0:22			create new archive	Remote
13706	01-02-2024	SAKET	Adchini	DSS	C010220240083		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 15:46	02-01-2024 15:51	0:0:4:37			TeamViewer not work	Onsite
13707	01-02-2024	SAKET	Adchini	BUSINESS/	C010220240081		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-02-2024 15:45	02-01-2024 15:50	0:0:5:29			keyboard not work	Onsite
13708	01-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C010220240082		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-02-2024 15:45	02-01-2024 15:45	0:0:0:29			change the usb cable	Onsite
13709	01-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C010220240079		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 15:44	02-01-2024 17:09	0:1:25:39			issue has been resolved after	Remote
13710	01-02-2024	SAKET	Adchini	SAFETY	C010220240080		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	01-02-2024 15:44	02-01-2024 15:50	0:0:5:47			LAN not work	Onsite
13711	01-02-2024	SAKET	Adchini	SAFETY	C010220240078		Telecome	Instrumen	Analog	Line	LOW	Closed	01-02-2024 15:43	02-01-2024 15:49	0:0:5:45			phone not work	Remote
13712	01-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C010220240077		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 15:43	02-01-2024 15:46	0:0:2:29			check the pc and log the complaint	Onsite
13713	01-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C010220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:42	02-01-2024 17:00	0:1:17:58			Issue has been resolved after create	Remote
13714	01-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C010220240076		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	01-02-2024 15:42	02-01-2024 17:01	0:1:18:16			Issue has been resolved after clear the	Remote
13715	01-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C010220240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:41	02-01-2024 16:43	0:1:1:50			after mail archived issue resolved	Onsite
13716	01-02-2024	SAKET	Adchini	SAFETY	C010220240073		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:40	02-01-2024 15:49	0:0:8:25			Mail not work	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13717	01-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010220240072		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-02-2024 15:40	02-01-2024 16:25	0:0:44:38			Temp. file , cookies & cheche memory	Onsite
13718	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240070		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-02-2024 15:39	02-01-2024 16:15	0:0:36:21			Old Data Transfer from pc to Laptop	Onsite
13719	01-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C010220240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 15:39	02-01-2024 16:42	0:1:3:33			after paper jam clear issue resolved	Onsite
13720	01-02-2024	NEHRU PLACE	W Block GK 1	O-M	C010220240068		Hardware	System	MS Office	File Not	LOW	Closed	01-02-2024 15:39	02-01-2024 16:23	0:0:44:4			Higher version uninstalled.	Onsite
13721	01-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C010220240071		Hardware	System	MS Office	Others	LOW	Closed	01-02-2024 15:39	02-01-2024 16:24	0:0:44:35			PDF file converted into word with	Onsite
13722	01-02-2024	NEHRU PLACE	W Block GK 1	O-M	C010220240067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 15:38	02-01-2024 16:21	0:0:43:28			New Archive created.	Remote
13723	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240066		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	01-02-2024 15:37	02-01-2024 16:13	0:0:35:38			LAN port not reconnect	Onsite
13724	01-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C010220240065		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 15:35	02-01-2024 17:05	0:1:29:58			Cartridge replaced issue resolve	Onsite
13725	01-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C010220240064		Hardware	PC	System Password issue	Password	LOW	Closed	01-02-2024 15:34	02-01-2024 17:04	0:1:30:41			Password Reset issue resolve	Onsite
13726	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240063		Hardware	PC	Not working at all	Physical	LOW	Closed	01-02-2024 15:29	02-01-2024 16:10	0:0:41:10			Clean RAM and insert again	Onsite
13727	01-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C010220240062		Hardware	PC	Not working at all	Physical	LOW	Closed	01-02-2024 15:28	02-01-2024 16:09	0:0:41:21			NEW Pc install on another room	Onsite
13728	01-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C010220240061		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 15:27	02-01-2024 16:08	0:0:41:25			Date and time settings change.	Onsite
13729	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240060		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	01-02-2024 15:25	02-01-2024 16:08	0:0:42:43			RJ45 crimp	Onsite
13730	01-02-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	OM-DIV	C010220240058		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	01-02-2024 15:24	02-01-2024 15:41	0:0:16:33			LAN not working issue	Onsite
13731	01-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010220240059		Hardware	MOUSE	Not working	Other	LOW	Closed	01-02-2024 15:24	02-01-2024 16:07	0:0:42:24			USB port not detected mouse	Onsite
13732	01-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C010220240057		Hardware	System	Other Software	Adobe	HIGH	Closed	01-02-2024 15:11	02-01-2024 16:11	0:0:59:47			Pdf reinstall	Onsite
13733	01-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C010220240056		Hardware	PC	Restart Problem	Others	HIGH	Closed	01-02-2024 15:10	02-01-2024 16:12	0:1:1:39			Power issue	Onsite
13734	01-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010220240054		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	01-02-2024 15:09	02-01-2024 16:12	0:1:3:41			Printer paper jam cline	Onsite
13735	01-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010220240055		Hardware	System	MS Office	File Not	LOW	Closed	01-02-2024 15:09	02-01-2024 15:17	0:0:8:20			MS office 2007 reinstalled.	Onsite
13736	01-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010220240051		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	01-02-2024 15:08	02-01-2024 16:13	0:1:4:54			usb cable changed	Onsite
13737	01-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C010220240052		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 15:08	02-01-2024 15:17	0:0:8:43			Password unlocked.	Onsite
13738	01-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C010220240053		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 15:08	02-01-2024 15:17	0:0:8:28			Local lan loose.	Onsite
13739	01-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C010220240050		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 15:08	02-01-2024 15:16	0:0:8:51			Printer driver installed.	Onsite
13740	01-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C010220240049		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	01-02-2024 15:07	02-01-2024 16:11	0:1:4:26			setting issue	Onsite
13741	01-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C010220240048		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	01-02-2024 15:07	02-01-2024 15:14	0:0:6:57			USB cable replaced.	Onsite
13742	01-02-2024	SAKET	Shivalik Grid	OM-EHV	C010220240047		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-02-2024 14:52	02-01-2024 15:06	0:0:14:16			New mail installation	Onsite
13743	01-02-2024	SAKET	Shivalik Grid	OM-EHV	C010220240046		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-02-2024 14:50	02-01-2024 15:05	0:0:14:56			Restart Laptop	Onsite
13744	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C010220240045		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 14:39	02-01-2024 15:59	0:1:19:59			updated the adobe flash player issue	Onsite
13745	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C010220240043		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	01-02-2024 14:38	02-01-2024 15:58	0:1:20:18			restore the window issue resovled	Onsite
13746	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C010220240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 14:38	02-01-2024 15:59	0:1:20:26			cleared the paper issue resolved	Onsite
13747	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C010220240042		Hardware	System	Other Software	software	LOW	Closed	01-02-2024 14:37	02-01-2024 15:57	0:1:19:58			change the proxy setting issue	Onsite
13748	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C010220240041		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-02-2024 14:37	02-01-2024 15:57	0:1:20:4			unlocked the mail id issue resolved	Onsite
13749	01-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C010220240040		Hardware	QMS	Hardware Issue	Sent to	LOW	Closed	01-02-2024 14:36	02-01-2024 15:57	0:1:20:40			change the vga cable issue resolved	Onsite
13750	01-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C010220240038		Hardware	System	MS Office	File	LOW	Closed	01-02-2024 14:35	02-01-2024 15:56	0:1:21:2			repair ms office software issue	Onsite
13751	01-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C010220240039		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 14:35	02-01-2024 15:56	0:1:20:43			repair acrobat software issue resolved	Onsite
13752	01-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C010220240037		Hardware	Laptop	Hanging/Slow processing	Driver	LOW	Closed	01-02-2024 14:34	02-01-2024 15:56	0:1:21:11			install the graphics drivers and chipset	Onsite
13753	01-02-2024	SAKET	D-Block Saket	O-M	C010220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 14:30	02-01-2024 15:08	0:0:38:8			Refresh the Mail design & replicate	Remote
13754	01-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C010220240035		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 14:27	02-01-2024 14:57	0:0:30:5			reset the firefox setting now issue	Remote
13755	01-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C010220240034		Hardware	System	Other Software	Adobe	LOW	Closed	01-02-2024 14:26	02-01-2024 14:57	0:0:30:11			adobe pdf reinstalled issue resolved	Remote
13756	01-02-2024	SAKET	Chhatarpur CC	O-M	C010220240033		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-02-2024 14:24	02-01-2024 15:07	0:0:42:47			Windows starting issue	Onsite
13757	01-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C010220240032		Hardware	PC	Network Not Working	Other	LOW	Closed	01-02-2024 14:23	02-01-2024 15:06	0:0:43:18			PC re-join with Domain Controller	Onsite
13758	01-02-2024	SAKET	Fatehpur Beri CC	O-M	C010220240031		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	01-02-2024 14:20	02-01-2024 15:05	0:0:45:19			Booting issue	Onsite
13759	01-02-2024	SAKET	Chhatarpur CC	O-M	C010220240030		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	01-02-2024 14:19	02-01-2024 15:05	0:0:45:59			Internet is not working	Onsite
13760	01-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010220240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 14:17	02-01-2024 15:17	0:1:0:16			Clear paper jam now working fine	Onsite
13761	01-02-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C010220240027		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 14:16	02-01-2024 16:05	0:1:49:25			Power cable replace now working fine	Onsite
13762	01-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C010220240028		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-02-2024 14:16	02-01-2024 15:17	0:1:0:43			Scanner driver reinstalled now	Onsite
13763	01-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C010220240026		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-02-2024 14:14	02-01-2024 15:15	0:1:1:1			Run diagnostic and clean temp files	
13764	01-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C010220240025		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 13:13	02-01-2024 14:19	0:1:6:3			PC Installation.	Onsite
13765	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240024		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-02-2024 13:12	02-01-2024 14:20	0:1:8:4			Scanner software installation.	Onsite
13766	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240023		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 13:10	02-01-2024 14:23	0:1:12:55			Cartridge replaced.	Onsite
13767	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240022		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 13:09	02-01-2024 14:25	0:1:15:20			Printer attach on side printer.	Onsite
13768	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240021		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-02-2024 13:01	02-01-2024 14:27	0:1:26:11			Printer restart.	Onsite
13769	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C010220240020		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 12:22	02-01-2024 12:52	0:0:29:42			Pls assigned to Jagmeet.	Onsite
13770	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240019		Hardware	PC	Restart Problem	Others	LOW	Closed	01-02-2024 11:48	02-01-2024 11:56	0:0:8:13			CMOS Battery Change Now working	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13771	01-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010220240018		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 11:36	02-01-2024 11:37	0:0:0:51			reinsert the cable	Onsite
13772	01-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010220240017		Software	SAP R/3	BSP SD	Others	LOW	Closed	01-02-2024 11:32	02-01-2024 11:37	0:0:5:6			copy the printing file	Onsite
13773	01-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010220240016		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	01-02-2024 11:31	02-01-2024 11:37	0:0:5:18			repair the software	Remote
13774	01-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	Billing	C010220240015		Network	LAN Issue	LAN Issue	Port	LOW	Closed	01-02-2024 11:29	02-02-2024 17:07	1:5:38:2			LAN faulty	Onsite
13775	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240014		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	01-02-2024 11:29	02-01-2024 11:47	0:0:18:25			New Traveler Request Created &	Onsite
13776	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240013		Hardware	PC	Not working at all	No power	LOW	Closed	01-02-2024 11:28	02-01-2024 11:46	0:0:18:21			Power Socket Change Now Working	Onsite
13777	01-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010220240012		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-02-2024 11:27	02-01-2024 11:45	0:0:18:33			Removed jam Paper Now Working	Onsite
13778	01-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C010220240011		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	01-02-2024 11:07	02-01-2024 11:48	0:0:41:17			Lan cable traced and connected with 8	Onsite
13779	01-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C010220240010		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-02-2024 11:06	02-01-2024 11:47	0:0:41:7			printer driver reinstalled issue	Onsite
13780	01-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010220240009		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-02-2024 11:06	02-01-2024 11:13	0:0:6:45			reconnected issue resolved	Onsite
13781	01-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010220240008		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-02-2024 11:05	02-01-2024 11:12	0:0:6:58			quota cleared issue resolved	Onsite
13782	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C010220240007		Hardware	System	Other Software	New	LOW	Closed	01-02-2024 10:54	02-01-2024 10:56	0:0:2:49			Add server done	Onsite
13783	01-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C010220240006		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-02-2024 10:52	02-01-2024 10:56	0:0:4:5			Duty at Training center PJB for exam	Onsite
13784	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240005		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	01-02-2024 10:46	02-01-2024 11:45	0:0:58:36			Do troubleshooting & found hardware	Onsite
13785	01-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010220240004		Hardware	PC	Not working at all	Others	LOW	Closed	01-02-2024 10:45	02-01-2024 11:45	0:1:0:29			Do power cable tight.	Onsite
13786	01-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C010220240003		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-02-2024 10:24	02-01-2024 12:08	0:1:44:31			issue resolved after change the mail	Onsite
13787	01-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C010220240002		Hardware	System	Other Software	Browser	LOW	Closed	01-02-2024 10:23	02-01-2024 12:08	0:1:44:55			issue resolved after change the prpxy	Onsite
13788	01-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C010220240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-02-2024 10:23	02-01-2024 12:08	0:1:44:57			issue resolved after change the	Onsite
13789	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240162		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-02-2024 18:02	02-02-2024 18:02	0:0:0:28			issue resolved after change the	Onsite
13790	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240160		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 18:01	02-02-2024 18:03	0:0:2:22			issue resolved after change the host	Onsite
13791	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 18:01	02-02-2024 18:03	0:0:2:27			issue resolved after create a new	Onsite
13792	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240159		Hardware	PC	Network Not Working	Other	LOW	Closed	02-02-2024 17:59	02-02-2024 18:03	0:0:3:34			issue resolved after install the system	Onsite
13793	02-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C020220240158		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-02-2024 17:40	02-02-2024 18:06	0:0:25:40			issue resolved after change the	Onsite
13794	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Finance	C020220240156		Hardware	PC	Not working at all	Others	LOW	Closed	02-02-2024 17:39	02-02-2024 17:56	0:0:17:33			issue resolved after reinstall the	Onsite
13795	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Finance	C020220240157		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 17:39	02-02-2024 17:58	0:0:19:13			issue resolved after change the	Onsite
13796	02-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C020220240155		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	02-02-2024 17:37	02-02-2024 17:55	0:0:18:24			issue resolved after clean the ram	Onsite
13797	02-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C020220240154		Hardware	System	MS Office	Others	LOW	Closed	02-02-2024 17:24	02-02-2024 18:05	0:0:40:43			issue resolved after repair the	Onsite
13798	02-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C020220240153		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 17:22	02-02-2024 18:05	0:0:42:58			issue resolved after change the	Onsite
13799	02-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C020220240152		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 17:15	02-02-2024 18:04	0:0:49:23			issue resolved after change mail	Onsite
13800	02-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C020220240151		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	02-02-2024 17:12	02-02-2024 18:03	0:0:50:49			Issue resolved as reqd.	Remote
13801	02-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C020220240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 17:11	02-02-2024 18:02	0:0:51:23			Issue resolved	Remote
13802	02-02-2024	VASANT KUNJ	Kapashera	O-M	C020220240149		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	02-02-2024 17:04	02-02-2024 17:15	0:0:11:3			Temp file has been cleared	Remote
13803	02-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C020220240148		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	02-02-2024 17:01	02-02-2024 17:14	0:0:12:46			Mail sent to lotus team for mail id	Remote
13804	02-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C020220240147		Hardware	Printer	Image Issue	Others	LOW	Closed	02-02-2024 16:58	02-02-2024 17:13	0:0:15:14			Cartridge clean and reinserted	Onsite
13805	02-02-2024	NEHRU PLACE CSO	First Floor - E Block	CHD	C020220240146		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:50	02-02-2024 16:52	0:0:2:1			Issue Resolved	Onsite
13806	02-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C020220240145		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	02-02-2024 16:50	02-02-2024 16:52	0:0:2:33			Issue Resolved	Onsite
13807	02-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C020220240143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:48	02-02-2024 16:52	0:0:4:2			Issue Resolved	Onsite
13808	02-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C020220240144		Hardware	System	MS Office	Others	LOW	Closed	02-02-2024 16:48	02-02-2024 16:52	0:0:3:47			Issue Resolved	Onsite
13809	02-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C020220240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-02-2024 16:47	02-02-2024 16:52	0:0:4:27			Issue Resolved	Onsite
13810	02-02-2024	OTHERS	VSNL	KCC/MLCC	C020220240139		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 16:46	02-02-2024 17:55	0:1:9:11			SAP password reset issue resolve	Onsite
13811	02-02-2024	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C020220240141		Hardware	PC	System Password issue	Password	LOW	Closed	02-02-2024 16:46	02-02-2024 16:51	0:0:4:58			Issue Resolved	Onsite
13812	02-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C020220240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-02-2024 16:46	02-02-2024 16:51	0:0:5:29			Issue Resolved	Onsite
13813	02-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C020220240138		Hardware	UPS	Backup	Others	LOW	Closed	02-02-2024 16:45	02-02-2024 16:51	0:0:6:10			Issue Resolved	Onsite
13814	02-02-2024	OTHERS	VSNL	KCC/MLCC	C020220240137		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:45	02-02-2024 17:54	0:1:9:45			PDF remove & Reinstalled	Onsite
13815	02-02-2024	OTHERS	VSNL	KCC/MLCC	C020220240136		Hardware	System	Other Software	New	LOW	Closed	02-02-2024 16:44	02-02-2024 17:54	0:1:9:54			Liberty re-installed	Onsite
13816	02-02-2024	NEHRU PLACE	20 No Building	Billing	C020220240134		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 16:43	02-02-2024 17:10	0:0:27:50			host file update done	Onsite
13817	02-02-2024	OTHERS	VSNL	O-M	C020220240135		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 16:43	02-02-2024 17:54	0:1:10:10			Remove Paper issue resolve	Onsite
13818	02-02-2024	NEHRU PLACE	20 No Building	IT	C020220240133		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 16:42	02-02-2024 17:10	0:0:28:34			host file update done	Onsite
13819	02-02-2024	NEHRU PLACE	20 No Building	Billing	C020220240132		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 16:41	02-02-2024 17:10	0:0:28:54			host file update done	Onsite
13820	02-02-2024	VASANT KUNJ	C 8	O-M	C020220240131		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 16:39	02-02-2024 17:12	0:0:33:28			Jam paper has been removed	Onsite
13821	02-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C020220240130		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 16:38	02-02-2024 17:11	0:0:33:35			CAS shortcut created on desktop	Onsite
13822	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240128		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:33	02-02-2024 16:43	0:0:10:45			Google chrome not working issue	Onsite
13823	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240129		Hardware	System	MS Office	File	LOW	Closed	02-02-2024 16:33	02-02-2024 16:44	0:0:10:33			Ms excel not working issue resolved	Onsite
13824	02-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C020220240127		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-02-2024 16:32	02-02-2024 17:09	0:0:36:51			Windows installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13825	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240126		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:32	02-02-2024 16:43	0:0:11:19			Ms office not working issue resolved	Onsite
13826	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240125		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 16:31	02-02-2024 16:43	0:0:11:29			Keyboard not working issue resolved	Onsite
13827	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240124		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:31	02-02-2024 16:43	0:0:11:51			Keyboard not working issue resolved	Onsite
13828	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240122		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:30	02-02-2024 16:41	0:0:11:25			Adobe not working issue resolved	Onsite
13829	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240123		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 16:30	02-02-2024 16:42	0:0:12:7			Mouse not working issue resolved	Onsite
13830	02-02-2024	OTHERS	Andrews Ganj	Enforcem	C020220240121		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	02-02-2024 16:27	02-02-2024 16:28	0:0:1:5			Pc booting issue	Onsite
13831	02-02-2024	OTHERS	Andrews Ganj	Enforcem	C020220240120		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	02-02-2024 16:26	02-02-2024 16:28	0:0:2:1			scanner issue	Onsite
13832	02-02-2024	OTHERS	HUDCO Grid	PROTECTI	C020220240119		Hardware	System	Other Software	New	LOW	Closed	02-02-2024 16:26	02-02-2024 16:28	0:0:2:57			i smart issue	Remote
13833	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:23	02-02-2024 16:28	0:0:5:9			RESOLVED	Onsite
13834	02-02-2024	OTHERS	HUDCO Grid	PROTECTI	C020220240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:22	02-02-2024 16:29	0:0:6:47			mail issue	Onsite
13835	02-02-2024	OTHERS	Andrews Ganj	Enforcem	C020220240115		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-02-2024 16:21	02-02-2024 16:30	0:0:8:31			Printer driver issue	Onsite
13836	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:21	02-02-2024 16:28	0:0:6:19			RESOLVED	Onsite
13837	02-02-2024	OTHERS	IIT Grid	Enforcem	C020220240114		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	02-02-2024 16:20	02-02-2024 16:31	0:0:10:24			RAM Issue	Onsite
13838	02-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C020220240112		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	02-02-2024 16:17	02-02-2024 17:12	0:0:55:0			Dienotes SOFTWARE run and problem	Remote
13839	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240113		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	02-02-2024 16:17	02-02-2024 16:27	0:0:9:55			resolved	Onsite
13840	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240111		Hardware	PC	Restart Problem	Heating	LOW	Closed	02-02-2024 16:14	02-02-2024 16:27	0:0:12:23			RESOLVED	Onsite
13841	02-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C020220240110		Hardware	Printer	Image Issue	Hardware	LOW	Closed	02-02-2024 16:12	02-02-2024 16:26	0:0:14:1			RESOLVED	Onsite
13842	02-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C020220240109		Hardware	PC	Restart Problem	Physical	LOW	Closed	02-02-2024 16:11	02-02-2024 16:26	0:0:15:8			RESOLVED	Onsite
13843	02-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C020220240108		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	02-02-2024 16:04	02-02-2024 17:11	0:1:6:47			RJ45 CONNECTOR CHANGE AND LAN	Onsite
13844	02-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C020220240107		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	02-02-2024 16:03	02-02-2024 17:10	0:1:6:48			Change the keyboard and problem	Remote
13845	02-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C020220240106		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	02-02-2024 16:02	02-02-2024 17:09	0:1:6:52			Printer driver repair and problem	Remote
13846	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C020220240105		Hardware	PC	Network Not Working	Network	LOW	Closed	02-02-2024 15:57	02-02-2024 16:07	0:0:9:29			FLT Done network now working	Onsite
13847	02-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C020220240104		Hardware	PC	System Password issue	Others	LOW	Closed	02-02-2024 15:56	02-02-2024 17:03	0:1:6:43			First login with admin password then	Onsite
13848	02-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020220240100		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 15:55	02-02-2024 17:02	0:1:7:4			Adobe reinstalled.	Onsite
13849	02-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020220240101		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-02-2024 15:55	02-02-2024 17:34	0:1:38:58			Cartridge change.	Onsite
13850	02-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C020220240102		Hardware	Printer	Image Issue	Black Line	HIGH	Closed	02-02-2024 15:55	02-02-2024 17:07	0:1:11:36			PRINTER CARTAGE CHANGE AND	Onsite
13851	02-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C020220240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 15:55	02-02-2024 17:02	0:1:6:51			paper remove from prrinter.	Onsite
13852	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C020220240098		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	02-02-2024 15:54	02-02-2024 15:54	0:0:0:34			Backbone cable repair done with	Onsite
13853	02-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020220240099		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 15:54	02-02-2024 17:01	0:1:6:18			SAP P92 id password reset.	Onsite
13854	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C020220240097		Hardware	Laptop	Network Not Working	Other	LOW	Closed	02-02-2024 15:51	02-02-2024 15:55	0:0:3:33			Backbone cable repair done with	Onsite
13855	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240096		Hardware	Printer	Image Issue	Others	LOW	Closed	02-02-2024 15:47	02-02-2024 15:48	0:0:0:39			change the tonner	Remote
13856	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 15:46	02-02-2024 15:48	0:0:2:7			create new replica	Remote
13857	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240094		NON-SAP	CAS	CAS	BSES BAM	LOW	Closed	02-02-2024 15:45	02-02-2024 15:49	0:0:3:46			reinstall the pds driver	Remote
13858	02-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C020220240093		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-02-2024 15:39	02-02-2024 16:28	0:0:48:53			After kill multiple ibm process running	Remote
13859	02-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C020220240092		Hardware	PC	Hanging/Slow processing	OS/Syste	MEDIUM	Closed	02-02-2024 15:38	02-02-2024 16:28	0:0:50:2			After clean team file and change	Remote
13860	02-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020220240091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 15:38	02-02-2024 15:41	0:0:2:50			Mail installation.	Onsite
13861	02-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020220240090		Hardware	System	Other Software	Adobe	MEDIUM	Closed	02-02-2024 15:37	02-02-2024 16:29	0:0:51:54			After repair pdf file issue resolved	Remote
13862	02-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020220240089		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-02-2024 15:36	02-02-2024 16:29	0:0:52:56			after replace local replica issue	Remote
13863	02-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C020220240088		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	02-02-2024 15:35	02-02-2024 16:29	0:0:54:21			After reconfigure printer issue	Remote
13864	02-02-2024	SARITA VIHAR	Badarpur	OM-DIV	C020220240087		Hardware	PC	Hanging/Slow processing	OS/Syste	MEDIUM	Closed	02-02-2024 15:34	02-02-2024 16:32	0:0:57:7			After Clean temp and increse core	Remote
13865	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C020220240086		Hardware	PC	Restart Problem	Others	HIGH	Closed	02-02-2024 15:32	02-02-2024 15:39	0:0:6:53			Power point problem	Onsite
13866	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020220240085		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	02-02-2024 15:31	02-02-2024 15:39	0:0:8:24			Print ip changed	Onsite
13867	02-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020220240084		Hardware	System	Other Software	New	MEDIUM	Closed	02-02-2024 15:30	02-02-2024 16:32	0:1:2:3			After give right on application issue	Remote
13868	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020220240083		Hardware	System	Other Software	Browser	HIGH	Closed	02-02-2024 15:29	02-02-2024 15:40	0:0:11:14			browser changed	Onsite
13869	02-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C020220240082		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	02-02-2024 15:28	02-02-2024 15:38	0:0:10:44			printer paper jam clean	Onsite
13870	02-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C020220240081		Hardware	PC	Not working at all	Others	LOW	Closed	02-02-2024 15:27	02-02-2024 15:40	0:0:12:59			Change date and time settings.	Onsite
13871	02-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020220240080		Hardware	PC	Network Not Working	Network	LOW	Closed	02-02-2024 15:27	02-02-2024 15:40	0:0:13:35			Call log to network team.	Onsite
13872	02-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C020220240079		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 15:26	02-02-2024 15:39	0:0:13:44			SAP configure again.	Onsite
13873	02-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C020220240078		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-02-2024 15:22	02-02-2024 16:32	0:1:10:55			Mail configured call closed	Remote
13874	02-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020220240077		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	02-02-2024 15:16	02-02-2024 15:39	0:0:22:46			New IP issue.	Onsite
13875	02-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C020220240076		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	02-02-2024 15:03	02-02-2024 15:16	0:0:12:50			temp file and ram slot cleaned now	Onsite
13876	02-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C020220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 15:00	02-02-2024 15:08	0:0:8:2			used die notes exe issue resolved	Onsite
13877	02-02-2024	NEHRU PLACE	20 No Building	IT	C020220240074		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	02-02-2024 14:48	02-02-2024 16:40	0:1:52:0			LAN cable change, issue resolved	Onsite
13878	02-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C020220240072		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	02-02-2024 14:46	02-02-2024 15:49	0:1:2:20			Replace phone instrument now	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13879	02-02-2024	NEHRU PLACE	20 No Building	Energy	C020220240073		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:46	02-02-2024 16:40	0:1:53:10			default printer set, issue resolved	Onsite
13880	02-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C020220240070		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 14:45	02-02-2024 15:48	0:1:3:6			Replace mouse now working fine	Onsite
13881	02-02-2024	NEHRU PLACE	20 No Building	C-M	C020220240071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 14:45	02-02-2024 16:39	0:1:54:10			Clean to task manger & re-open mail.	Onsite
13882	02-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C020220240069		Hardware	System	Other Software	proxy	LOW	Closed	02-02-2024 14:42	02-02-2024 15:47	0:1:5:0			Change proxy setting now working	Remote
13883	02-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C020220240068		Network	Link	Link Connectivity Issue	Link	LOW	Closed	02-02-2024 14:42	02-02-2024 16:18	0:1:36:12			Run network troubleshooting steps	Onsite
13884	02-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C020220240067		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	02-02-2024 14:41	02-02-2024 15:47	0:1:5:57			Run Diagnostic and clean temp files	Onsite
13885	02-02-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C020220240066		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 14:40	02-02-2024 15:46	0:1:6:27			Lotus webmail configure now working	Remote
13886	02-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C020220240065		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 14:38	02-02-2024 15:46	0:1:7:24			Printer IP Reconfigure now working	Onsite
13887	02-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C020220240064		Hardware	System	Other Software	proxy	LOW	Closed	02-02-2024 14:37	02-02-2024 15:38	0:1:1:13			Change the browser settings issue	
13888	02-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C020220240063		Hardware	System	MS Office	Software	LOW	Closed	02-02-2024 14:35	02-02-2024 15:38	0:1:2:18			Repair ms office issue resolved	
13889	02-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C020220240062		Hardware	USB	USB not Detected	USB	LOW	Closed	02-02-2024 14:33	02-02-2024 15:30	0:0:56:23			Given the temporary rights for USB	
13890	02-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C020220240061		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 14:33	02-02-2024 15:24	0:0:51:23			Updated the Acrobat driver issue	
13891	02-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C020220240059		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	02-02-2024 14:32	02-02-2024 15:19	0:0:47:36			Clean the temp file and repair the	
13892	02-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C020220240060		Hardware	Laptop	Not working at all	Driver	LOW	Closed	02-02-2024 14:32	02-02-2024 15:22	0:0:49:58			Updated the network driver issue	
13893	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 14:15	02-02-2024 15:02	0:0:47:16			Mail Archive & Compact Then	Onsite
13894	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240058		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 14:15	02-02-2024 15:06	0:0:50:41			Font Size Change & Font Change Issue	Onsite
13895	02-02-2024	SAKET	Adchini	LEGAL	C020220240056		Network	LAN Issue	LAN Issue	Others	LOW	Closed	02-02-2024 14:06	02-02-2024 14:36	0:0:30:5			IP installed on LAN adaptor	Onsite
13896	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 14:04	02-02-2024 14:27	0:0:23:26			Lotus software reinstalled.	Onsite
13897	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240054		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:03	02-02-2024 14:27	0:0:24:19			Server slow working.	Onsite
13898	02-02-2024	SAKET	Adchini	SAFETY	C020220240053		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 14:03	02-02-2024 14:24	0:0:21:2			remove them	Onsite
13899	02-02-2024	SAKET	Adchini	CIVIL	C020220240051		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:02	02-02-2024 14:12	0:0:10:37			activate windows	Onsite
13900	02-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C020220240049		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 14:02	02-02-2024 14:54	0:0:52:56			Printer issue resolved as required	
13901	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240050		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 14:02	02-02-2024 14:26	0:0:24:50			Mouse faulty.	Onsite
13902	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240052		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	02-02-2024 14:02	02-02-2024 14:27	0:0:24:32			USB cable loose.	Onsite
13903	02-02-2024	SAKET	Adchini	BUSINESS/	C020220240048		Hardware	System	Other Software	proxy	LOW	Closed	02-02-2024 14:01	02-02-2024 14:12	0:0:11:6			webx app installed on Laptop	Onsite
13904	02-02-2024	SAKET	D-Block Saket	O-M	C020220240047		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:00	02-02-2024 14:11	0:0:11:24			windows credential changed	Onsite
13905	02-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C020220240046		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 13:58	02-02-2024 14:53	0:0:55:19			Mail issue resolved	
13906	02-02-2024	SAKET	D-Block Saket	O-M	C020220240045		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	02-02-2024 13:54	02-02-2024 14:11	0:0:17:19			LAN connector re crimp	Onsite
13907	02-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C020220240044		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 13:42	02-02-2024 14:52	0:1:9:47			Software update	
13908	02-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C020220240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 13:20	02-02-2024 14:24	0:1:4:3			Create new archive now issue	Remote
13909	02-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020220240042		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 13:18	02-02-2024 14:23	0:1:5:3			BSP Instance number change now	Remote
13910	02-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020220240041		Hardware	System	MS Office	Software	LOW	Closed	02-02-2024 13:18	02-02-2024 14:23	0:1:5:16			Re- Install the MS Office now issue	Remote
13911	02-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C020220240040		Network	Link	Link Connectivity Issue	Device	LOW	Closed	02-02-2024 13:17	02-02-2024 14:23	0:1:5:52			Reboot the device now issue resolved	Onsite
13912	02-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C020220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 13:14	02-02-2024 14:22	0:1:8:13			Create new workspace now issue	Remote
13913	02-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020220240039		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 13:14	02-02-2024 14:22	0:1:7:50			Reset P92 password now issue	Remote
13914	02-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C020220240037		Hardware	PC	Network Not Working	PC	LOW	Closed	02-02-2024 13:13	02-02-2024 14:22	0:1:8:36			LAN Card Change now issue resolved	Onsite
13915	02-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020220240036		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 13:07	02-02-2024 13:33	0:0:26:50			PC Restart.	Onsite
13916	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240034		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-02-2024 13:01	02-02-2024 13:28	0:0:26:50			Resolved	Onsite
13917	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240033		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 13:01	02-02-2024 13:28	0:0:27:24			Resolved	Onsite
13918	02-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C020220240035		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-02-2024 13:01	02-02-2024 13:28	0:0:26:27			Resolved	Onsite
13919	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240031		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 13:00	02-02-2024 13:28	0:0:28:41			Resolved	Onsite
13920	02-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C020220240032		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 13:00	02-02-2024 13:28	0:0:28:2			Resolved	Onsite
13921	02-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C020220240030		Hardware	System	Other Software	New	LOW	Closed	02-02-2024 12:59	02-02-2024 13:29	0:0:29:12			Resolved	Onsite
13922	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240029		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 12:59	02-02-2024 13:29	0:0:29:51			Resolved	Onsite
13923	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240028		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 12:58	02-02-2024 13:29	0:0:30:41			Resolved	Onsite
13924	02-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C020220240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 11:51	02-02-2024 12:51	0:0:59:10			Learn user how to start.	Onsite
13925	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240026		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-02-2024 11:46	02-05-2024 14:28	3:2:42:0			Call Close By Sanjay & Subhash	Onsite
13926	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240025		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-02-2024 11:46	02-05-2024 14:29	3:2:43:10			Call Close By Sanjay & Subhash	Onsite
13927	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	WORKSHO	C020220240023		Network	LAN Issue	LAN Issue	RJ45	HIGH	Closed	02-02-2024 11:45	02-02-2024 12:36	0:0:51:12			Lan working now with both side	Onsite
13928	02-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C020220240022		Hardware	PC	Not working at all	Others	LOW	Closed	02-02-2024 11:45	02-02-2024 12:51	0:1:5:57			PC PM & Audit.	Onsite
13929	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240021		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-02-2024 11:45	02-05-2024 14:29	3:2:44:19			Call Close By Sanjay & Subhash	Onsite
13930	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020220240024		Hardware	PC	Restart Problem	Others	LOW	Closed	02-02-2024 11:45	02-02-2024 12:10	0:0:24:57			Smps reconnect	Onsite
13931	02-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C020220240020		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 11:44	02-02-2024 12:52	0:1:8:39			Do Troubleshooting & found TFT	Onsite
13932	02-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	OM-DIV	C020220240019		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	02-02-2024 11:41	02-02-2024 14:15	0:2:34:14			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13933	02-02-2024	SAKET	MIG CC	O-M	C020220240018		Network	Link	Link Connectivity Issue	Others	LOW	Closed	02-02-2024 11:33	02-02-2024 13:47	0:2:13:52			Patch cable changed between router	Onsite
13934	02-02-2024	SAKET	D-Block Saket	O-M	C020220240017		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 11:03	02-02-2024 11:36	0:0:32:41			Set as default printer changed	Onsite
13935	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240016		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 10:59	02-02-2024 11:13	0:0:13:33			Removed Jam Paper Now Working	Onsite
13936	02-02-2024	SAKET	Adchini	DSK	C020220240015		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	02-02-2024 10:40	02-02-2024 11:35	0:0:55:3			Patch cable replaced	Onsite
13937	02-02-2024	SAKET	Adchini	DSS	C020220240014		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-02-2024 10:38	02-02-2024 11:35	0:0:56:47			Printer driver replaced	Onsite
13938	02-02-2024	SAKET	Adchini	CIVIL	C020220240013		Hardware	System	MS Office	Software	LOW	Closed	02-02-2024 10:37	02-02-2024 11:34	0:0:57:37			Excel file data copied to other Excel	Onsite
13939	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020220240012		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	02-02-2024 10:35	02-02-2024 11:27	0:0:51:31			resolved	Onsite
13940	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020220240011		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 10:34	02-02-2024 11:27	0:0:53:15			resolved	Onsite
13941	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020220240010		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	02-02-2024 10:33	02-02-2024 12:39	0:2:5:15			RESOLVED	Onsite
13942	02-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C020220240009		Hardware	PC	Network Not Working	Other	LOW	Closed	02-02-2024 10:29	02-02-2024 10:29	0:0:0:21			CHecked and resolved. Working now	Onsite
13943	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C020220240008		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-02-2024 10:27	02-02-2024 10:27	0:0:0:17			reapir the windows	Onsite
13944	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 10:23	02-02-2024 10:24	0:0:0:51			repaoir the lotus	Remote
13945	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240006		Hardware	Printer	Image Issue	Light	LOW	Closed	02-02-2024 10:20	02-02-2024 10:58	0:0:38:12			Cartage Replaced Now Working Issue	Onsite
13946	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240005		Hardware	PC	Network Not Working	Other	LOW	Closed	02-02-2024 10:19	02-02-2024 10:58	0:0:38:19			WIFI & Fort client Shutdown Now	Onsite
13947	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240004		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	02-02-2024 10:18	02-02-2024 10:25	0:0:6:25			reset the scanner	Onsite
13948	02-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C020220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 09:38	02-02-2024 10:02	0:0:24:10			printer reconnected issue resolved	Onsite
13949	02-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C020220240002		Hardware	MOUSE	Not working	Other	LOW	Closed	02-02-2024 09:36	02-02-2024 10:01	0:0:24:54			usb driver updated now issue resolved	Onsite
13950	02-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C020220240001		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	02-02-2024 09:35	02-02-2024 10:00	0:0:25:21			password reset issue resolved	Onsite
13951	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240162		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-02-2024 18:02	02-02-2024 18:02	0:0:0:28			issue resolved after change the	Onsite
13952	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240160		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 18:01	02-02-2024 18:03	0:0:2:22			issue resolved after change the host	Onsite
13953	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 18:01	02-02-2024 18:03	0:0:2:27			issue resolved after create a new	Onsite
13954	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C020220240159		Hardware	PC	Network Not Working	Other	LOW	Closed	02-02-2024 17:59	02-02-2024 18:03	0:0:3:34			issue resolved after install the system	Onsite
13955	02-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C020220240158		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-02-2024 17:40	02-02-2024 18:06	0:0:25:40			issue resolved after change the	Onsite
13956	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Finance	C020220240156		Hardware	PC	Not working at all	Others	LOW	Closed	02-02-2024 17:39	02-02-2024 17:56	0:0:17:33			issue resolved after reinstall the	Onsite
13957	02-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	Finance	C020220240157		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 17:39	02-02-2024 17:58	0:0:19:13			issue resolved after change the	Onsite
13958	02-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C020220240155		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	02-02-2024 17:37	02-02-2024 17:55	0:0:18:24			issue resolved after clean the ram	Onsite
13959	02-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C020220240154		Hardware	System	MS Office	Others	LOW	Closed	02-02-2024 17:24	02-02-2024 18:05	0:0:40:43			issue resolved after repair the	Onsite
13960	02-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C020220240153		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 17:22	02-02-2024 18:05	0:0:42:58			issue resolved after change the	Onsite
13961	02-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C020220240152		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 17:15	02-02-2024 18:04	0:0:49:23			issue resolved after change mail	Onsite
13962	02-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C020220240151		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	02-02-2024 17:12	02-02-2024 18:03	0:0:50:49			Issue resolved as reqd.	Remote
13963	02-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C020220240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 17:11	02-02-2024 18:02	0:0:51:23			Issue resolved	Remote
13964	02-02-2024	VASANT KUNJ	Kapashera	O-M	C020220240149		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	02-02-2024 17:04	02-02-2024 17:15	0:0:11:3			Temp file has been cleared	Remote
13965	02-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C020220240148		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	02-02-2024 17:01	02-02-2024 17:14	0:0:12:46			Mail sent to lotus team for mail id	Remote
13966	02-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C020220240147		Hardware	Printer	Image Issue	Others	LOW	Closed	02-02-2024 16:58	02-02-2024 17:13	0:0:15:14			Cartridge clean and reinserted	Onsite
13967	02-02-2024	NEHRU PLACE CSO	First Floor - E Block	CHD	C020220240146		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:50	02-02-2024 16:52	0:0:2:1			Issue Resolved	Onsite
13968	02-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C020220240145		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	02-02-2024 16:50	02-02-2024 16:52	0:0:2:33			Issue Resolved	Onsite
13969	02-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C020220240143		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:48	02-02-2024 16:52	0:0:4:2			Issue Resolved	Onsite
13970	02-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C020220240144		Hardware	System	MS Office	Others	LOW	Closed	02-02-2024 16:48	02-02-2024 16:52	0:0:3:47			Issue Resolved	Onsite
13971	02-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C020220240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-02-2024 16:47	02-02-2024 16:52	0:0:4:27			Issue Resolved	Onsite
13972	02-02-2024	OTHERS	VSNL	KCC/MLCC	C020220240139		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 16:46	02-02-2024 17:55	0:1:9:11			SAP password reset issue resolve	Onsite
13973	02-02-2024	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C020220240141		Hardware	PC	System Password issue	Password	LOW	Closed	02-02-2024 16:46	02-02-2024 16:51	0:0:4:58			Issue Resolved	Onsite
13974	02-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C020220240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	02-02-2024 16:46	02-02-2024 16:51	0:0:5:29			Issue Resolved	Onsite
13975	02-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C020220240138		Hardware	UPS	Backup	Others	LOW	Closed	02-02-2024 16:45	02-02-2024 16:51	0:0:6:10			Issue Resolved	Onsite
13976	02-02-2024	OTHERS	VSNL	KCC/MLCC	C020220240137		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:45	02-02-2024 17:54	0:1:9:45			PDF remove & Reinstalled	Onsite
13977	02-02-2024	OTHERS	VSNL	KCC/MLCC	C020220240136		Hardware	System	Other Software	New	LOW	Closed	02-02-2024 16:44	02-02-2024 17:54	0:1:9:54			Liberty re-installed	Onsite
13978	02-02-2024	NEHRU PLACE	20 No Building	Billing	C020220240134		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 16:43	02-02-2024 17:10	0:0:27:50			host file update done	Onsite
13979	02-02-2024	OTHERS	VSNL	O-M	C020220240135		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 16:43	02-02-2024 17:54	0:1:10:10			Remove Paper issue resolve	Onsite
13980	02-02-2024	NEHRU PLACE	20 No Building	IT	C020220240133		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 16:42	02-02-2024 17:10	0:0:28:34			host file update done	Onsite
13981	02-02-2024	NEHRU PLACE	20 No Building	Billing	C020220240132		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 16:41	02-02-2024 17:10	0:0:28:54			host file update done	Onsite
13982	02-02-2024	VASANT KUNJ	C 8	O-M	C020220240131		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 16:39	02-02-2024 17:12	0:0:33:28			Jam paper has been removed	Onsite
13983	02-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C020220240130		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 16:38	02-02-2024 17:11	0:0:33:35			CAS shortcut created on desktop	Onsite
13984	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240128		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:33	02-02-2024 16:43	0:0:10:45			Google chrome not working issue	Onsite
13985	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240129		Hardware	System	MS Office	File	LOW	Closed	02-02-2024 16:33	02-02-2024 16:44	0:0:10:33			Ms excel not working issue resolved	Onsite
13986	02-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C020220240127		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-02-2024 16:32	02-02-2024 17:09	0:0:36:51			Windows installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
13987	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240126		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:32	02-02-2024 16:43	0:0:11:19			Ms office not working issue resolved	Onsite
13988	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240125		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 16:31	02-02-2024 16:43	0:0:11:29			Keyboard not working issue resolved	Onsite
13989	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240124		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:31	02-02-2024 16:43	0:0:11:51			Keyboard not working issue resolved	Onsite
13990	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240122		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 16:30	02-02-2024 16:41	0:0:11:25			Adobe not working issue resolved	Onsite
13991	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240123		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 16:30	02-02-2024 16:42	0:0:12:7			Mouse not working issue resolved	Onsite
13992	02-02-2024	OTHERS	Andrews Ganj	Enforcem	C020220240121		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	02-02-2024 16:27	02-02-2024 16:28	0:0:1:5			Pc booting issue	Onsite
13993	02-02-2024	OTHERS	Andrews Ganj	Enforcem	C020220240120		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	02-02-2024 16:26	02-02-2024 16:28	0:0:2:1			scanner issue	Onsite
13994	02-02-2024	OTHERS	HUDCO Grid	PROTECTI	C020220240119		Hardware	System	Other Software	New	LOW	Closed	02-02-2024 16:26	02-02-2024 16:28	0:0:2:57			i smart issue	Remote
13995	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:23	02-02-2024 16:28	0:0:5:9			RESOLVED	Onsite
13996	02-02-2024	OTHERS	HUDCO Grid	PROTECTI	C020220240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:22	02-02-2024 16:29	0:0:6:47			mail issue	Onsite
13997	02-02-2024	OTHERS	Andrews Ganj	Enforcem	C020220240115		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-02-2024 16:21	02-02-2024 16:30	0:0:8:31			Printer driver issue	Onsite
13998	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 16:21	02-02-2024 16:28	0:0:6:19			RESOLVED	Onsite
13999	02-02-2024	OTHERS	IIT Grid	Enforcem	C020220240114		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	02-02-2024 16:20	02-02-2024 16:31	0:0:10:24			RAM Issue	Onsite
14000	02-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C020220240112		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	02-02-2024 16:17	02-02-2024 17:12	0:0:55:0			Dienotes SOFTWARE run and problem	Remote
14001	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240113		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	02-02-2024 16:17	02-02-2024 16:27	0:0:9:55			resolved	Onsite
14002	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C020220240111		Hardware	PC	Restart Problem	Heating	LOW	Closed	02-02-2024 16:14	02-02-2024 16:27	0:0:12:23			RESOLVED	Onsite
14003	02-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C020220240110		Hardware	Printer	Image Issue	Hardware	LOW	Closed	02-02-2024 16:12	02-02-2024 16:26	0:0:14:1			RESOLVED	Onsite
14004	02-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C020220240109		Hardware	PC	Restart Problem	Physical	LOW	Closed	02-02-2024 16:11	02-02-2024 16:26	0:0:15:8			RESOLVED	Onsite
14005	02-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C020220240108		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	02-02-2024 16:04	02-02-2024 17:11	0:1:6:47			RJ45 CONNECTOR CHANGE AND LAN	Onsite
14006	02-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C020220240107		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	02-02-2024 16:03	02-02-2024 17:10	0:1:6:48			Change the keyboard and problem	Remote
14007	02-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C020220240106		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	02-02-2024 16:02	02-02-2024 17:09	0:1:6:52			Printer driver repair and problem	Remote
14008	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C020220240105		Hardware	PC	Network Not Working	Network	LOW	Closed	02-02-2024 15:57	02-02-2024 16:07	0:0:9:29			FLT Done network now working	Onsite
14009	02-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C020220240104		Hardware	PC	System Password issue	Others	LOW	Closed	02-02-2024 15:56	02-02-2024 17:03	0:1:6:43			First login with admin password then	Onsite
14010	02-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020220240100		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 15:55	02-02-2024 17:02	0:1:7:4			Adobe reinstalled.	Onsite
14011	02-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020220240101		Hardware	Printer	Paper Pickup	Others	LOW	Closed	02-02-2024 15:55	02-02-2024 17:34	0:1:38:58			Cartridge change.	Onsite
14012	02-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C020220240102		Hardware	Printer	Image Issue	Black Line	HIGH	Closed	02-02-2024 15:55	02-02-2024 17:07	0:1:11:36			PRINTER CARTAGE CHANGE AND	Onsite
14013	02-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C020220240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 15:55	02-02-2024 17:02	0:1:6:51			paper remove from prrinter.	Onsite
14014	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C020220240098		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	02-02-2024 15:54	02-02-2024 15:54	0:0:0:34			Backbone cable repair done with	Onsite
14015	02-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C020220240099		Hardware	System	Other Software	Browser	LOW	Closed	02-02-2024 15:54	02-02-2024 17:01	0:1:6:18			SAP P92 id password reset.	Onsite
14016	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C020220240097		Hardware	Laptop	Network Not Working	Other	LOW	Closed	02-02-2024 15:51	02-02-2024 15:55	0:0:3:33			Backbone cable repair done with	Onsite
14017	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240096		Hardware	Printer	Image Issue	Others	LOW	Closed	02-02-2024 15:47	02-02-2024 15:48	0:0:0:39			change the tonner	Remote
14018	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 15:46	02-02-2024 15:48	0:0:2:7			create new replica	Remote
14019	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240094		NON-SAP	CAS	CAS	BSES BAM	LOW	Closed	02-02-2024 15:45	02-02-2024 15:49	0:0:3:46			reinstall the pds driver	Remote
14020	02-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C020220240093		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-02-2024 15:39	02-02-2024 16:28	0:0:48:53			After kill multiple ibm process running	Remote
14021	02-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C020220240092		Hardware	PC	Hanging/Slow processing	OS/Syste	MEDIUM	Closed	02-02-2024 15:38	02-02-2024 16:28	0:0:50:2			After clean team file and change	Remote
14022	02-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020220240091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 15:38	02-02-2024 15:41	0:0:2:50			Mail installation.	Onsite
14023	02-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020220240090		Hardware	System	Other Software	Adobe	MEDIUM	Closed	02-02-2024 15:37	02-02-2024 16:29	0:0:51:54			After repair pdf file issue resolved	Remote
14024	02-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020220240089		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-02-2024 15:36	02-02-2024 16:29	0:0:52:56			after replace local replica issue	Remote
14025	02-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C020220240088		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	02-02-2024 15:35	02-02-2024 16:29	0:0:54:21			After reconfigure printer issue	Remote
14026	02-02-2024	SARITA VIHAR	Badarpur	OM-DIV	C020220240087		Hardware	PC	Hanging/Slow processing	OS/Syste	MEDIUM	Closed	02-02-2024 15:34	02-02-2024 16:32	0:0:57:7			After Clean temp and increse core	Remote
14027	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C020220240086		Hardware	PC	Restart Problem	Others	HIGH	Closed	02-02-2024 15:32	02-02-2024 15:39	0:0:6:53			Power point problem	Onsite
14028	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020220240085		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	02-02-2024 15:31	02-02-2024 15:39	0:0:8:24			Print ip changed	Onsite
14029	02-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C020220240084		Hardware	System	Other Software	New	MEDIUM	Closed	02-02-2024 15:30	02-02-2024 16:32	0:1:2:3			After give right on application issue	Remote
14030	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020220240083		Hardware	System	Other Software	Browser	HIGH	Closed	02-02-2024 15:29	02-02-2024 15:40	0:0:11:14			browser changed	Onsite
14031	02-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C020220240082		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	02-02-2024 15:28	02-02-2024 15:38	0:0:10:44			printer paper jam clean	Onsite
14032	02-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C020220240081		Hardware	PC	Not working at all	Others	LOW	Closed	02-02-2024 15:27	02-02-2024 15:40	0:0:12:59			Change date and time settings.	Onsite
14033	02-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020220240080		Hardware	PC	Network Not Working	Network	LOW	Closed	02-02-2024 15:27	02-02-2024 15:40	0:0:13:35			Call log to network team.	Onsite
14034	02-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C020220240079		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 15:26	02-02-2024 15:39	0:0:13:44			SAP configure again.	Onsite
14035	02-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C020220240078		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	02-02-2024 15:22	02-02-2024 16:32	0:1:10:55			Mail configured call closed	Remote
14036	02-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020220240077		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	02-02-2024 15:16	02-02-2024 15:39	0:0:22:46			New IP issue.	Onsite
14037	02-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C020220240076		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	02-02-2024 15:03	02-02-2024 15:16	0:0:12:50			temp file and ram slot cleaned now	Onsite
14038	02-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C020220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 15:00	02-02-2024 15:08	0:0:8:2			used die notes exe issue resolved	Onsite
14039	02-02-2024	NEHRU PLACE	20 No Building	IT	C020220240074		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	02-02-2024 14:48	02-02-2024 16:40	0:1:52:0			LAN cable change, issue resolved	Onsite
14040	02-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C020220240072		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	02-02-2024 14:46	02-02-2024 15:49	0:1:2:20			Replace phone instrument now	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14041	02-02-2024	NEHRU PLACE	20 No Building	Energy	C020220240073		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:46	02-02-2024 16:40	0:1:53:10			default printer set, issue resolved	Onsite
14042	02-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C020220240070		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 14:45	02-02-2024 15:48	0:1:3:6			Replace mouse now working fine	Onsite
14043	02-02-2024	NEHRU PLACE	20 No Building	C-M	C020220240071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 14:45	02-02-2024 16:39	0:1:54:10			Clean to task manger & re-open mail.	Onsite
14044	02-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C020220240069		Hardware	System	Other Software	proxy	LOW	Closed	02-02-2024 14:42	02-02-2024 15:47	0:1:5:0			Change proxy setting now working	Remote
14045	02-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C020220240068		Network	Link	Link Connectivity Issue	Link	LOW	Closed	02-02-2024 14:42	02-02-2024 16:18	0:1:36:12			Run network troubleshooting steps	Onsite
14046	02-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C020220240067		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	02-02-2024 14:41	02-02-2024 15:47	0:1:5:57			Run Diagnostic and clean temp files	Onsite
14047	02-02-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C020220240066		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 14:40	02-02-2024 15:46	0:1:6:27			Lotus webmail configure now working	Remote
14048	02-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C020220240065		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 14:38	02-02-2024 15:46	0:1:7:24			Printer IP Reconfigure now working	Onsite
14049	02-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C020220240064		Hardware	System	Other Software	proxy	LOW	Closed	02-02-2024 14:37	02-02-2024 15:38	0:1:1:13			Change the browser settings issue	
14050	02-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C020220240063		Hardware	System	MS Office	Software	LOW	Closed	02-02-2024 14:35	02-02-2024 15:38	0:1:2:18			Repair ms office issue resolved	
14051	02-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C020220240062		Hardware	USB	USB not Detected	USB	LOW	Closed	02-02-2024 14:33	02-02-2024 15:30	0:0:56:23			Given the temporary rights for USB	
14052	02-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C020220240061		Hardware	System	Other Software	Adobe	LOW	Closed	02-02-2024 14:33	02-02-2024 15:24	0:0:51:23			Updated the Acrobat driver issue	
14053	02-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C020220240059		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	02-02-2024 14:32	02-02-2024 15:19	0:0:47:36			Clean the temp file and repair the	
14054	02-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C020220240060		Hardware	Laptop	Not working at all	Driver	LOW	Closed	02-02-2024 14:32	02-02-2024 15:22	0:0:49:58			Updated the network driver issue	
14055	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 14:15	02-02-2024 15:02	0:0:47:16			Mail Archive & Compact Then	Onsite
14056	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240058		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 14:15	02-02-2024 15:06	0:0:50:41			Font Size Change & Font Change Issue	Onsite
14057	02-02-2024	SAKET	Adchini	LEGAL	C020220240056		Network	LAN Issue	LAN Issue	Others	LOW	Closed	02-02-2024 14:06	02-02-2024 14:36	0:0:30:5			IP installed on LAN adaptor	Onsite
14058	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 14:04	02-02-2024 14:27	0:0:23:26			Lotus software reinstalled.	Onsite
14059	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240054		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:03	02-02-2024 14:27	0:0:24:19			Server slow working.	Onsite
14060	02-02-2024	SAKET	Adchini	SAFETY	C020220240053		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 14:03	02-02-2024 14:24	0:0:21:2			remove them	Onsite
14061	02-02-2024	SAKET	Adchini	CIVIL	C020220240051		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:02	02-02-2024 14:12	0:0:10:37			activate windows	Onsite
14062	02-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C020220240049		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 14:02	02-02-2024 14:54	0:0:52:56			Printer issue resolved as required	
14063	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240050		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 14:02	02-02-2024 14:26	0:0:24:50			Mouse faulty.	Onsite
14064	02-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C020220240052		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	02-02-2024 14:02	02-02-2024 14:27	0:0:24:32			USB cable loose.	Onsite
14065	02-02-2024	SAKET	Adchini	BUSINESS/	C020220240048		Hardware	System	Other Software	proxy	LOW	Closed	02-02-2024 14:01	02-02-2024 14:12	0:0:11:6			webx app installed on Laptop	Onsite
14066	02-02-2024	SAKET	D-Block Saket	O-M	C020220240047		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 14:00	02-02-2024 14:11	0:0:11:24			windows credential changed	Onsite
14067	02-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C020220240046		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	02-02-2024 13:58	02-02-2024 14:53	0:0:55:19			Mail issue resolved	
14068	02-02-2024	SAKET	D-Block Saket	O-M	C020220240045		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	02-02-2024 13:54	02-02-2024 14:11	0:0:17:19			LAN connector re crimp	Onsite
14069	02-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C020220240044		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 13:42	02-02-2024 14:52	0:1:9:47			Software update	
14070	02-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C020220240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 13:20	02-02-2024 14:24	0:1:4:3			Create new archive now issue	Remote
14071	02-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020220240042		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 13:18	02-02-2024 14:23	0:1:5:3			BSP Instance number change now	Remote
14072	02-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020220240041		Hardware	System	MS Office	Software	LOW	Closed	02-02-2024 13:18	02-02-2024 14:23	0:1:5:16			Re- Install the MS Office now issue	Remote
14073	02-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C020220240040		Network	Link	Link Connectivity Issue	Device	LOW	Closed	02-02-2024 13:17	02-02-2024 14:23	0:1:5:52			Reboot the device now issue resolved	Onsite
14074	02-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C020220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 13:14	02-02-2024 14:22	0:1:8:13			Create new workspace now issue	Remote
14075	02-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C020220240039		Hardware	System	Other Software	software	LOW	Closed	02-02-2024 13:14	02-02-2024 14:22	0:1:7:50			Reset P92 password now issue	Remote
14076	02-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C020220240037		Hardware	PC	Network Not Working	PC	LOW	Closed	02-02-2024 13:13	02-02-2024 14:22	0:1:8:36			LAN Card Change now issue resolved	Onsite
14077	02-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C020220240036		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 13:07	02-02-2024 13:33	0:0:26:50			PC Restart.	Onsite
14078	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240034		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-02-2024 13:01	02-02-2024 13:28	0:0:26:50			Resolved	Onsite
14079	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240033		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	02-02-2024 13:01	02-02-2024 13:28	0:0:27:24			Resolved	Onsite
14080	02-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C020220240035		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	02-02-2024 13:01	02-02-2024 13:28	0:0:26:27			Resolved	Onsite
14081	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240031		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 13:00	02-02-2024 13:28	0:0:28:41			Resolved	Onsite
14082	02-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C020220240032		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 13:00	02-02-2024 13:28	0:0:28:2			Resolved	Onsite
14083	02-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C020220240030		Hardware	System	Other Software	New	LOW	Closed	02-02-2024 12:59	02-02-2024 13:29	0:0:29:12			Resolved	Onsite
14084	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240029		Hardware	MOUSE	Not working	Hardware	LOW	Closed	02-02-2024 12:59	02-02-2024 13:29	0:0:29:51			Resolved	Onsite
14085	02-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C020220240028		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 12:58	02-02-2024 13:29	0:0:30:41			Resolved	Onsite
14086	02-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C020220240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 11:51	02-02-2024 12:51	0:0:59:10			Learn user how to start.	Onsite
14087	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240026		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-02-2024 11:46	02-05-2024 14:28	3:2:42:0			Call Close By Sanjay & Subhash	Onsite
14088	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240025		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-02-2024 11:46	02-05-2024 14:29	3:2:43:10			Call Close By Sanjay & Subhash	Onsite
14089	02-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	WORKSHO	C020220240023		Network	LAN Issue	LAN Issue	RJ45	HIGH	Closed	02-02-2024 11:45	02-02-2024 12:36	0:0:51:12			Lan working now with both side	Onsite
14090	02-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C020220240022		Hardware	PC	Not working at all	Others	LOW	Closed	02-02-2024 11:45	02-02-2024 12:51	0:1:5:57			PC PM & Audit.	Onsite
14091	02-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C020220240021		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	02-02-2024 11:45	02-05-2024 14:29	3:2:44:19			Call Close By Sanjay & Subhash	Onsite
14092	02-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C020220240024		Hardware	PC	Restart Problem	Others	LOW	Closed	02-02-2024 11:45	02-02-2024 12:10	0:0:24:57			Smps reconnect	Onsite
14093	02-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C020220240020		Hardware	PC	TFT	Others	LOW	Closed	02-02-2024 11:44	02-02-2024 12:52	0:1:8:39			Do Troubleshooting & found TFT	Onsite
14094	02-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	OM-DIV	C020220240019		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	02-02-2024 11:41	02-02-2024 14:15	0:2:34:14			resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14095	02-02-2024	SAKET	MIG CC	O-M	C020220240018		Network	Link	Link Connectivity Issue	Others	LOW	Closed	02-02-2024 11:33	02-02-2024 13:47	0:2:13:52			Patch cable changed between router	Onsite
14096	02-02-2024	SAKET	D-Block Saket	O-M	C020220240017		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 11:03	02-02-2024 11:36	0:0:32:41			Set as default printer changed	Onsite
14097	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240016		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 10:59	02-02-2024 11:13	0:0:13:33			Removed Jam Paper Now Working	Onsite
14098	02-02-2024	SAKET	Adchini	DSK	C020220240015		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	02-02-2024 10:40	02-02-2024 11:35	0:0:55:3			Patch cable replaced	Onsite
14099	02-02-2024	SAKET	Adchini	DSS	C020220240014		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	02-02-2024 10:38	02-02-2024 11:35	0:0:56:47			Printer driver replaced	Onsite
14100	02-02-2024	SAKET	Adchini	CIVIL	C020220240013		Hardware	System	MS Office	Software	LOW	Closed	02-02-2024 10:37	02-02-2024 11:34	0:0:57:37			Excel file data copied to other Excel	Onsite
14101	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020220240012		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	02-02-2024 10:35	02-02-2024 11:27	0:0:51:31			resolved	Onsite
14102	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020220240011		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	02-02-2024 10:34	02-02-2024 11:27	0:0:53:15			resolved	Onsite
14103	02-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C020220240010		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	02-02-2024 10:33	02-02-2024 12:39	0:2:5:15			RESOLVED	Onsite
14104	02-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C020220240009		Hardware	PC	Network Not Working	Other	LOW	Closed	02-02-2024 10:29	02-02-2024 10:29	0:0:0:21			CHecked and resolved. Working now	Onsite
14105	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C020220240008		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	02-02-2024 10:27	02-02-2024 10:27	0:0:0:17			reapir the windows	Onsite
14106	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	02-02-2024 10:23	02-02-2024 10:24	0:0:0:51			repaoir the lotus	Remote
14107	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240006		Hardware	Printer	Image Issue	Light	LOW	Closed	02-02-2024 10:20	02-02-2024 10:58	0:0:38:12			Cartage Replaced Now Working Issue	Onsite
14108	02-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C020220240005		Hardware	PC	Network Not Working	Other	LOW	Closed	02-02-2024 10:19	02-02-2024 10:58	0:0:38:19			WIFI & Fort client Shutdown Now	Onsite
14109	02-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C020220240004		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	02-02-2024 10:18	02-02-2024 10:25	0:0:6:25			reset the scanner	Onsite
14110	02-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C020220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	02-02-2024 09:38	02-02-2024 10:02	0:0:24:10			printer reconnected issue resolved	Onsite
14111	02-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C020220240002		Hardware	MOUSE	Not working	Other	LOW	Closed	02-02-2024 09:36	02-02-2024 10:01	0:0:24:54			usb driver updated now issue resolved	Onsite
14112	02-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C020220240001		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	02-02-2024 09:35	02-02-2024 10:00	0:0:25:21			password reset issue resolved	Onsite
14113	03-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	DSS	C030220240005		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	03-02-2024 16:00	02-05-2024 10:10	1:18:9:24			Rename workspace file name and	Onsite
14114	03-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C030220240004		Network	Link	Link Connectivity Issue	Link	LOW	Closed	03-02-2024 13:28	02-03-2024 13:35	0:0:7:44			Going to site with Airtel Engineer Mr.	Onsite
14115	03-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C030220240003		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	03-02-2024 13:24	02-03-2024 13:31	0:0:6:35			RJ45 connector change.	Onsite
14116	03-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C030220240002		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	03-02-2024 10:16	02-03-2024 10:20	0:0:4:30			paper size set on A4 now issue	Onsite
14117	03-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C030220240001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-02-2024 10:14	02-03-2024 10:39	0:0:24:59			sata cable replaced ,ram moisture	Onsite
14118	03-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	DSS	C030220240005		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	03-02-2024 16:00	02-05-2024 10:10	1:18:9:24			Rename workspace file name and	Onsite
14119	03-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C030220240004		Network	Link	Link Connectivity Issue	Link	LOW	Closed	03-02-2024 13:28	02-03-2024 13:35	0:0:7:44			Going to site with Airtel Engineer Mr.	Onsite
14120	03-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C030220240003		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	03-02-2024 13:24	02-03-2024 13:31	0:0:6:35			RJ45 connector change.	Onsite
14121	03-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C030220240002		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	03-02-2024 10:16	02-03-2024 10:20	0:0:4:30			paper size set on A4 now issue	Onsite
14122	03-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C030220240001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	03-02-2024 10:14	02-03-2024 10:39	0:0:24:59			sata cable replaced ,ram moisture	Onsite
14123	05-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050220240175		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-02-2024 18:06	02-05-2024 18:07	0:0:0:39			issue resolved after change the	Onsite
14124	05-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C050220240174		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 18:02	02-05-2024 18:06	0:0:4:6			issue resolved after change the	Onsite
14125	05-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C050220240173		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-02-2024 18:01	02-05-2024 18:05	0:0:4:8			issue resolved after clean the scanner	Onsite
14126	05-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C050220240172		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-02-2024 18:00	02-05-2024 18:05	0:0:5:6			issue resolved after change the	Onsite
14127	05-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C050220240171		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 18:00	02-05-2024 18:05	0:0:5:2			issue resolved after change the IP	Onsite
14128	05-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C050220240170		Hardware	PC	Network Not Working	Other	LOW	Closed	05-02-2024 17:59	02-05-2024 18:04	0:0:4:50			issue resolved after installation the PC	Onsite
14129	05-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050220240168		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-02-2024 17:58	02-05-2024 18:03	0:0:5:21			issue resolved after change the	Onsite
14130	05-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050220240169		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-02-2024 17:58	02-05-2024 18:04	0:0:5:20			issue resolved after change the Mouse	Onsite
14131	05-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C050220240167		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-02-2024 17:56	02-05-2024 18:03	0:0:6:46			issue resolved after create a new	Onsite
14132	05-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	BUSINESS/	C050220240166		Hardware	PC	Network Not Working	Other	LOW	Closed	05-02-2024 17:55	02-05-2024 18:02	0:0:7:18			issue resolved after clean the ram	Onsite
14133	05-02-2024	SAKET	MMTC CC	O-M	C050220240165		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 17:49	02-05-2024 18:29	0:0:39:40			IP Address configured	
14134	05-02-2024	SAKET	Adchini	DSK	C050220240164		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 17:48	02-05-2024 18:28	0:0:39:59			Server issue, resolved	
14135	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240163		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:48	02-05-2024 17:50	0:0:2:13			issue resolved	Onsite
14136	05-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C050220240161		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	05-02-2024 17:47	02-05-2024 17:53	0:0:5:40			Windows 10 installation.	Onsite
14137	05-02-2024	SAKET	Adchini	BUSINESS/	C050220240162		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 17:47	02-05-2024 18:27	0:0:39:49			P92 reconfigured	
14138	05-02-2024	SAKET	Adchini	DTC	C050220240160		Hardware	MOUSE	Not working	Other	LOW	Closed	05-02-2024 17:46	02-05-2024 18:26	0:0:39:57			PC restart	
14139	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240159		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:46	02-05-2024 17:50	0:0:4:25			issue resolved	Onsite
14140	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240158		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:45	02-05-2024 17:50	0:0:4:48			issue resolved	Onsite
14141	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240157		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:45	02-05-2024 17:50	0:0:5:19			issue resolved	Onsite
14142	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	PMG	C050220240155		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	05-02-2024 17:44	02-05-2024 17:50	0:0:5:55			issue resolved	Onsite
14143	05-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050220240156		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 17:44	02-05-2024 17:51	0:0:6:55			P92 configuration.	Onsite
14144	05-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050220240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 17:43	02-05-2024 17:50	0:0:7:28			Switch id login error.	Onsite
14145	05-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050220240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 17:43	02-05-2024 17:51	0:0:7:39			Mail password change.	Onsite
14146	05-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C050220240151		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-02-2024 17:42	02-05-2024 17:48	0:0:5:42			Power cord change.	Onsite
14147	05-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	IT	C050220240152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:42	02-05-2024 17:50	0:0:7:3			issue resolved	Onsite
14148	05-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C050220240150		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:41	02-05-2024 17:49	0:0:8:34			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14149	05-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C050220240149		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:39	02-05-2024 17:49	0:0:10:38			issue resolved	Onsite
14150	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050220240148		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:37	02-05-2024 17:49	0:0:12:34			issue resolved	Onsite
14151	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050220240147		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:35	02-05-2024 17:49	0:0:13:40			issue resolved	Onsite
14152	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 17:34	02-05-2024 17:49	0:0:14:22			issue resolved	Onsite
14153	05-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C050220240145		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:32	02-05-2024 17:49	0:0:16:31			issue resolved	Onsite
14154	05-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C050220240144		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	05-02-2024 17:31	02-05-2024 17:49	0:0:17:15			issue resolved	Onsite
14155	05-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050220240143		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-02-2024 17:25	02-05-2024 18:45	0:1:20:24			Scanning setting do correct.	Onsite
14156	05-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C050220240142		Hardware	PC	Not working at all	Others	LOW	Closed	05-02-2024 17:23	02-05-2024 18:45	0:1:22:15			PC PM & Audit.	Onsite
14157	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240141		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-02-2024 17:22	02-05-2024 18:46	0:1:24:7			Printer software installation.	Onsite
14158	05-02-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C050220240140		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 17:20	02-05-2024 18:47	0:1:26:16			Mail password reset.	Onsite
14159	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240139		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-02-2024 17:19	02-05-2024 17:22	0:0:3:1			Keyboard not working issue resolved	Onsite
14160	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240138		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-02-2024 17:18	02-05-2024 17:22	0:0:3:11			Mouse not working issue resolved	Onsite
14161	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240135		Hardware	System	MS Office	File	LOW	Closed	05-02-2024 17:16	02-05-2024 17:21	0:0:4:54			Ms excel not working issue resolved	Onsite
14162	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240136		Hardware	System	Other Software	Adobe	LOW	Closed	05-02-2024 17:16	02-05-2024 17:21	0:0:4:37			IP msg not working issue resolved	Onsite
14163	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240134		Hardware	System	Other Software	Adobe	LOW	Closed	05-02-2024 17:15	02-05-2024 17:20	0:0:5:25			Antivirus not working issue resolved	Onsite
14164	05-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C050220240133		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 17:07	02-05-2024 17:36	0:0:29:16			Link provided, resolved	Remote
14165	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C050220240132		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 17:06	02-05-2024 17:10	0:0:3:59			resolved	Onsite
14166	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240131		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 17:05	02-05-2024 17:10	0:0:4:50			Issue Resolved	Onsite
14167	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240130		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 17:04	02-05-2024 17:10	0:0:5:11			Issue Resolved	Onsite
14168	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050220240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 17:04	02-05-2024 17:10	0:0:5:10			resolved	Onsite
14169	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240128		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:04	02-05-2024 17:09	0:0:5:33			Issue Resolved	Onsite
14170	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C050220240127		Hardware	Printer	Image Issue	Hardware	LOW	Closed	05-02-2024 17:02	02-05-2024 17:09	0:0:7:3			resolved	Onsite
14171	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C050220240126		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 17:00	02-05-2024 17:09	0:0:9:26			resolved	Onsite
14172	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050220240125		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:58	02-05-2024 17:09	0:0:10:35			resolved	Onsite
14173	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050220240124		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	05-02-2024 16:57	02-05-2024 17:09	0:0:11:39			resolved	Onsite
14174	05-02-2024	NEHRU PLACE	20 No Building	Energy	C050220240123		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 16:53	02-05-2024 17:47	0:0:54:43			mail password reset done	Onsite
14175	05-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C050220240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:52	02-05-2024 17:47	0:0:55:2			clean to task manager, issue resolved	Onsite
14176	05-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C050220240121		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:51	02-05-2024 17:47	0:0:55:26			all mail archive, issue resolved	Onsite
14177	05-02-2024	OTHERS	VSNL	RCM	C050220240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:51	02-05-2024 18:00	0:1:9:1			New Archive Create issue resolve	Onsite
14178	05-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C050220240119		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-02-2024 16:50	02-05-2024 17:46	0:0:56:7			new os installation done	Onsite
14179	05-02-2024	OTHERS	VSNL	RCM	C050220240118		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:49	02-05-2024 17:59	0:1:10:6			Password reset issue resolve	Onsite
14180	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240117		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	05-02-2024 16:48	02-05-2024 17:59	0:1:10:31			UBS driver remove and re-installed	Onsite
14181	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240116		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	05-02-2024 16:47	02-05-2024 17:58	0:1:11:0			UBS driver remove and re-installed	Onsite
14182	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240115		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:46	02-05-2024 17:58	0:1:11:58			M Cube remove and re-installed issue	Onsite
14183	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240114		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:45	02-05-2024 17:57	0:1:12:11			TNS replaced issue resolve	Onsite
14184	05-02-2024	OTHERS	VSNL	O-M	C050220240113		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 16:43	02-05-2024 17:56	0:1:12:29			Cartridge replaced issue resolve	Onsite
14185	05-02-2024	OTHERS	VSNL	O-M	C050220240112		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-02-2024 16:40	02-05-2024 17:55	0:1:15:10			RAM Clean and reinsert issue resolve	Onsite
14186	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240111		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 16:26	02-05-2024 16:29	0:0:2:48			SAP issue	Onsite
14187	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240108		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:25	02-05-2024 16:30	0:0:4:59			MS office issue	Onsite
14188	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:25	02-05-2024 16:29	0:0:3:30			mail issue	Onsite
14189	05-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C050220240109		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 16:25	02-05-2024 16:35	0:0:9:54			IP address configured.	Onsite
14190	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240107		Hardware	System	MS Office	Others	LOW	Closed	05-02-2024 16:24	02-05-2024 16:30	0:0:5:50			MS office issue	Onsite
14191	05-02-2024	OTHERS	HUDCO Grid	Enforcem	C050220240106		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 16:23	02-05-2024 16:30	0:0:7:11			Printer installation	Onsite
14192	05-02-2024	OTHERS	Police Colony	Enforcem	C050220240105		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-02-2024 16:17	02-05-2024 16:31	0:0:13:54			RAM issue	Onsite
14193	05-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C050220240104		Hardware	System	MS Office	File	LOW	Closed	05-02-2024 16:13	02-05-2024 16:31	0:0:17:50			repair the ms office issue resolveed	Onsite
14194	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C050220240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 16:12	02-05-2024 16:30	0:0:18:10			cleared the paper issue resolved	Onsite
14195	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C050220240102		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:11	02-05-2024 16:30	0:0:19:2			configured the new link issue resolved	Onsite
14196	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C050220240101		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:10	02-05-2024 16:30	0:0:19:23			configured the new link issue resolved	Onsite
14197	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050220240100		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 16:09	02-05-2024 16:29	0:0:19:49			unlocked the mail id issue resolved	Onsite
14198	05-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C050220240097		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	05-02-2024 16:08	02-08-2024 10:23	2:18:14:58			Call Close By Sanjay & Subhash	Onsite
14199	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050220240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:08	02-05-2024 16:28	0:0:19:56			archived the mail and compact from	Onsite
14200	05-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C050220240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:08	02-05-2024 16:34	0:0:26:11			Mail archived & compact.	Onsite
14201	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050220240096		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 16:08	02-08-2024 10:23	2:18:14:45			Call Close By Sanjay & Subhash	Onsite
14202	05-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C050220240098		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 16:08	02-05-2024 16:34	0:0:26:0			Mail password reset.	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14203	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C050220240094		Hardware	Printer	Image Issue	Light	LOW	Closed	05-02-2024 16:07	02-05-2024 16:28	0:0:20:32			refill the color of printer issue	Onsite
14204	05-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C050220240093		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 16:07	02-05-2024 16:34	0:0:26:31			LAN cable replaced.	Onsite
14205	05-02-2024	NEHRU PLACE	W Block GK 1	O-M	C050220240092		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:07	02-05-2024 16:33	0:0:26:43			SAP Application installed &	Onsite
14206	05-02-2024	NEHRU PLACE	W Block GK 1	O-M	C050220240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:06	02-05-2024 16:33	0:0:26:58			Mail software reinstalled &	Onsite
14207	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C050220240091		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 16:06	02-05-2024 16:25	0:0:19:19			visited the safdarjan enclave hauz	Onsite
14208	05-02-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C050220240088		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	05-02-2024 16:03	02-05-2024 16:16	0:0:13:15			Issue resolved	Onsite
14209	05-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	CORPORA	C050220240089		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-02-2024 16:03	02-05-2024 16:05	0:0:2:2			Issue Resolved	Onsite
14210	05-02-2024	NEHRU PLACE CSO	First Floor - D Block	CUSTOME	C050220240085		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	05-02-2024 16:02	02-05-2024 16:16	0:0:14:22			Issue resolved	Onsite
14211	05-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C050220240086		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 16:02	02-05-2024 16:05	0:0:2:49			Issue Resolved	Onsite
14212	05-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C050220240083		Hardware	Laptop	System Password issue	Password	LOW	Closed	05-02-2024 16:01	02-05-2024 16:16	0:0:15:20			Issue resolved	Onsite
14213	05-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C050220240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:01	02-05-2024 16:05	0:0:3:28			Issue Resolved	Onsite
14214	05-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C050220240082		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:00	02-05-2024 16:04	0:0:4:3			Issue Resolved	Onsite
14215	05-02-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C050220240081		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-02-2024 15:59	02-05-2024 16:04	0:0:5:28			Issue Resolved	Onsite
14216	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C050220240080		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 15:56	02-05-2024 17:26	0:1:30:39			Mail sent to lotus team for unlock	Remote
14217	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C050220240079		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 15:54	02-05-2024 17:25	0:1:31:14			Browser setting has been reset	Remote
14218	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C050220240078		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 15:53	02-05-2024 17:24	0:1:31:9			RJ45 crimped	Onsite
14219	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C050220240077		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	05-02-2024 15:52	02-05-2024 17:24	0:1:31:46			Temp file cleared	Onsite
14220	05-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C050220240074		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-02-2024 15:48	02-05-2024 16:40	0:0:52:32			LAN not work	Onsite
14221	05-02-2024	VASANT KUNJ	Bijwasan	O-M	C050220240075		Hardware	PC	TFT	Others	LOW	Closed	05-02-2024 15:48	02-05-2024 17:22	0:1:34:12			Graphic driver reinstalled	Onsite
14222	05-02-2024	SAKET	Adchini	SAFETY	C050220240072		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 15:44	02-05-2024 16:37	0:0:52:56			printer not print	Onsite
14223	05-02-2024	SAKET	Chhatarpur CC	O-M	C050220240073		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 15:44	02-05-2024 16:38	0:0:53:35			RJ54 connector re crimp	Onsite
14224	05-02-2024	SAKET	Adchini	SAFETY	C050220240071		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-02-2024 15:43	02-05-2024 16:36	0:0:53:4			PC hang	Onsite
14225	05-02-2024	SAKET	Adchini	BUSINESS/	C050220240069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 15:42	02-05-2024 16:31	0:0:48:41			printer not work	Onsite
14226	05-02-2024	SAKET	Adchini	CIVIL	C050220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 15:42	02-05-2024 16:35	0:0:52:51			mail not sent	Onsite
14227	05-02-2024	SAKET	Adchini	CIVIL	C050220240068		Hardware	System	MS Office	File Not	LOW	Closed	05-02-2024 15:41	02-05-2024 16:29	0:0:48:5			Excel file not open	Onsite
14228	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C050220240066		Hardware	PC	Hardware Issue	Ticket	HIGH	Closed	05-02-2024 15:09	02-05-2024 15:43	0:0:33:30			HDD required complaint logged to	
14229	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240065		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	05-02-2024 15:09	02-05-2024 16:00	0:0:50:56			After replace cartridge issue resolved	Onsite
14230	05-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C050220240067		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	05-02-2024 15:09	02-05-2024 15:55	0:0:46:11			KEYBORAD CHANGE WORKING FINE.	Onsite
14231	05-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C050220240064		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	05-02-2024 15:08	02-05-2024 15:54	0:0:45:40			RJ45 CONNECTER CHANGE AND	Onsite
14232	05-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C050220240062		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	05-02-2024 15:07	02-05-2024 16:02	0:0:54:48			After CrimpRj45 connector on both	Onsite
14233	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240063		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	05-02-2024 15:07	02-05-2024 16:01	0:0:53:27			After reconfigured printer issue	Remote
14234	05-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C050220240061		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	05-02-2024 15:04	02-05-2024 15:51	0:0:46:15			PRINTER PAPER REMOVED AND	Onsite
14235	05-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C050220240060		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	05-02-2024 15:02	02-05-2024 15:44	0:0:42:4			RJ45 CONNECTER PAUNCH AND	Onsite
14236	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240059		Hardware	PC	Not working at all	No power	MEDIUM	Closed	05-02-2024 15:02	02-05-2024 16:02	0:1:0:18			After Fix power cable on both side	Onsite
14237	05-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	BUSINESS/	C050220240058		Hardware	System	Other Software	software	MEDIUM	Closed	05-02-2024 15:01	02-05-2024 15:42	0:0:41:37			Adobe Reader software reinstalled	Remote
14238	05-02-2024	SARITA VIHAR	Kalindi Colony	OM-DIV	C050220240057		Hardware	System	Other Software	Browser	MEDIUM	Closed	05-02-2024 15:01	02-05-2024 16:03	0:1:2:12			After reinstall chrome browser issue	Remote
14239	05-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050220240056		Hardware	PC	Restart Problem	Others	LOW	Closed	05-02-2024 15:00	02-05-2024 16:41	0:1:40:32			System installed on user seat now	Onsite
14240	05-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C050220240055		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	05-02-2024 15:00	02-05-2024 15:38	0:0:38:24			Printer driver reinstalled and working	Remote
14241	05-02-2024	JANAK PURI	I A 3 Janakpuri	O-M	C050220240054		Network	Link	Link Connectivity Issue	Link	LOW	Closed	05-02-2024 14:59	02-05-2024 16:41	0:1:41:36			Done network troubleshooting steps	Onsite
14242	05-02-2024	NIZAMUDDIN	Kilokri	OM-DIV	C050220240053		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-02-2024 14:59	02-05-2024 16:03	0:1:4:24			After replace local replica issue	Remote
14243	05-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050220240052		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 14:58	02-05-2024 16:09	0:1:10:24			Clear paper jam now working fine	Onsite
14244	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240050		Hardware	OTHERS	VPN ISSUE	Configurat	MEDIUM	Closed	05-02-2024 14:57	02-05-2024 16:05	0:1:8:3			VPN password reset through noc	Remote
14245	05-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C050220240051		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-02-2024 14:57	02-05-2024 16:08	0:1:10:21			Run Diagnostic and clean temp files	Onsite
14246	05-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C050220240048		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 14:56	02-08-2024 10:22	2:19:26:24			Call Close By Sanjay & Subhash	Onsite
14247	05-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050220240049		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 14:56	02-05-2024 16:08	0:1:11:31			SAP P92 Reinstalled now working fine	Onsite
14248	05-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C050220240047		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-02-2024 14:55	02-05-2024 16:06	0:1:11:15			After archive some mails and compact	Remote
14249	05-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C050220240046		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	05-02-2024 14:54	02-09-2024 10:10	3:19:16:13			Call Close By Sanjay & Subhash	Onsite
14250	05-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C050220240045		Hardware	System	Other Software	Browser	MEDIUM	Closed	05-02-2024 14:21	02-05-2024 14:52	0:0:31:36			Pdf reinstall	Onsite
14251	05-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C050220240044		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	05-02-2024 14:20	02-05-2024 14:53	0:0:32:49			lan cable changed	Onsite
14252	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240043		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 14:20	02-05-2024 15:08	0:0:48:45			Create new shortcut now issue	Remote
14253	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240041		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	05-02-2024 14:19	02-05-2024 15:08	0:0:49:4			Provide patch cable for audit work	Onsite
14254	05-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C050220240042		Hardware	Printer	Image Issue	Others	HIGH	Closed	05-02-2024 14:19	02-05-2024 14:54	0:0:34:36			qms switch changed	Onsite
14255	05-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C050220240040		Hardware	PC	Restart Problem	Others	HIGH	Closed	05-02-2024 14:19	02-05-2024 14:54	0:0:35:42			Power cable changed	Onsite
14256	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240039		Hardware	System	MS Office	Software	LOW	Closed	05-02-2024 14:18	02-05-2024 15:08	0:0:49:35			Close from task manager and restart	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14257	05-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C050220240038		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	05-02-2024 14:17	02-05-2024 14:51	0:0:33:47			Printer usb port changed	Onsite
14258	05-02-2024	ALAKNANDA	CR Park HR Office	HR	C050220240037		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	05-02-2024 14:17	02-05-2024 15:07	0:0:49:53			Change the tray to A4 now issue	Onsite
14259	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 14:16	02-05-2024 15:07	0:0:50:22			Create new replica now issue resolved	Remote
14260	05-02-2024	ALAKNANDA	Giri Nagar	MMG	C050220240035		Hardware	PC	Not working at all	Harddisk	LOW	Closed	05-02-2024 14:15	02-05-2024 15:05	0:0:49:55			Change the SATA cable now issue	Onsite
14261	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240034		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-02-2024 14:13	02-05-2024 15:04	0:0:50:52			Activate the windows now issue	Onsite
14262	05-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050220240033		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 13:44	02-05-2024 14:12	0:0:27:21			software reinstalled now issue	Onsite
14263	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240032		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 13:43	02-05-2024 14:11	0:0:27:54			password change of current id file	Remote
14264	05-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C050220240031		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 13:37	02-05-2024 14:08	0:0:30:37			Add another room printer with set lan	Onsite
14265	05-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050220240030		Hardware	System	Other Software	proxy	LOW	Closed	05-02-2024 13:36	02-05-2024 14:08	0:0:31:9			proxy settings done now works	Onsite
14266	05-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050220240029		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	05-02-2024 13:33	02-05-2024 14:07	0:0:33:46			usb cable slot replaced and install	Onsite
14267	05-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050220240028		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 13:28	02-05-2024 13:41	0:0:12:54			after got new reset id install and	Onsite
14268	05-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C050220240027		Hardware	OTHERS	CCTV ISSUE	Network	LOW	Closed	05-02-2024 13:22	02-05-2024 13:40	0:0:17:39			FLT done now network working also	Onsite
14269	05-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C050220240026		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-02-2024 13:18	02-05-2024 13:39	0:0:20:29			install drivers now printer working	Onsite
14270	05-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C050220240025		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 13:15	02-05-2024 13:38	0:0:22:59			IP assign done as laptop user transfer	Onsite
14271	05-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C050220240024		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 13:14	02-05-2024 13:38	0:0:24:15			IP assign done as laptop user transfer	Onsite
14272	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240023		Hardware	PC	Not working at all	Others	LOW	Closed	05-02-2024 12:35	02-05-2024 13:44	0:1:8:44			PC PM & Audit.	Onsite
14273	05-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C050220240022		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 12:32	02-05-2024 13:44	0:1:12:20			RJ 45 Crimp.	Onsite
14274	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240021		Hardware	PC	Not working at all	Others	LOW	Closed	05-02-2024 12:30	02-05-2024 13:46	0:1:15:51			PC Installation.	Onsite
14275	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240020		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-02-2024 12:28	02-05-2024 13:47	0:1:18:16			Printer software installation.	Onsite
14276	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240019		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	05-02-2024 12:27	02-05-2024 13:47	0:1:19:57			Trend antivirus installation.	Onsite
14277	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240018		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 12:26	02-08-2024 10:22	2:21:56:2			Lan cable not working.	Onsite
14278	05-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C050220240017		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 12:00	02-05-2024 13:09	0:1:8:36			Printer configured as required	
14279	05-02-2024	SAKET	Jonapur CC	O-M	C050220240016		Hardware	System	Other Software	Adobe	LOW	Closed	05-02-2024 12:00	02-05-2024 12:24	0:0:24:1			PDF file opening issue at Aaya Nagar	Onsite
14280	05-02-2024	SAKET	Jonapur CC	O-M	C050220240015		Hardware	PC	Network Not Working	Other	LOW	Closed	05-02-2024 11:58	02-05-2024 12:23	0:0:25:10			Sharing folder opening issue	Remote
14281	05-02-2024	SAKET	Adchini	BUSINESS/	C050220240014		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 11:56	02-05-2024 12:23	0:0:26:38			PDS S/W re-installed	Onsite
14282	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 11:19	02-05-2024 11:48	0:0:28:37			Mail Password Change Successfully	Onsite
14283	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240011		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 11:19	02-05-2024 11:47	0:0:28:30			Printer Setting Change & Set Printer	Onsite
14284	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240009		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 11:18	02-05-2024 11:46	0:0:28:23			Removed jam Paper Now Working	Onsite
14285	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240010		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 11:18	02-05-2024 11:46	0:0:28:30			Removed Jam Paper Now Working	Onsite
14286	05-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C050220240008		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-02-2024 11:16	02-05-2024 11:46	0:0:29:43			usb cable faulty now replaced, mail	Onsite
14287	05-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C050220240006		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 11:14	02-05-2024 11:59	0:0:45:17			Webex issue resolved	Onsite
14288	05-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C050220240007		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 11:14	02-05-2024 12:02	0:0:47:20			Printer configured as reqd.	Onsite
14289	05-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C050220240005		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 11:13	02-05-2024 11:59	0:0:45:47			Webex issue resolved	Onsite
14290	05-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050220240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 10:26	02-05-2024 10:33	0:0:6:48			Replica replaced issue resolved	Remote
14291	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240003		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	05-02-2024 10:13	02-06-2024 10:30	1:0:17:11			Dear Team, New 5 new Lan Point	Onsite
14292	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240002		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 09:34	02-05-2024 09:43	0:0:9:33			printer reinstalled issue resolved	Onsite
14293	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240001		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	05-02-2024 09:33	02-05-2024 10:11	0:0:38:8			Scanner USb cable replaced and	Onsite
14294	05-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050220240175		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-02-2024 18:06	02-05-2024 18:07	0:0:0:39			issue resolved after change the	Onsite
14295	05-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C050220240174		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 18:02	02-05-2024 18:06	0:0:4:6			issue resolved after change the	Onsite
14296	05-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C050220240173		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-02-2024 18:01	02-05-2024 18:05	0:0:4:8			issue resolved after clean the scanner	Onsite
14297	05-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C050220240172		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-02-2024 18:00	02-05-2024 18:05	0:0:5:6			issue resolved after change the	Onsite
14298	05-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C050220240171		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 18:00	02-05-2024 18:05	0:0:5:2			issue resolved after change the IP	Onsite
14299	05-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C050220240170		Hardware	PC	Network Not Working	Other	LOW	Closed	05-02-2024 17:59	02-05-2024 18:04	0:0:4:50			issue resolved after installation the PC	Onsite
14300	05-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050220240168		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-02-2024 17:58	02-05-2024 18:03	0:0:5:21			issue resolved after change the	Onsite
14301	05-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050220240169		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-02-2024 17:58	02-05-2024 18:04	0:0:5:20			issue resolved after change the Mouse	Onsite
14302	05-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C050220240167		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-02-2024 17:56	02-05-2024 18:03	0:0:6:46			issue resolved after create a new	Onsite
14303	05-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	BUSINESS/	C050220240166		Hardware	PC	Network Not Working	Other	LOW	Closed	05-02-2024 17:55	02-05-2024 18:02	0:0:7:18			issue resolved after clean the ram	Onsite
14304	05-02-2024	SAKET	MMTC CC	O-M	C050220240165		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 17:49	02-05-2024 18:29	0:0:39:40			IP Address configured	
14305	05-02-2024	SAKET	Adchini	DSK	C050220240164		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 17:48	02-05-2024 18:28	0:0:39:59			Server issue, resolved	
14306	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240163		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:48	02-05-2024 17:50	0:0:2:13			issue resolved	Onsite
14307	05-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C050220240161		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	05-02-2024 17:47	02-05-2024 17:53	0:0:5:40			Windows 10 installation.	Onsite
14308	05-02-2024	SAKET	Adchini	BUSINESS/	C050220240162		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 17:47	02-05-2024 18:27	0:0:39:49			P92 reconfigured	
14309	05-02-2024	SAKET	Adchini	DTC	C050220240160		Hardware	MOUSE	Not working	Other	LOW	Closed	05-02-2024 17:46	02-05-2024 18:26	0:0:39:57			PC restart	
14310	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240159		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:46	02-05-2024 17:50	0:0:4:25			issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14311	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240158		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:45	02-05-2024 17:50	0:0:4:48			issue resolved	Onsite
14312	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240157		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:45	02-05-2024 17:50	0:0:5:19			issue resolved	Onsite
14313	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	PMG	C050220240155		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	05-02-2024 17:44	02-05-2024 17:50	0:0:5:55			issue resolved	Onsite
14314	05-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050220240156		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 17:44	02-05-2024 17:51	0:0:6:55			P92 configuration.	Onsite
14315	05-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050220240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 17:43	02-05-2024 17:50	0:0:7:28			Switch id login error.	Onsite
14316	05-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050220240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 17:43	02-05-2024 17:51	0:0:7:39			Mail password change.	Onsite
14317	05-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C050220240151		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-02-2024 17:42	02-05-2024 17:48	0:0:5:42			Power cord change.	Onsite
14318	05-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	IT	C050220240152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:42	02-05-2024 17:50	0:0:7:3			issue resolved	Onsite
14319	05-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C050220240150		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:41	02-05-2024 17:49	0:0:8:34			issue resolved	Onsite
14320	05-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C050220240149		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:39	02-05-2024 17:49	0:0:10:38			issue resolved	Onsite
14321	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050220240148		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:37	02-05-2024 17:49	0:0:12:34			issue resolved	Onsite
14322	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050220240147		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:35	02-05-2024 17:49	0:0:13:40			issue resolved	Onsite
14323	05-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 17:34	02-05-2024 17:49	0:0:14:22			issue resolved	Onsite
14324	05-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C050220240145		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-02-2024 17:32	02-05-2024 17:49	0:0:16:31			issue resolved	Onsite
14325	05-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C050220240144		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	05-02-2024 17:31	02-05-2024 17:49	0:0:17:15			issue resolved	Onsite
14326	05-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050220240143		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-02-2024 17:25	02-05-2024 18:45	0:1:20:24			Scanning setting do correct.	Onsite
14327	05-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C050220240142		Hardware	PC	Not working at all	Others	LOW	Closed	05-02-2024 17:23	02-05-2024 18:45	0:1:22:15			PC PM & Audit.	Onsite
14328	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240141		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-02-2024 17:22	02-05-2024 18:46	0:1:24:7			Printer software installation.	Onsite
14329	05-02-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C050220240140		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 17:20	02-05-2024 18:47	0:1:26:16			Mail password reset.	Onsite
14330	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240139		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-02-2024 17:19	02-05-2024 17:22	0:0:3:1			Keyboard not working issue resolved	Onsite
14331	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240138		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-02-2024 17:18	02-05-2024 17:22	0:0:3:11			Mouse not working issue resolved	Onsite
14332	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240135		Hardware	System	MS Office	File	LOW	Closed	05-02-2024 17:16	02-05-2024 17:21	0:0:4:54			Ms excel not working issue resolved	Onsite
14333	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240136		Hardware	System	Other Software	Adobe	LOW	Closed	05-02-2024 17:16	02-05-2024 17:21	0:0:4:37			IP msg not working issue resolved	Onsite
14334	05-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050220240134		Hardware	System	Other Software	Adobe	LOW	Closed	05-02-2024 17:15	02-05-2024 17:20	0:0:5:25			Antivirus not working issue resolved	Onsite
14335	05-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C050220240133		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 17:07	02-05-2024 17:36	0:0:29:16			Link provided, resolved	Remote
14336	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C050220240132		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 17:06	02-05-2024 17:10	0:0:3:59			resolved	Onsite
14337	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240131		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 17:05	02-05-2024 17:10	0:0:4:50			Issue Resolved	Onsite
14338	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240130		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 17:04	02-05-2024 17:10	0:0:5:11			Issue Resolved	Onsite
14339	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050220240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 17:04	02-05-2024 17:10	0:0:5:10			resolved	Onsite
14340	05-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050220240128		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 17:04	02-05-2024 17:09	0:0:5:33			Issue Resolved	Onsite
14341	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C050220240127		Hardware	Printer	Image Issue	Hardware	LOW	Closed	05-02-2024 17:02	02-05-2024 17:09	0:0:7:3			resolved	Onsite
14342	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C050220240126		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 17:00	02-05-2024 17:09	0:0:9:26			resolved	Onsite
14343	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050220240125		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:58	02-05-2024 17:09	0:0:10:35			resolved	Onsite
14344	05-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C050220240124		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	05-02-2024 16:57	02-05-2024 17:09	0:0:11:39			resolved	Onsite
14345	05-02-2024	NEHRU PLACE	20 No Building	Energy	C050220240123		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 16:53	02-05-2024 17:47	0:0:54:43			mail password reset done	Onsite
14346	05-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C050220240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:52	02-05-2024 17:47	0:0:55:2			clean to task manager, issue resolved	Onsite
14347	05-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C050220240121		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:51	02-05-2024 17:47	0:0:55:26			all mail archive, issue resolved	Onsite
14348	05-02-2024	OTHERS	VSNL	RCM	C050220240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:51	02-05-2024 18:00	0:1:9:1			New Archive Create issue resolve	Onsite
14349	05-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C050220240119		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-02-2024 16:50	02-05-2024 17:46	0:0:56:7			new os installation done	Onsite
14350	05-02-2024	OTHERS	VSNL	RCM	C050220240118		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:49	02-05-2024 17:59	0:1:10:6			Password reset issue resolve	Onsite
14351	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240117		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	05-02-2024 16:48	02-05-2024 17:59	0:1:10:31			UBS driver remove and re-installed	Onsite
14352	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240116		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	05-02-2024 16:47	02-05-2024 17:58	0:1:11:0			UBS driver remove and re-installed	Onsite
14353	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240115		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:46	02-05-2024 17:58	0:1:11:58			M Cube remove and re-installed issue	Onsite
14354	05-02-2024	OTHERS	VSNL	KCC/MLCC	C050220240114		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:45	02-05-2024 17:57	0:1:12:11			TNS replaced issue resolve	Onsite
14355	05-02-2024	OTHERS	VSNL	O-M	C050220240113		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 16:43	02-05-2024 17:56	0:1:12:29			Cartridge replaced issue resolve	Onsite
14356	05-02-2024	OTHERS	VSNL	O-M	C050220240112		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-02-2024 16:40	02-05-2024 17:55	0:1:15:10			RAM Clean and reinsert issue resolve	Onsite
14357	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240111		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 16:26	02-05-2024 16:29	0:0:2:48			SAP issue	Onsite
14358	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240108		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:25	02-05-2024 16:30	0:0:4:59			MS office issue	Onsite
14359	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:25	02-05-2024 16:29	0:0:3:30			mail issue	Onsite
14360	05-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C050220240109		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 16:25	02-05-2024 16:35	0:0:9:54			IP address configured.	Onsite
14361	05-02-2024	OTHERS	Andrews Ganj	Enforcem	C050220240107		Hardware	System	MS Office	Others	LOW	Closed	05-02-2024 16:24	02-05-2024 16:30	0:0:5:50			MS office issue	Onsite
14362	05-02-2024	OTHERS	HUDCO Grid	Enforcem	C050220240106		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 16:23	02-05-2024 16:30	0:0:7:11			Printer installation	Onsite
14363	05-02-2024	OTHERS	Police Colony	Enforcem	C050220240105		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	05-02-2024 16:17	02-05-2024 16:31	0:0:13:54			RAM issue	Onsite
14364	05-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C050220240104		Hardware	System	MS Office	File	LOW	Closed	05-02-2024 16:13	02-05-2024 16:31	0:0:17:50			repair the ms office issue resolveed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14365	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C050220240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 16:12	02-05-2024 16:30	0:0:18:10			cleared the paper issue resolved	Onsite
14366	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C050220240102		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:11	02-05-2024 16:30	0:0:19:2			configured the new link issue resolved	Onsite
14367	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C050220240101		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:10	02-05-2024 16:30	0:0:19:23			configured the new link issue resolved	Onsite
14368	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050220240100		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 16:09	02-05-2024 16:29	0:0:19:49			unlocked the mail id issue resolved	Onsite
14369	05-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C050220240097		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	05-02-2024 16:08	02-08-2024 10:23	2:18:14:58			Call Close By Sanjay & Subhash	Onsite
14370	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050220240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:08	02-05-2024 16:28	0:0:19:56			archived the mail and compact from	Onsite
14371	05-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C050220240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:08	02-05-2024 16:34	0:0:26:11			Mail archived & compact.	Onsite
14372	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050220240096		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 16:08	02-08-2024 10:23	2:18:14:45			Call Close By Sanjay & Subhash	Onsite
14373	05-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C050220240098		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 16:08	02-05-2024 16:34	0:0:26:0			Mail password reset.	Onsite
14374	05-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C050220240094		Hardware	Printer	Image Issue	Light	LOW	Closed	05-02-2024 16:07	02-05-2024 16:28	0:0:20:32			refill the color of printer issue	Onsite
14375	05-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C050220240093		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	05-02-2024 16:07	02-05-2024 16:34	0:0:26:31			LAN cable replaced.	Onsite
14376	05-02-2024	NEHRU PLACE	W Block GK 1	O-M	C050220240092		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 16:07	02-05-2024 16:33	0:0:26:43			SAP Application installed &	Onsite
14377	05-02-2024	NEHRU PLACE	W Block GK 1	O-M	C050220240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:06	02-05-2024 16:33	0:0:26:58			Mail software reinstalled &	Onsite
14378	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C050220240091		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 16:06	02-05-2024 16:25	0:0:19:19			visited the safdarjan enclave hauz	Onsite
14379	05-02-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C050220240088		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	05-02-2024 16:03	02-05-2024 16:16	0:0:13:15			Issue resolved	Onsite
14380	05-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	CORPORA	C050220240089		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-02-2024 16:03	02-05-2024 16:05	0:0:2:2			Issue Resolved	Onsite
14381	05-02-2024	NEHRU PLACE CSO	First Floor - D Block	CUSTOME	C050220240085		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	05-02-2024 16:02	02-05-2024 16:16	0:0:14:22			Issue resolved	Onsite
14382	05-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C050220240086		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 16:02	02-05-2024 16:05	0:0:2:49			Issue Resolved	Onsite
14383	05-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C050220240083		Hardware	Laptop	System Password issue	Password	LOW	Closed	05-02-2024 16:01	02-05-2024 16:16	0:0:15:20			Issue resolved	Onsite
14384	05-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C050220240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 16:01	02-05-2024 16:05	0:0:3:28			Issue Resolved	Onsite
14385	05-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C050220240082		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 16:00	02-05-2024 16:04	0:0:4:3			Issue Resolved	Onsite
14386	05-02-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C050220240081		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-02-2024 15:59	02-05-2024 16:04	0:0:5:28			Issue Resolved	Onsite
14387	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C050220240080		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-02-2024 15:56	02-05-2024 17:26	0:1:30:39			Mail sent to lotus team for unlock	Remote
14388	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C050220240079		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 15:54	02-05-2024 17:25	0:1:31:14			Browser setting has been reset	Remote
14389	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C050220240078		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 15:53	02-05-2024 17:24	0:1:31:9			RJ45 crimped	Onsite
14390	05-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C050220240077		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	05-02-2024 15:52	02-05-2024 17:24	0:1:31:46			Temp file cleared	Onsite
14391	05-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C050220240074		Network	LAN Issue	LAN Issue	Others	LOW	Closed	05-02-2024 15:48	02-05-2024 16:40	0:0:52:32			LAN not work	Onsite
14392	05-02-2024	VASANT KUNJ	Bijwasan	O-M	C050220240075		Hardware	PC	TFT	Others	LOW	Closed	05-02-2024 15:48	02-05-2024 17:22	0:1:34:12			Graphic driver reinstalled	Onsite
14393	05-02-2024	SAKET	Adchini	SAFETY	C050220240072		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 15:44	02-05-2024 16:37	0:0:52:56			printer not print	Onsite
14394	05-02-2024	SAKET	Chhatarpur CC	O-M	C050220240073		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 15:44	02-05-2024 16:38	0:0:53:35			RJ54 connector re crimp	Onsite
14395	05-02-2024	SAKET	Adchini	SAFETY	C050220240071		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-02-2024 15:43	02-05-2024 16:36	0:0:53:4			PC hang	Onsite
14396	05-02-2024	SAKET	Adchini	BUSINESS/	C050220240069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 15:42	02-05-2024 16:31	0:0:48:41			printer not work	Onsite
14397	05-02-2024	SAKET	Adchini	CIVIL	C050220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 15:42	02-05-2024 16:35	0:0:52:51			mail not sent	Onsite
14398	05-02-2024	SAKET	Adchini	CIVIL	C050220240068		Hardware	System	MS Office	File Not	LOW	Closed	05-02-2024 15:41	02-05-2024 16:29	0:0:48:5			Excel file not open	Onsite
14399	05-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C050220240066		Hardware	PC	Hardware Issue	Ticket	HIGH	Closed	05-02-2024 15:09	02-05-2024 15:43	0:0:33:30			HDD required complaint logged to	
14400	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240065		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	05-02-2024 15:09	02-05-2024 16:00	0:0:50:56			After replace cartridge issue resolved	Onsite
14401	05-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C050220240067		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	05-02-2024 15:09	02-05-2024 15:55	0:0:46:11			KEYBORAD CHANGE WORKING FINE.	Onsite
14402	05-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C050220240064		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	05-02-2024 15:08	02-05-2024 15:54	0:0:45:40			RJ45 CONNECTER CHANGE AND	Onsite
14403	05-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C050220240062		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	05-02-2024 15:07	02-05-2024 16:02	0:0:54:48			After CrimpRj45 connector on both	Onsite
14404	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240063		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	05-02-2024 15:07	02-05-2024 16:01	0:0:53:27			After reconfigured printer issue	Remote
14405	05-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C050220240061		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	05-02-2024 15:04	02-05-2024 15:51	0:0:46:15			PRINTER PAPER REMOVED AND	Onsite
14406	05-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C050220240060		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	05-02-2024 15:02	02-05-2024 15:44	0:0:42:4			RJ45 CONNECTER PAUNCH AND	Onsite
14407	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240059		Hardware	PC	Not working at all	No power	MEDIUM	Closed	05-02-2024 15:02	02-05-2024 16:02	0:1:0:18			After Fix power cable on both side	Onsite
14408	05-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	BUSINESS/	C050220240058		Hardware	System	Other Software	software	MEDIUM	Closed	05-02-2024 15:01	02-05-2024 15:42	0:0:41:37			Adobe Reader software reinstalled	Remote
14409	05-02-2024	SARITA VIHAR	Kalindi Colony	OM-DIV	C050220240057		Hardware	System	Other Software	Browser	MEDIUM	Closed	05-02-2024 15:01	02-05-2024 16:03	0:1:2:12			After reinstall chrome browser issue	Remote
14410	05-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050220240056		Hardware	PC	Restart Problem	Others	LOW	Closed	05-02-2024 15:00	02-05-2024 16:41	0:1:40:32			System installed on user seat now	Onsite
14411	05-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C050220240055		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	05-02-2024 15:00	02-05-2024 15:38	0:0:38:24			Printer driver reinstalled and working	Remote
14412	05-02-2024	JANAK PURI	I A 3 Janakpuri	O-M	C050220240054		Network	Link	Link Connectivity Issue	Link	LOW	Closed	05-02-2024 14:59	02-05-2024 16:41	0:1:41:36			Done network troubleshooting steps	Onsite
14413	05-02-2024	NIZAMUDDIN	Kilokri	OM-DIV	C050220240053		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-02-2024 14:59	02-05-2024 16:03	0:1:4:24			After replace local replica issue	Remote
14414	05-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050220240052		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 14:58	02-05-2024 16:09	0:1:10:24			Clear paper jam now working fine	Onsite
14415	05-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C050220240050		Hardware	OTHERS	VPN ISSUE	Configurat	MEDIUM	Closed	05-02-2024 14:57	02-05-2024 16:05	0:1:8:3			VPN password reset through noc	Remote
14416	05-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C050220240051		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-02-2024 14:57	02-05-2024 16:08	0:1:10:21			Run Diagnostic and clean temp files	Onsite
14417	05-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C050220240048		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 14:56	02-08-2024 10:22	2:19:26:24			Call Close By Sanjay & Subhash	Onsite
14418	05-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050220240049		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 14:56	02-05-2024 16:08	0:1:11:31			SAP P92 Reinstalled now working fine	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14419	05-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C050220240047		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-02-2024 14:55	02-05-2024 16:06	0:1:11:15			After archive some mails and compact	Remote
14420	05-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C050220240046		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	05-02-2024 14:54	02-09-2024 10:10	3:19:16:13			Call Close By Sanjay & Subhash	Onsite
14421	05-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C050220240045		Hardware	System	Other Software	Browser	MEDIUM	Closed	05-02-2024 14:21	02-05-2024 14:52	0:0:31:36			Pdf reinstall	Onsite
14422	05-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C050220240044		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	05-02-2024 14:20	02-05-2024 14:53	0:0:32:49			lan cable changed	Onsite
14423	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240043		Hardware	System	Other Software	New	LOW	Closed	05-02-2024 14:20	02-05-2024 15:08	0:0:48:45			Create new shortcut now issue	Remote
14424	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240041		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	05-02-2024 14:19	02-05-2024 15:08	0:0:49:4			Provide patch cable for audit work	Onsite
14425	05-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C050220240042		Hardware	Printer	Image Issue	Others	HIGH	Closed	05-02-2024 14:19	02-05-2024 14:54	0:0:34:36			qms switch changed	Onsite
14426	05-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C050220240040		Hardware	PC	Restart Problem	Others	HIGH	Closed	05-02-2024 14:19	02-05-2024 14:54	0:0:35:42			Power cable changed	Onsite
14427	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240039		Hardware	System	MS Office	Software	LOW	Closed	05-02-2024 14:18	02-05-2024 15:08	0:0:49:35			Close from task manager and restart	Remote
14428	05-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C050220240038		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	05-02-2024 14:17	02-05-2024 14:51	0:0:33:47			Printer usb port changed	Onsite
14429	05-02-2024	ALAKNANDA	CR Park HR Office	HR	C050220240037		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	05-02-2024 14:17	02-05-2024 15:07	0:0:49:53			Change the tray to A4 now issue	Onsite
14430	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 14:16	02-05-2024 15:07	0:0:50:22			Create new replica now issue resolved	Remote
14431	05-02-2024	ALAKNANDA	Giri Nagar	MMG	C050220240035		Hardware	PC	Not working at all	Harddisk	LOW	Closed	05-02-2024 14:15	02-05-2024 15:05	0:0:49:55			Change the SATA cable now issue	Onsite
14432	05-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C050220240034		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-02-2024 14:13	02-05-2024 15:04	0:0:50:52			Activate the windows now issue	Onsite
14433	05-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050220240033		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 13:44	02-05-2024 14:12	0:0:27:21			software reinstalled now issue	Onsite
14434	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240032		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 13:43	02-05-2024 14:11	0:0:27:54			password change of current id file	Remote
14435	05-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C050220240031		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 13:37	02-05-2024 14:08	0:0:30:37			Add another room printer with set lan	Onsite
14436	05-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050220240030		Hardware	System	Other Software	proxy	LOW	Closed	05-02-2024 13:36	02-05-2024 14:08	0:0:31:9			proxy settings done now works	Onsite
14437	05-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050220240029		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	05-02-2024 13:33	02-05-2024 14:07	0:0:33:46			usb cable slot replaced and install	Onsite
14438	05-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C050220240028		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 13:28	02-05-2024 13:41	0:0:12:54			after got new reset id install and	Onsite
14439	05-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C050220240027		Hardware	OTHERS	CCTV ISSUE	Network	LOW	Closed	05-02-2024 13:22	02-05-2024 13:40	0:0:17:39			FLT done now network working also	Onsite
14440	05-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C050220240026		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-02-2024 13:18	02-05-2024 13:39	0:0:20:29			install drivers now printer working	Onsite
14441	05-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C050220240025		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 13:15	02-05-2024 13:38	0:0:22:59			IP assign done as laptop user transfer	Onsite
14442	05-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C050220240024		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-02-2024 13:14	02-05-2024 13:38	0:0:24:15			IP assign done as laptop user transfer	Onsite
14443	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240023		Hardware	PC	Not working at all	Others	LOW	Closed	05-02-2024 12:35	02-05-2024 13:44	0:1:8:44			PC PM & Audit.	Onsite
14444	05-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C050220240022		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 12:32	02-05-2024 13:44	0:1:12:20			RJ 45 Crimp.	Onsite
14445	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240021		Hardware	PC	Not working at all	Others	LOW	Closed	05-02-2024 12:30	02-05-2024 13:46	0:1:15:51			PC Installation.	Onsite
14446	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240020		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-02-2024 12:28	02-05-2024 13:47	0:1:18:16			Printer software installation.	Onsite
14447	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240019		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	05-02-2024 12:27	02-05-2024 13:47	0:1:19:57			Trend antivirus installation.	Onsite
14448	05-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C050220240018		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-02-2024 12:26	02-08-2024 10:22	2:21:56:2			Lan cable not working.	Onsite
14449	05-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C050220240017		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 12:00	02-05-2024 13:09	0:1:8:36			Printer configured as required	
14450	05-02-2024	SAKET	Jonapur CC	O-M	C050220240016		Hardware	System	Other Software	Adobe	LOW	Closed	05-02-2024 12:00	02-05-2024 12:24	0:0:24:1			PDF file opening issue at Aaya Nagar	Onsite
14451	05-02-2024	SAKET	Jonapur CC	O-M	C050220240015		Hardware	PC	Network Not Working	Other	LOW	Closed	05-02-2024 11:58	02-05-2024 12:23	0:0:25:10			Sharing folder opening issue	Remote
14452	05-02-2024	SAKET	Adchini	BUSINESS/	C050220240014		Hardware	System	Other Software	software	LOW	Closed	05-02-2024 11:56	02-05-2024 12:23	0:0:26:38			PDS S/W re-installed	Onsite
14453	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 11:19	02-05-2024 11:48	0:0:28:37			Mail Password Change Successfully	Onsite
14454	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240011		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 11:19	02-05-2024 11:47	0:0:28:30			Printer Setting Change & Set Printer	Onsite
14455	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240009		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 11:18	02-05-2024 11:46	0:0:28:23			Removed jam Paper Now Working	Onsite
14456	05-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050220240010		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-02-2024 11:18	02-05-2024 11:46	0:0:28:30			Removed Jam Paper Now Working	Onsite
14457	05-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C050220240008		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-02-2024 11:16	02-05-2024 11:46	0:0:29:43			usb cable faulty now replaced, mail	Onsite
14458	05-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C050220240006		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 11:14	02-05-2024 11:59	0:0:45:17			Webex issue resolved	Onsite
14459	05-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C050220240007		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-02-2024 11:14	02-05-2024 12:02	0:0:47:20			Printer configured as reqd.	Onsite
14460	05-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C050220240005		Hardware	System	Other Software	Browser	LOW	Closed	05-02-2024 11:13	02-05-2024 11:59	0:0:45:47			Webex issue resolved	Onsite
14461	05-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050220240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-02-2024 10:26	02-05-2024 10:33	0:0:6:48			Replica replaced issue resolved	Remote
14462	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240003		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	05-02-2024 10:13	02-06-2024 10:30	1:0:17:11			Dear Team, New 5 new Lan Point	Onsite
14463	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240002		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-02-2024 09:34	02-05-2024 09:43	0:0:9:33			printer reinstalled issue resolved	Onsite
14464	05-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050220240001		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	05-02-2024 09:33	02-05-2024 10:11	0:0:38:8			Scanner USb cable replaced and	Onsite
14465	06-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C060220240158		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	06-02-2024 18:28	02-06-2024 18:28	0:0:0:45			issue resolved	Onsite
14466	06-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C060220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 18:27	02-06-2024 18:28	0:0:1:34			issue resolved	Onsite
14467	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C060220240156		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 18:10	02-12-2024 10:41	5:16:31:30			LAN not working issue	Onsite
14468	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C060220240155		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	06-02-2024 18:09	02-06-2024 19:39	0:1:30:1			Resolved	
14469	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C060220240154		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	06-02-2024 18:08	02-06-2024 19:40	0:1:31:24			Resolved	
14470	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C060220240153		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 18:08	02-06-2024 19:41	0:1:32:42			Resolved	
14471	06-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C060220240152		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 18:07	02-06-2024 19:37	0:1:30:38			Resolved	
14472	06-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C060220240151		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 18:06	02-06-2024 19:37	0:1:30:11			Resolved	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14473	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240150		Hardware	System	MS Office	File Not	LOW	Closed	06-02-2024 17:49	02-06-2024 17:52	0:0:2:50			issue resolved after repair the file	Onsite
14474	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240147		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 17:47	02-06-2024 17:51	0:0:4:8			issue resolved after create the relogin	Onsite
14475	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240149		Hardware	System	Other Software	proxy	LOW	Closed	06-02-2024 17:47	02-06-2024 17:51	0:0:4:12			issue resolved after change the proxy	Onsite
14476	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 17:47	02-06-2024 17:51	0:0:4:8			issue resolved after reinstall the	Onsite
14477	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 17:45	02-06-2024 17:50	0:0:5:9			issue resolved after reinstall the	Onsite
14478	06-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C060220240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 17:41	02-06-2024 17:50	0:0:8:45			issue resolved after replicate the mails	Onsite
14479	06-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C060220240144		Network	Internet	Internet Issue	Internet	LOW	Closed	06-02-2024 17:40	02-06-2024 17:49	0:0:9:37			issue resolved after visit a site	Onsite
14480	06-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C060220240143		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:37	02-06-2024 18:25	0:0:47:43			ISSUE RESOLVED	Onsite
14481	06-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C060220240142		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:35	02-06-2024 18:24	0:0:49:17			ISSUE RESOLVED	Onsite
14482	06-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C060220240141		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:34	02-06-2024 18:24	0:0:50:14			ISSUE RESOLVED	Onsite
14483	06-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C060220240140		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:32	02-06-2024 18:24	0:0:51:30			ISSUE RESOLVED	Onsite
14484	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240139		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 17:28	02-06-2024 17:30	0:0:2:6			IP msg not working issue resolved	Onsite
14485	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240138		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 17:28	02-06-2024 17:30	0:0:2:14			IP msg not working issue resolved	Onsite
14486	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240137		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-02-2024 17:27	02-06-2024 17:29	0:0:2:23			Mouse not working issue resolved	Onsite
14487	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240136		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 17:26	02-06-2024 17:29	0:0:3:30			Ms office not working issue resolved	Onsite
14488	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240134		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	06-02-2024 17:24	02-06-2024 17:29	0:0:4:34			Antivirus not working issue resolved	Onsite
14489	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240135		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 17:24	02-06-2024 17:29	0:0:4:26			Email not working issue resolved	Onsite
14490	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240133		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 17:24	02-06-2024 17:28	0:0:4:47			IP msg not working issue resolved	Onsite
14491	06-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C060220240132		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 17:09	02-06-2024 17:54	0:0:44:53			Printer issue resolved	Remote
14492	06-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C060220240131		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	06-02-2024 17:01	02-06-2024 17:53	0:0:51:51			Mail account unlocked as reqd	Remote
14493	06-02-2024	SAKET	Adchini	CIVIL	C060220240129		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 17:00	02-06-2024 17:15	0:0:14:28			Sharing printer reconnected	Onsite
14494	06-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C060220240130		Hardware	Laptop	Not working at all	Others	LOW	Closed	06-02-2024 17:00	02-06-2024 17:52	0:0:51:28			Issue resolved as reqd.	Onsite
14495	06-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C060220240128		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 16:59	02-06-2024 17:52	0:0:52:33			Printer issue resolved	Onsite
14496	06-02-2024	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/	C060220240127		Software	SAP R/3	CO	Others	LOW	Closed	06-02-2024 16:59	02-06-2024 17:40	0:0:40:38			Take followup & Provide VPN Access	Remote
14497	06-02-2024	SAKET	Malviya Nagar	HR	C060220240126		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	06-02-2024 16:35	02-06-2024 17:13	0:0:38:54			Patch cable replaced for training room	Onsite
14498	06-02-2024	SAKET	Adchini	DTC	C060220240125		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 16:33	02-06-2024 17:12	0:0:39:40			Windows installed	Onsite
14499	06-02-2024	SAKET	D-Block Saket	O-M	C060220240124		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 16:32	02-06-2024 17:11	0:0:39:14			SAP History settings changed	Onsite
14500	06-02-2024	SAKET	D-Block Saket	O-M	C060220240123		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 16:31	02-06-2024 17:01	0:0:29:54			PC installation done	Onsite
14501	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240122		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 16:28	02-06-2024 16:30	0:0:2:36			SAP issue	Onsite
14502	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240120		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	06-02-2024 16:27	02-06-2024 16:31	0:0:4:25			DVD writer issue	Onsite
14503	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240121		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-02-2024 16:27	02-06-2024 16:30	0:0:3:15			lan issue	Onsite
14504	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240119		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	06-02-2024 16:26	02-06-2024 16:32	0:0:6:7			DVD writer issue...sent to NHP	Onsite
14505	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240118		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:25	02-06-2024 16:33	0:0:7:19			S/W installation on laptop for mla	Onsite
14506	06-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C060220240117		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 16:18	2/14/2024 10:11:20 AM	7:17:52:37			Call Close by Subhash & Sanjay	Onsite
14507	06-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C060220240115		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 16:17	02-06-2024 18:33	0:2:16:21			Adobe reinstalled	Remote
14508	06-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C060220240116		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 16:17	02-06-2024 16:17	0:0:0:24			Printer drivers reinstalled working	Onsite
14509	06-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C060220240114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 16:15	02-06-2024 16:15	0:0:0:32			Printer drivers reinstalled working	Onsite
14510	06-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C060220240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 16:14	02-06-2024 18:32	0:2:17:49			Mail password changed	Remote
14511	06-02-2024	NEHRU PLACE	20 No Building	C-M	C060220240112		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 16:14	02-06-2024 16:52	0:0:38:20			PDF create done, issue resolved	Onsite
14512	06-02-2024	VASANT KUNJ	C 8	O-M	C060220240111		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 16:11	02-06-2024 18:31	0:2:20:45			RJ45 has been crimped	Onsite
14513	06-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C060220240110		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-02-2024 16:10	02-06-2024 16:37	0:0:26:26			Done network troubleshooting steps	Onsite
14514	06-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	C-M	C060220240109		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	06-02-2024 16:07	02-06-2024 16:08	0:0:1:33			Issue Resolved	Onsite
14515	06-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C060220240108		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:05	02-06-2024 16:08	0:0:2:54			Issue Resolved	Onsite
14516	06-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C060220240107		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-02-2024 16:04	02-06-2024 16:08	0:0:4:5			Issue Resolved	Onsite
14517	06-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C060220240106		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:03	02-06-2024 16:08	0:0:4:35			Issue Resolved	Onsite
14518	06-02-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C060220240105		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	06-02-2024 16:02	02-06-2024 16:08	0:0:5:46			Issue Resolved	Onsite
14519	06-02-2024	OTHERS	VSNL	OET	C060220240104		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:00	02-06-2024 17:32	0:1:32:13			Sleep mode disable issue resolve	Onsite
14520	06-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BUSINESS/	C060220240103		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:00	02-06-2024 16:08	0:0:8:0			Issue Resolved	Onsite
14521	06-02-2024	OTHERS	VSNL	RCM	C060220240102		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	06-02-2024 15:59	02-06-2024 17:32	0:1:33:19			Replace Patch cable issue resolve	Onsite
14522	06-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C060220240101		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:58	02-06-2024 16:08	0:0:9:41			Issue Resolved	Onsite
14523	06-02-2024	OTHERS	VSNL	QUALITY	C060220240100		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 15:58	02-06-2024 17:32	0:1:33:59			Replaced Keyboard	Onsite
14524	06-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C060220240097		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 15:57	02-06-2024 16:07	0:0:10:52			Issue Resolved	Onsite
14525	06-02-2024	OTHERS	VSNL	QUALITY	C060220240098		Hardware	PC	System Password issue	Password	LOW	Closed	06-02-2024 15:57	02-06-2024 17:31	0:1:34:22			System Password reset issue resolve	Onsite
14526	06-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C060220240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:57	02-06-2024 16:08	0:0:10:19			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14527	06-02-2024	OTHERS	VSNL	KCC/MLCC/CCC	C060220240096		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 15:55	02-06-2024 17:31	0:1:35:26			Hosts file replaced issue resolve	Onsite
14528	06-02-2024	OTHERS	VSNL	MMG	C060220240095		Network	Link	Link Connectivity Issue	Others	LOW	Closed	06-02-2024 15:54	02-06-2024 17:30	0:1:36:12			RJ45 Remove and re-insert issue	Onsite
14529	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BPT	C060220240094		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	06-02-2024 15:48	02-06-2024 15:51	0:0:3:1			resolved	Onsite
14530	06-02-2024	NEHRU PLACE	20 No Building	PLANNING	C060220240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:45	02-06-2024 16:52	0:1:7:14			all mail archive, issue resolved	Onsite
14531	06-02-2024	NEHRU PLACE	W Block GK 1	SAFETY	C060220240092		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	06-02-2024 15:43	02-06-2024 16:23	0:0:40:0			As per vendor visited at site FAN need	Onsite
14532	06-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C060220240091		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	06-02-2024 15:43	02-06-2024 16:22	0:0:39:41			Temp. file, cache & cookies delete.	Onsite
14533	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	QUALITY	C060220240090		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:42	02-06-2024 15:50	0:0:8:7			resolved	Onsite
14534	06-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BPT	C060220240089		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-02-2024 15:42	02-06-2024 16:21	0:0:39:41			Mail Password reset.	Onsite
14535	06-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/BPT	C060220240088		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:41	02-06-2024 16:21	0:0:39:57			Mail archived & compact.	Onsite
14536	06-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C060220240087		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	06-02-2024 15:39	02-06-2024 16:14	0:0:35:4			mail archive	Onsite
14537	06-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C060220240086		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-02-2024 15:38	02-06-2024 15:46	0:0:7:31			account unlocked issue resolved	Remote
14538	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C060220240085		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	06-02-2024 15:37	02-06-2024 16:14	0:0:36:54			cartage changed	Onsite
14539	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C060220240084		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	06-02-2024 15:37	02-06-2024 16:14	0:0:37:49			cartage changed	Onsite
14540	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C060220240083		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	06-02-2024 15:36	02-06-2024 15:50	0:0:13:38			resolved	Onsite
14541	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C060220240082		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	06-02-2024 15:36	02-06-2024 16:15	0:0:39:3			Mail archive and mail close 20m	Onsite
14542	06-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C060220240080		Hardware	System	MS Office	File Not	LOW	Closed	06-02-2024 15:35	02-06-2024 15:45	0:0:10:10			after cleanup restart the the pc now	Remote
14543	06-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C060220240081		Hardware	System	Other Software	Browser	HIGH	Closed	06-02-2024 15:35	02-06-2024 16:15	0:0:40:20			Browser reinstall	Onsite
14544	06-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C060220240079		Hardware	System	Other Software	software	HIGH	Closed	06-02-2024 15:34	02-06-2024 16:13	0:0:38:43			jpg file ext. changed	Onsite
14545	06-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C060220240078		Hardware	PC	Network Not Working	Network	LOW	Closed	06-02-2024 15:33	02-06-2024 15:48	0:0:14:56			lan port change from switch now	Onsite
14546	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C060220240077		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	06-02-2024 15:33	02-06-2024 16:12	0:0:39:21			lan cable changed	Onsite
14547	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/CCC	C060220240075		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-02-2024 15:32	02-06-2024 15:50	0:0:18:9			resolved	Onsite
14548	06-02-2024	SAKET	Adchini	Recovery	C060220240076		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:32	02-06-2024 16:33	0:1:0:59			window login issue	Onsite
14549	06-02-2024	SAKET	Fatehpur Beri CC	O-M	C060220240074		Network	LAN Issue	LAN Issue	Others	LOW	Closed	06-02-2024 15:31	02-06-2024 16:32	0:1:1:18			IP installed on LAN adaptor	Onsite
14550	06-02-2024	SAKET	Adchini	CIVIL	C060220240073		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:30	02-06-2024 16:30	0:1:0:19			mail not receive	Onsite
14551	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	OM-EHV	C060220240072		Hardware	PC	Restart Problem	Heating	LOW	Closed	06-02-2024 15:29	02-06-2024 15:49	0:0:20:0			resolved	Onsite
14552	06-02-2024	SAKET	Adchini	DTC	C060220240071		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 15:29	02-06-2024 16:28	0:0:59:9			bill check site not work	Onsite
14553	06-02-2024	SAKET	Adchini	DSS	C060220240070		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 15:28	02-06-2024 16:26	0:0:58:22			projector not connect	Onsite
14554	06-02-2024	SAKET	Adchini	BUSINESS/BPT	C060220240069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 15:27	02-06-2024 16:25	0:0:58:15			printer not connect	Onsite
14555	06-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C060220240068		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	06-02-2024 15:25	02-06-2024 16:17	0:0:52:4			change the printer tray default tray 2	Onsite
14556	06-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C060220240067		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	06-02-2024 15:24	02-06-2024 16:16	0:0:52:40			change the printer tray size issue	Onsite
14557	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C060220240066		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:23	02-06-2024 16:16	0:0:52:51			change the printer default setting in	Onsite
14558	06-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	Sustainabi	C060220240065		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-02-2024 15:22	02-06-2024 16:15	0:0:53:35			visited the site and tal with network	Onsite
14559	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C060220240064		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	06-02-2024 15:21	02-06-2024 16:14	0:0:53:26			change the RAM from nehru place	Onsite
14560	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C060220240063		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 15:19	02-06-2024 16:14	0:0:55:14			change the browser setting issue	Onsite
14561	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C060220240062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:18	02-06-2024 16:13	0:0:55:49			repair lotus software and	Onsite
14562	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/BPT	C060220240061		Telecome	Instrumen	IP	Others	LOW	Closed	06-02-2024 15:17	02-06-2024 15:18	0:0:1:6			check the phone and log the call	Onsite
14563	06-02-2024	NIZAMUDDIN	Jangpura	O-M	C060220240059		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	06-02-2024 15:16	02-06-2024 15:49	0:0:33:12			resolved	Onsite
14564	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/BPT	C060220240060		NON-SAP	Others	Others	Others	LOW	Closed	06-02-2024 15:16	02-06-2024 15:19	0:0:3:19			clear chache	Onsite
14565	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/BPT	C060220240058		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	06-02-2024 15:15	02-06-2024 15:19	0:0:4:41			change the setting	Onsite
14566	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C060220240057		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 14:50	02-06-2024 15:48	0:0:58:12			resolved	Onsite
14567	06-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/BPT	C060220240056		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-02-2024 14:44	02-06-2024 15:53	0:1:8:51			Replace mouse now working fine	Onsite
14568	06-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C060220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 14:43	02-06-2024 15:53	0:1:9:51			Change mail password now working	Remote
14569	06-02-2024	JANAK PURI	I A 3 Janakpuri	O-M	C060220240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 14:42	02-06-2024 15:52	0:1:10:30			Change mail password now working	Remote
14570	06-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C060220240053		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-02-2024 14:41	02-06-2024 15:52	0:1:10:50			Run Diagnostic and clean temp files	Onsite
14571	06-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C060220240052		Hardware	PC	Not working at all	Physical	LOW	Closed	06-02-2024 14:18	02-06-2024 15:59	0:1:41:0			Resolved	Onsite
14572	06-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C060220240051		Network	Link	Link Connectivity Issue	Others	LOW	Closed	06-02-2024 14:08	02-06-2024 15:11	0:1:3:28			FLT Done.	Onsite
14573	06-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/BPT	C060220240050		Hardware	PC	System Password issue	Password	LOW	Closed	06-02-2024 14:07	02-06-2024 14:57	0:0:50:24			Reset the password now issue	Onsite
14574	06-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/BPT	C060220240049		Hardware	OTHERS	QMS ISSUE	Display	LOW	Closed	06-02-2024 14:06	02-06-2024 14:57	0:0:50:38			Increase the screen resolution now	Onsite
14575	06-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C060220240047		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 14:05	02-06-2024 14:56	0:0:50:44			Change the browser now issue	Onsite
14576	06-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/BPT	C060220240048		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	06-02-2024 14:05	02-06-2024 14:56	0:0:50:36			Change the patch cable now issue	Onsite
14577	06-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C060220240045		Hardware	Laptop	Not working at all	No power	LOW	Closed	06-02-2024 14:04	02-06-2024 14:54	0:0:50:30			After long press power button and	Onsite
14578	06-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/BPT	C060220240046		Hardware	System	Other Software	New	LOW	Closed	06-02-2024 14:04	02-06-2024 14:55	0:0:50:29			CAS Shortcut creation now issue	Remote
14579	06-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/BPT	C060220240044		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-02-2024 13:39	02-06-2024 14:32	0:0:53:2			New Archive create.	Onsite
14580	06-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/BPT	C060220240043		Hardware	System	Other Software	New	LOW	Closed	06-02-2024 13:07	02-06-2024 13:10	0:0:3:39			Password change.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14581	06-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060220240042		Hardware	System	Other Software	proxy	LOW	Closed	06-02-2024 13:04	02-06-2024 13:09	0:0:4:52			Change ESS Password and proxy	Onsite
14582	06-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060220240041		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	06-02-2024 13:03	02-06-2024 13:08	0:0:5:9			Delete temp and prefetch file then	Onsite
14583	06-02-2024	JAFFERPUR	Ujwa Complain Center	O-M	C060220240040		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	06-02-2024 13:02	02-06-2024 13:08	0:0:5:30			Printer Tray settings change.	Onsite
14584	06-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C060220240039		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 12:59	02-06-2024 14:55	0:1:56:22			complaint closer time high , Chrome	Onsite
14585	06-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C060220240038		Hardware	PC	Network Not Working	Other	LOW	Closed	06-02-2024 12:57	02-06-2024 14:55	0:1:57:42			Network driver reinstall & set ip now	Onsite
14586	06-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060220240037		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 12:55	02-06-2024 13:07	0:0:12:30			Adobe PDF Settings Change Issue	Onsite
14587	06-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060220240035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 12:54	02-06-2024 13:05	0:0:11:46			Mail Archive Then Compact &	Onsite
14588	06-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060220240036		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-02-2024 12:54	02-06-2024 13:06	0:0:11:34			Removed Jam Paper Now Working	Onsite
14589	06-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C060220240034		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	06-02-2024 12:52	02-06-2024 14:54	0:2:2:25			clean temp files & Desktop data	Onsite
14590	06-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C060220240032		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 12:49	02-06-2024 13:33	0:0:44:34			resolved	Onsite
14591	06-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C060220240033		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 12:49	02-06-2024 13:33	0:0:43:29			drivers not working	Onsite
14592	06-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C060220240030		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 12:48	02-06-2024 13:36	0:0:48:14			driver issue and archive creation	Onsite
14593	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240031		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 12:48	02-06-2024 13:16	0:0:27:21			Drivers of usb and printer install again	Onsite
14594	06-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060220240028		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 12:47	02-06-2024 13:37	0:0:49:58			resolved	Onsite
14595	06-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060220240029		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 12:47	02-06-2024 13:37	0:0:49:20			printer changed	Onsite
14596	06-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 12:46	02-06-2024 13:37	0:0:51:43			resolved	Onsite
14597	06-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C060220240027		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-02-2024 12:46	02-06-2024 13:37	0:0:50:57			resolved	Onsite
14598	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240026		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	06-02-2024 12:46	02-06-2024 13:15	0:0:28:49			Printer repaired by vendor new part	Onsite
14599	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240024		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	06-02-2024 12:41	02-06-2024 13:14	0:0:33:12			Printer repaired by vendor new part	Onsite
14600	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240023		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 12:40	02-06-2024 13:14	0:0:33:47			Replacement given now K.B working	Onsite
14601	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C060220240022		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 12:38	02-06-2024 13:13	0:0:35:12			Replacement given now K.B working	Onsite
14602	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 12:28	02-06-2024 12:30	0:0:1:59			install the email	Remote
14603	06-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C060220240020		Hardware	MOUSE	Not working	Other	LOW	Closed	06-02-2024 12:26	02-06-2024 12:29	0:0:3:8			replace the mouse	Onsite
14604	06-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C060220240019		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	06-02-2024 12:24	02-06-2024 12:29	0:0:4:37			install the pc and ip	Onsite
14605	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240018		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 12:22	02-12-2024 10:41	5:22:19:32			LAN faulty	Onsite
14606	06-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C060220240017		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 11:57	02-06-2024 12:42	0:0:44:53			BIOS setting issue resolved.	Onsite
14607	06-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C060220240016		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 11:56	02-06-2024 12:41	0:0:45:4			Mail issue resolved as reqd.	Remote
14608	06-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C060220240015		Hardware	PC	System Password issue	Others	LOW	Closed	06-02-2024 11:55	02-06-2024 12:40	0:0:45:4			Issue resolved as reqd	Remote
14609	06-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060220240014		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 11:44	02-06-2024 12:09	0:0:25:40			Provide access rights for data transfer.	Onsite
14610	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C060220240013		Hardware	System	Other Software	Browser	MEDIUM	Closed	06-02-2024 11:28	02-06-2024 14:37	0:3:8:44			resolved	Remote
14611	06-02-2024	OTHERS	VSNL	KCC/MLCC	C060220240012		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	06-02-2024 11:14	02-06-2024 14:53	0:3:39:19			Instrument Faulty need to replace	Onsite
14612	06-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C060220240011		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 11:13	02-06-2024 12:29	0:1:16:18			new os installation done	Onsite
14613	06-02-2024	OTHERS	VSNL	IT	C060220240010		Telecome	CCTV	Camera	Others	LOW	Closed	06-02-2024 11:04	02-06-2024 14:54	0:3:50:10			Main Gate Camera not working	Onsite
14614	06-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	BUSINESS/	C060220240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 11:00	02-06-2024 12:10	0:1:10:23			PC Restart & workspce rename.	Remote
14615	06-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060220240008		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-02-2024 10:58	02-06-2024 12:11	0:1:12:19			Mail password reset.	Remote
14616	06-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060220240007		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	06-02-2024 10:36	02-06-2024 11:17	0:0:41:11			Archive path setting reconfigure and	Remote
14617	06-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060220240006		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	06-02-2024 10:31	02-06-2024 11:16	0:0:45:4			Mouse after clean and working fine.	Onsite
14618	06-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060220240005		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	06-02-2024 10:26	02-06-2024 11:13	0:0:47:17			Printer driver reinstalled and problem	Onsite
14619	06-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C060220240004		Hardware	PC	Not working at all	Physical	LOW	Closed	06-02-2024 10:07	02-06-2024 12:29	0:2:22:15			RAm clean & re-insert, issue resolved	Onsite
14620	06-02-2024	NEHRU PLACE	20 No Building	O-M	C060220240003		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	06-02-2024 10:03	2/14/2024 10:08:23 AM	8:0:4:40			Call Close by Subhash & Sanjay	Onsite
14621	06-02-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C060220240002		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 09:19	02-06-2024 09:57	0:0:37:46			sap bsp is working now after	Onsite
14622	06-02-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C060220240001		Hardware	PC	TFT	Flickering	LOW	Closed	06-02-2024 09:18	02-06-2024 09:56	0:0:37:15			sab bsp and vga cable replaced now	Onsite
14623	06-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C060220240158		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	06-02-2024 18:28	02-06-2024 18:28	0:0:0:45			issue resolved	Onsite
14624	06-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C060220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 18:27	02-06-2024 18:28	0:0:1:34			issue resolved	Onsite
14625	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C060220240156		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 18:10	02-12-2024 10:41	5:16:31:30			LAN not working issue	Onsite
14626	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C060220240155		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	06-02-2024 18:09	02-06-2024 19:39	0:1:30:1			Resolved	
14627	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C060220240154		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	06-02-2024 18:08	02-06-2024 19:40	0:1:31:24			Resolved	
14628	06-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C060220240153		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 18:08	02-06-2024 19:41	0:1:32:42			Resolved	
14629	06-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C060220240152		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 18:07	02-06-2024 19:37	0:1:30:38			Resolved	
14630	06-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C060220240151		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 18:06	02-06-2024 19:37	0:1:30:11			Resolved	
14631	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240150		Hardware	System	MS Office	File Not	LOW	Closed	06-02-2024 17:49	02-06-2024 17:52	0:0:2:50			issue resolved after repair the file	Onsite
14632	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240147		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 17:47	02-06-2024 17:51	0:0:4:8			issue resolved after create the relogin	Onsite
14633	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240149		Hardware	System	Other Software	proxy	LOW	Closed	06-02-2024 17:47	02-06-2024 17:51	0:0:4:12			issue resolved after change the proxy	Onsite
14634	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 17:47	02-06-2024 17:51	0:0:4:8			issue resolved after reinstall the	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14635	06-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C060220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 17:45	02-06-2024 17:50	0:0:5:9			issue resolved after reinstall the	Onsite
14636	06-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C060220240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 17:41	02-06-2024 17:50	0:0:8:45			issue resolved after replicate the mails	Onsite
14637	06-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C060220240144		Network	Internet	Internet Issue	Internet	LOW	Closed	06-02-2024 17:40	02-06-2024 17:49	0:0:9:37			issue resolved after visit a site	Onsite
14638	06-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C060220240143		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:37	02-06-2024 18:25	0:0:47:43			ISSUE RESOLVED	Onsite
14639	06-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C060220240142		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:35	02-06-2024 18:24	0:0:49:17			ISSUE RESOLVED	Onsite
14640	06-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C060220240141		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:34	02-06-2024 18:24	0:0:50:14			ISSUE RESOLVED	Onsite
14641	06-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C060220240140		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 17:32	02-06-2024 18:24	0:0:51:30			ISSUE RESOLVED	Onsite
14642	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240139		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 17:28	02-06-2024 17:30	0:0:2:6			IP msg not working issue resolved	Onsite
14643	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240138		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 17:28	02-06-2024 17:30	0:0:2:14			IP msg not working issue resolved	Onsite
14644	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240137		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-02-2024 17:27	02-06-2024 17:29	0:0:2:23			Mouse not working issue resolved	Onsite
14645	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240136		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 17:26	02-06-2024 17:29	0:0:3:30			Ms office not working issue resolved	Onsite
14646	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240134		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	06-02-2024 17:24	02-06-2024 17:29	0:0:4:34			Antivirus not working issue resolved	Onsite
14647	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240135		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 17:24	02-06-2024 17:29	0:0:4:26			Email not working issue resolved	Onsite
14648	06-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060220240133		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 17:24	02-06-2024 17:28	0:0:4:47			IP msg not working issue resolved	Onsite
14649	06-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C060220240132		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 17:09	02-06-2024 17:54	0:0:44:53			Printer issue resolved	Remote
14650	06-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C060220240131		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	06-02-2024 17:01	02-06-2024 17:53	0:0:51:51			Mail account unlocked as reqd	Remote
14651	06-02-2024	SAKET	Adchini	CIVIL	C060220240129		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 17:00	02-06-2024 17:15	0:0:14:28			Sharing printer reconnected	Onsite
14652	06-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C060220240130		Hardware	Laptop	Not working at all	Others	LOW	Closed	06-02-2024 17:00	02-06-2024 17:52	0:0:51:28			Issue resolved as reqd.	Onsite
14653	06-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C060220240128		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 16:59	02-06-2024 17:52	0:0:52:33			Printer issue resolved	Onsite
14654	06-02-2024	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/	C060220240127		Software	SAP R/3	CO	Others	LOW	Closed	06-02-2024 16:59	02-06-2024 17:40	0:0:40:38			Take followup & Provide VPN Access	Remote
14655	06-02-2024	SAKET	Malviya Nagar	HR	C060220240126		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	06-02-2024 16:35	02-06-2024 17:13	0:0:38:54			Patch cable replaced for training room	Onsite
14656	06-02-2024	SAKET	Adchini	DTC	C060220240125		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 16:33	02-06-2024 17:12	0:0:39:40			Windows installed	Onsite
14657	06-02-2024	SAKET	D-Block Saket	O-M	C060220240124		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 16:32	02-06-2024 17:11	0:0:39:14			SAP History settings changed	Onsite
14658	06-02-2024	SAKET	D-Block Saket	O-M	C060220240123		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 16:31	02-06-2024 17:01	0:0:29:54			PC installation done	Onsite
14659	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240122		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 16:28	02-06-2024 16:30	0:0:2:36			SAP issue	Onsite
14660	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240120		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	06-02-2024 16:27	02-06-2024 16:31	0:0:4:25			DVD writer issue	Onsite
14661	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240121		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-02-2024 16:27	02-06-2024 16:30	0:0:3:15			lan issue	Onsite
14662	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240119		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	06-02-2024 16:26	02-06-2024 16:32	0:0:6:7			DVD writer issue...sent to NHP	Onsite
14663	06-02-2024	OTHERS	Andrews Ganj	Enforcem	C060220240118		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:25	02-06-2024 16:33	0:0:7:19			S/W installation on laptop for mla	Onsite
14664	06-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C060220240117		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 16:18	2/14/2024 10:11:20 AM	7:17:52:37			Call Close by Subhash & Sanjay	Onsite
14665	06-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C060220240115		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 16:17	02-06-2024 18:33	0:2:16:21			Adobe reinstalled	Remote
14666	06-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C060220240116		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 16:17	02-06-2024 16:17	0:0:0:24			Printer drivers reinstalled working	Onsite
14667	06-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C060220240114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 16:15	02-06-2024 16:15	0:0:0:32			Printer drivers reinstalled working	Onsite
14668	06-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C060220240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 16:14	02-06-2024 18:32	0:2:17:49			Mail password changed	Remote
14669	06-02-2024	NEHRU PLACE	20 No Building	C-M	C060220240112		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 16:14	02-06-2024 16:52	0:0:38:20			PDF create done, issue resolved	Onsite
14670	06-02-2024	VASANT KUNJ	C 8	O-M	C060220240111		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 16:11	02-06-2024 18:31	0:2:20:45			RJ45 has been crimped	Onsite
14671	06-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C060220240110		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-02-2024 16:10	02-06-2024 16:37	0:0:26:26			Done network troubleshooting steps	Onsite
14672	06-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	C-M	C060220240109		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	06-02-2024 16:07	02-06-2024 16:08	0:0:1:33			Issue Resolved	Onsite
14673	06-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C060220240108		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:05	02-06-2024 16:08	0:0:2:54			Issue Resolved	Onsite
14674	06-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C060220240107		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-02-2024 16:04	02-06-2024 16:08	0:0:4:5			Issue Resolved	Onsite
14675	06-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C060220240106		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:03	02-06-2024 16:08	0:0:4:35			Issue Resolved	Onsite
14676	06-02-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C060220240105		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	06-02-2024 16:02	02-06-2024 16:08	0:0:5:46			Issue Resolved	Onsite
14677	06-02-2024	OTHERS	VSNL	OET	C060220240104		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:00	02-06-2024 17:32	0:1:32:13			Sleep mode disable issue resolve	Onsite
14678	06-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BUSINESS/	C060220240103		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 16:00	02-06-2024 16:08	0:0:8:0			Issue Resolved	Onsite
14679	06-02-2024	OTHERS	VSNL	RCM	C060220240102		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	06-02-2024 15:59	02-06-2024 17:32	0:1:33:19			Replace Patch cable issue resolve	Onsite
14680	06-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C060220240101		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:58	02-06-2024 16:08	0:0:9:41			Issue Resolved	Onsite
14681	06-02-2024	OTHERS	VSNL	QUALITY	C060220240100		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 15:58	02-06-2024 17:32	0:1:33:59			Replaced Keyboard	Onsite
14682	06-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C060220240097		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 15:57	02-06-2024 16:07	0:0:10:52			Issue Resolved	Onsite
14683	06-02-2024	OTHERS	VSNL	QUALITY	C060220240098		Hardware	PC	System Password issue	Password	LOW	Closed	06-02-2024 15:57	02-06-2024 17:31	0:1:34:22			System Password reset issue resolve	Onsite
14684	06-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C060220240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:57	02-06-2024 16:08	0:0:10:19			Issue Resolved	Onsite
14685	06-02-2024	OTHERS	VSNL	KCC/MLCC	C060220240096		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 15:55	02-06-2024 17:31	0:1:35:26			Hosts file replaced issue resolve	Onsite
14686	06-02-2024	OTHERS	VSNL	MMG	C060220240095		Network	Link	Link Connectivity Issue	Others	LOW	Closed	06-02-2024 15:54	02-06-2024 17:30	0:1:36:12			RJ45 Remove and re-insert issue	Onsite
14687	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C060220240094		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	06-02-2024 15:48	02-06-2024 15:51	0:0:3:1			resolved	Onsite
14688	06-02-2024	NEHRU PLACE	20 No Building	PLANNING	C060220240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:45	02-06-2024 16:52	0:1:7:14			all mail archive, issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14689	06-02-2024	NEHRU PLACE	W Block GK 1	SAFETY	C060220240092		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	06-02-2024 15:43	02-06-2024 16:23	0:0:40:0			As per vendor visited at site FAN need	Onsite
14690	06-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C060220240091		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	06-02-2024 15:43	02-06-2024 16:22	0:0:39:41			Temp. file, cache & cookies delete.	Onsite
14691	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	QUALITY	C060220240090		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:42	02-06-2024 15:50	0:0:8:7			resolved	Onsite
14692	06-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C060220240089		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-02-2024 15:42	02-06-2024 16:21	0:0:39:41			Mail Password reset.	Onsite
14693	06-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C060220240088		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:41	02-06-2024 16:21	0:0:39:57			Mail archived & compact.	Onsite
14694	06-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C060220240087		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	06-02-2024 15:39	02-06-2024 16:14	0:0:35:4			mail archive	Onsite
14695	06-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C060220240086		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-02-2024 15:38	02-06-2024 15:46	0:0:7:31			account unlocked issue resolved	Remote
14696	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C060220240085		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	06-02-2024 15:37	02-06-2024 16:14	0:0:36:54			cartage changed	Onsite
14697	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C060220240084		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	06-02-2024 15:37	02-06-2024 16:14	0:0:37:49			cartage changed	Onsite
14698	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C060220240083		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	06-02-2024 15:36	02-06-2024 15:50	0:0:13:38			resolved	Onsite
14699	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C060220240082		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	06-02-2024 15:36	02-06-2024 16:15	0:0:39:3			Mail archive and mail close 20m	Onsite
14700	06-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C060220240080		Hardware	System	MS Office	File Not	LOW	Closed	06-02-2024 15:35	02-06-2024 15:45	0:0:10:10			after cleanup restart the the pc now	Remote
14701	06-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C060220240081		Hardware	System	Other Software	Browser	HIGH	Closed	06-02-2024 15:35	02-06-2024 16:15	0:0:40:20			Browser reinstall	Onsite
14702	06-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C060220240079		Hardware	System	Other Software	software	HIGH	Closed	06-02-2024 15:34	02-06-2024 16:13	0:0:38:43			jpg file ext. changed	Onsite
14703	06-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C060220240078		Hardware	PC	Network Not Working	Network	LOW	Closed	06-02-2024 15:33	02-06-2024 15:48	0:0:14:56			lan port change from switch now	Onsite
14704	06-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C060220240077		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	06-02-2024 15:33	02-06-2024 16:12	0:0:39:21			lan cable changed	Onsite
14705	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C060220240075		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-02-2024 15:32	02-06-2024 15:50	0:0:18:9			resolved	Onsite
14706	06-02-2024	SAKET	Adchini	Recovery	C060220240076		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:32	02-06-2024 16:33	0:1:0:59			window login issue	Onsite
14707	06-02-2024	SAKET	Fatehpur Beri CC	O-M	C060220240074		Network	LAN Issue	LAN Issue	Others	LOW	Closed	06-02-2024 15:31	02-06-2024 16:32	0:1:1:18			IP installed on LAN adaptor	Onsite
14708	06-02-2024	SAKET	Adchini	CIVIL	C060220240073		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:30	02-06-2024 16:30	0:1:0:19			mail not receive	Onsite
14709	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	OM-EHV	C060220240072		Hardware	PC	Restart Problem	Heating	LOW	Closed	06-02-2024 15:29	02-06-2024 15:49	0:0:20:0			resolved	Onsite
14710	06-02-2024	SAKET	Adchini	DTC	C060220240071		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 15:29	02-06-2024 16:28	0:0:59:9			bill check site not work	Onsite
14711	06-02-2024	SAKET	Adchini	DSS	C060220240070		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 15:28	02-06-2024 16:26	0:0:58:22			projector not connect	Onsite
14712	06-02-2024	SAKET	Adchini	BUSINESS/	C060220240069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 15:27	02-06-2024 16:25	0:0:58:15			printer not connect	Onsite
14713	06-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C060220240068		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	06-02-2024 15:25	02-06-2024 16:17	0:0:52:4			change the printer tray default tray 2	Onsite
14714	06-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C060220240067		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	06-02-2024 15:24	02-06-2024 16:16	0:0:52:40			change the printer tray size issue	Onsite
14715	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C060220240066		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 15:23	02-06-2024 16:16	0:0:52:51			change the printer default setting in	Onsite
14716	06-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	Sustainabi	C060220240065		Network	Link	Link Connectivity Issue	Link	LOW	Closed	06-02-2024 15:22	02-06-2024 16:15	0:0:53:35			visited the site and tal with network	Onsite
14717	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C060220240064		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	06-02-2024 15:21	02-06-2024 16:14	0:0:53:26			change the RAM from nehru place	Onsite
14718	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C060220240063		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 15:19	02-06-2024 16:14	0:0:55:14			change the browser setting issue	Onsite
14719	06-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C060220240062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 15:18	02-06-2024 16:13	0:0:55:49			repair lotus software and	Onsite
14720	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240061		Telecome	Instrumen	IP	Others	LOW	Closed	06-02-2024 15:17	02-06-2024 15:18	0:0:1:6			check the phone and log the call	Onsite
14721	06-02-2024	NIZAMUDDIN	Jangpura	O-M	C060220240059		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	06-02-2024 15:16	02-06-2024 15:49	0:0:33:12			resolved	Onsite
14722	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240060		NON-SAP	Others	Others	Others	LOW	Closed	06-02-2024 15:16	02-06-2024 15:19	0:0:3:19			clear chache	Onsite
14723	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240058		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	06-02-2024 15:15	02-06-2024 15:19	0:0:4:41			change the setting	Onsite
14724	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C060220240057		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 14:50	02-06-2024 15:48	0:0:58:12			resolved	Onsite
14725	06-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C060220240056		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-02-2024 14:44	02-06-2024 15:53	0:1:8:51			Replace mouse now working fine	Onsite
14726	06-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C060220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 14:43	02-06-2024 15:53	0:1:9:51			Change mail password now working	Remote
14727	06-02-2024	JANAK PURI	I A 3 Janakpuri	O-M	C060220240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 14:42	02-06-2024 15:52	0:1:10:30			Change mail password now working	Remote
14728	06-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C060220240053		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-02-2024 14:41	02-06-2024 15:52	0:1:10:50			Run Diagnostic and clean temp files	Onsite
14729	06-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C060220240052		Hardware	PC	Not working at all	Physical	LOW	Closed	06-02-2024 14:18	02-06-2024 15:59	0:1:41:0			Resolved	Onsite
14730	06-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C060220240051		Network	Link	Link Connectivity Issue	Others	LOW	Closed	06-02-2024 14:08	02-06-2024 15:11	0:1:3:28			FLT Done.	Onsite
14731	06-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C060220240050		Hardware	PC	System Password issue	Password	LOW	Closed	06-02-2024 14:07	02-06-2024 14:57	0:0:50:24			Reset the password now issue	Onsite
14732	06-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C060220240049		Hardware	OTHERS	QMS ISSUE	Display	LOW	Closed	06-02-2024 14:06	02-06-2024 14:57	0:0:50:38			Increase the screen resolution now	Onsite
14733	06-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C060220240047		Hardware	System	Other Software	Browser	LOW	Closed	06-02-2024 14:05	02-06-2024 14:56	0:0:50:44			Change the browser now issue	Onsite
14734	06-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C060220240048		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	06-02-2024 14:05	02-06-2024 14:56	0:0:50:36			Change the patch cable now issue	Onsite
14735	06-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C060220240045		Hardware	Laptop	Not working at all	No power	LOW	Closed	06-02-2024 14:04	02-06-2024 14:54	0:0:50:30			After long press power button and	Onsite
14736	06-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C060220240046		Hardware	System	Other Software	New	LOW	Closed	06-02-2024 14:04	02-06-2024 14:55	0:0:50:29			CAS Shortcut creation now issue	Remote
14737	06-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060220240044		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-02-2024 13:39	02-06-2024 14:32	0:0:53:2			New Archive create.	Onsite
14738	06-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C060220240043		Hardware	System	Other Software	New	LOW	Closed	06-02-2024 13:07	02-06-2024 13:10	0:0:3:39			Password change.	Onsite
14739	06-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060220240042		Hardware	System	Other Software	proxy	LOW	Closed	06-02-2024 13:04	02-06-2024 13:09	0:0:4:52			Change ESS Password and proxy	Onsite
14740	06-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060220240041		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	06-02-2024 13:03	02-06-2024 13:08	0:0:5:9			Delete temp and prefetch file then	Onsite
14741	06-02-2024	JAFFERPUR	Ujwa Complain Center	O-M	C060220240040		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	06-02-2024 13:02	02-06-2024 13:08	0:0:5:30			Printer Tray settings change.	Onsite
14742	06-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C060220240039		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 12:59	02-06-2024 14:55	0:1:56:22			complaint closer time high , Chrome	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14743	06-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C060220240038		Hardware	PC	Network Not Working	Other	LOW	Closed	06-02-2024 12:57	02-06-2024 14:55	0:1:57:42			Network driver reinstall & set ip now	Onsite
14744	06-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060220240037		Hardware	System	Other Software	Adobe	LOW	Closed	06-02-2024 12:55	02-06-2024 13:07	0:0:12:30			Adobe PDF Settings Change Issue	Onsite
14745	06-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060220240035		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 12:54	02-06-2024 13:05	0:0:11:46			Mail Archive Then Compact &	Onsite
14746	06-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060220240036		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-02-2024 12:54	02-06-2024 13:06	0:0:11:34			Removed Jam Paper Now Working	Onsite
14747	06-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C060220240034		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	06-02-2024 12:52	02-06-2024 14:54	0:2:2:25			clean temp files & Desktop data	Onsite
14748	06-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C060220240032		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 12:49	02-06-2024 13:33	0:0:44:34			resolved	Onsite
14749	06-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C060220240033		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 12:49	02-06-2024 13:33	0:0:43:29			drivers not working	Onsite
14750	06-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C060220240030		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-02-2024 12:48	02-06-2024 13:36	0:0:48:14			driver issue and archive creation	Onsite
14751	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240031		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-02-2024 12:48	02-06-2024 13:16	0:0:27:21			Drivers of usb and printer install again	Onsite
14752	06-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060220240028		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 12:47	02-06-2024 13:37	0:0:49:58			resolved	Onsite
14753	06-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060220240029		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-02-2024 12:47	02-06-2024 13:37	0:0:49:20			printer changed	Onsite
14754	06-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 12:46	02-06-2024 13:37	0:0:51:43			resolved	Onsite
14755	06-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C060220240027		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-02-2024 12:46	02-06-2024 13:37	0:0:50:57			resolved	Onsite
14756	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240026		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	06-02-2024 12:46	02-06-2024 13:15	0:0:28:49			Printer repaired by vendor new part	Onsite
14757	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240024		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	06-02-2024 12:41	02-06-2024 13:14	0:0:33:12			Printer repaired by vendor new part	Onsite
14758	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060220240023		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 12:40	02-06-2024 13:14	0:0:33:47			Replacement given now K.B working	Onsite
14759	06-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C060220240022		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-02-2024 12:38	02-06-2024 13:13	0:0:35:12			Replacement given now K.B working	Onsite
14760	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 12:28	02-06-2024 12:30	0:0:1:59			install the email	Remote
14761	06-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C060220240020		Hardware	MOUSE	Not working	Other	LOW	Closed	06-02-2024 12:26	02-06-2024 12:29	0:0:3:8			replace the mouse	Onsite
14762	06-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C060220240019		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	06-02-2024 12:24	02-06-2024 12:29	0:0:4:37			install the pc and ip	Onsite
14763	06-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060220240018		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-02-2024 12:22	02-12-2024 10:41	5:22:19:32			LAN faulty	Onsite
14764	06-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C060220240017		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 11:57	02-06-2024 12:42	0:0:44:53			BIOS setting issue resolved.	Onsite
14765	06-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C060220240016		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 11:56	02-06-2024 12:41	0:0:45:4			Mail issue resolved as reqd.	Remote
14766	06-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C060220240015		Hardware	PC	System Password issue	Others	LOW	Closed	06-02-2024 11:55	02-06-2024 12:40	0:0:45:4			Issue resolved as reqd	Remote
14767	06-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060220240014		Hardware	PC	Not working at all	Others	LOW	Closed	06-02-2024 11:44	02-06-2024 12:09	0:0:25:40			Provide access rights for data transfer.	Onsite
14768	06-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C060220240013		Hardware	System	Other Software	Browser	MEDIUM	Closed	06-02-2024 11:28	02-06-2024 14:37	0:3:8:44			resolved	Remote
14769	06-02-2024	OTHERS	VSNL	KCC/MLCC	C060220240012		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	06-02-2024 11:14	02-06-2024 14:53	0:3:39:19			Instrument Faulty need to replace	Onsite
14770	06-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C060220240011		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-02-2024 11:13	02-06-2024 12:29	0:1:16:18			new os installation done	Onsite
14771	06-02-2024	OTHERS	VSNL	IT	C060220240010		Telecome	CCTV	Camera	Others	LOW	Closed	06-02-2024 11:04	02-06-2024 14:54	0:3:50:10			Main Gate Camera not working	Onsite
14772	06-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	BUSINESS/	C060220240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-02-2024 11:00	02-06-2024 12:10	0:1:10:23			PC Restart & workspce rename.	Remote
14773	06-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060220240008		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-02-2024 10:58	02-06-2024 12:11	0:1:12:19			Mail password reset.	Remote
14774	06-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060220240007		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	06-02-2024 10:36	02-06-2024 11:17	0:0:41:11			Archive path setting reconfigure and	Remote
14775	06-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060220240006		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	06-02-2024 10:31	02-06-2024 11:16	0:0:45:4			Mouse after clean and working fine.	Onsite
14776	06-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060220240005		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	06-02-2024 10:26	02-06-2024 11:13	0:0:47:17			Printer driver reinstalled and problem	Onsite
14777	06-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C060220240004		Hardware	PC	Not working at all	Physical	LOW	Closed	06-02-2024 10:07	02-06-2024 12:29	0:2:22:15			RAm clean & re-insert, issue resolved	Onsite
14778	06-02-2024	NEHRU PLACE	20 No Building	O-M	C060220240003		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	06-02-2024 10:03	2/14/2024 10:08:23 AM	8:0:4:40			Call Close by Subhash & Sanjay	Onsite
14779	06-02-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C060220240002		Hardware	System	Other Software	software	LOW	Closed	06-02-2024 09:19	02-06-2024 09:57	0:0:37:46			sap bsp is working now after	Onsite
14780	06-02-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C060220240001		Hardware	PC	TFT	Flickering	LOW	Closed	06-02-2024 09:18	02-06-2024 09:56	0:0:37:15			sab bsp and vga cable replaced now	Onsite
14781	07-02-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C070220240177		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 19:47	02-07-2024 19:48	0:0:1:21			Issue Resolved	Onsite
14782	07-02-2024	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C070220240176		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-02-2024 19:46	02-07-2024 19:48	0:0:1:53			Issue Resolved	Onsite
14783	07-02-2024	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C070220240173		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 19:45	02-07-2024 19:47	0:0:2:52			Issue Resolved	Onsite
14784	07-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C070220240175		Hardware	Scanner	Scaning issue	Others	LOW	Closed	07-02-2024 19:45	02-07-2024 19:48	0:0:2:18			Issue Resolved	Onsite
14785	07-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C070220240174		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	07-02-2024 19:45	02-07-2024 19:48	0:0:2:31			Issue Resolved	Onsite
14786	07-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ADMIN	C070220240172		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	07-02-2024 19:44	02-07-2024 19:47	0:0:3:31			Issue Resolved	Onsite
14787	07-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C070220240171		Hardware	PC	System Password issue	Others	LOW	Closed	07-02-2024 19:43	02-07-2024 19:47	0:0:4:5			Issue Resolved	Onsite
14788	07-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C070220240170		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	07-02-2024 17:56	02-07-2024 18:28	0:0:31:26			Keyboard Replaced.	Onsite
14789	07-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C070220240168		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 17:48	02-07-2024 18:21	0:0:33:32			Issue resolved as required	
14790	07-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C070220240169		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 17:48	02-07-2024 18:22	0:0:33:26			Issue resolved as required	
14791	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C070220240167		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 17:45	02-07-2024 17:49	0:0:4:16			resolved	Onsite
14792	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240166		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 17:42	02-07-2024 17:49	0:0:6:21			resolved	Onsite
14793	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240165		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	07-02-2024 17:38	02-07-2024 17:48	0:0:9:47			resolved	Remote
14794	07-02-2024	OTHERS	VSNL	RCM	C070220240164		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 17:37	02-07-2024 18:07	0:0:30:17			Replaced Toad EXE issue resolve	Remote
14795	07-02-2024	OTHERS	VSNL	RCM	C070220240163		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 17:36	02-07-2024 18:07	0:0:30:34			Oracle CAS & DLL installed issue	Remote
14796	07-02-2024	OTHERS	VSNL	KCC/MLCC	C070220240162		Telecome	Instrumen	IP	Others	LOW	Closed	07-02-2024 17:35	02-07-2024 18:06	0:0:30:45			Restart issue resolve	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14797	07-02-2024	OTHERS	VSNL	KCC/MLCC/CCC	C070220240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:35	02-07-2024 18:06	0:0:30:59			Printer Driver installed issue resolve	Onsite
14798	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 17:34	02-07-2024 17:48	0:0:14:6			resolved	Remote
14799	07-02-2024	OTHERS	VSNL	O-M	C070220240159		Hardware	PC	TFT	Power	LOW	Closed	07-02-2024 17:33	02-07-2024 18:05	0:0:32:5			Power Cable replaced issue resolve	Onsite
14800	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240158		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:31	02-07-2024 17:47	0:0:16:21			resolved	Remote
14801	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240157		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:26	02-07-2024 17:47	0:0:20:47			resolved	Remote
14802	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240156		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	07-02-2024 17:25	02-07-2024 17:27	0:0:2:31			Printer cartridge issue resolved	Onsite
14803	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240155		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 17:24	02-07-2024 17:26	0:0:2:25			ms excel not working issue resolved	Onsite
14804	07-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C070220240154		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 17:24	02-07-2024 17:24	0:0:0:41			LAN cable change, issue resolved	Onsite
14805	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240153		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 17:20	02-07-2024 17:26	0:0:6:17			Ms excel not working issue resolved	Onsite
14806	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240152		Hardware	System	Other Software	Adobe	LOW	Closed	07-02-2024 17:18	02-07-2024 17:26	0:0:7:36			IP msg not working issue resolved	Onsite
14807	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240151		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 17:17	02-07-2024 17:25	0:0:8:15			Ms office not working issue resolved	Onsite
14808	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	IT	C070220240150		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:16	02-07-2024 17:19	0:0:2:31			issue resolved	Onsite
14809	07-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/BPTP	C070220240149		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:14	02-07-2024 17:18	0:0:4:9			issue resolved	Onsite
14810	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	C-M	C070220240148		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 17:12	02-07-2024 17:18	0:0:5:55			issue resolved	Onsite
14811	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C070220240147		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	07-02-2024 17:11	02-07-2024 17:18	0:0:6:56			issue resolved	Onsite
14812	07-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C070220240146		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:07	02-07-2024 17:18	0:0:10:29			issue resolved	Onsite
14813	07-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C070220240145		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-02-2024 17:06	02-07-2024 17:18	0:0:11:28			issue resolved	Onsite
14814	07-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C070220240143		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:05	02-07-2024 17:18	0:0:12:31			issue resolved	Onsite
14815	07-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C070220240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:05	02-07-2024 18:09	0:1:4:48			Issue has been resolved after update	Remote
14816	07-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C070220240144		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:05	02-07-2024 18:10	0:1:4:46			Issue has been resolved after update	Remote
14817	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C070220240141		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	07-02-2024 17:04	02-07-2024 17:17	0:0:13:14			issue resolved	Onsite
14818	07-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	MMG	C070220240140		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 17:04	02-07-2024 18:09	0:1:5:3			Issue has been resolved after update	Remote
14819	07-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	MMG	C070220240139		Hardware	System	MS Office	Tools And	LOW	Closed	07-02-2024 17:04	02-07-2024 18:08	0:1:4:19			Issue has been resolved after	Remote
14820	07-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	MMG	C070220240138		Hardware	System	MS Office	Software	LOW	Closed	07-02-2024 17:02	02-07-2024 18:07	0:1:5:54			Issue has been resolved after	Remote
14821	07-02-2024	SARITA VIHAR	New Friends Colony	OM-DIV	C070220240137		Hardware	System	Other Software	software	MEDIUM	Closed	07-02-2024 17:00	02-07-2024 17:41	0:0:40:42			After reinstall software issue resolved	
14822	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPTP	C070220240136		Hardware	System	Other Software	software	MEDIUM	Closed	07-02-2024 16:58	02-07-2024 17:40	0:0:42:8			After reinstall issues resolved	
14823	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPTP	C070220240135		Hardware	System	Other Software	Adobe	MEDIUM	Closed	07-02-2024 16:57	02-07-2024 17:38	0:0:41:10			After compressed file call closed	
14824	07-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/BPTP	C070220240134		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-02-2024 16:56	02-07-2024 17:37	0:0:41:26			After reconfigured issue resolved	
14825	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPTP	C070220240133		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-02-2024 16:55	02-07-2024 17:37	0:0:41:51			After reconfigured issue resolved	
14826	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPTP	C070220240132		Hardware	System	Other Software	New	MEDIUM	Closed	07-02-2024 16:54	02-07-2024 17:36	0:0:42:19			Web x installed call closed	
14827	07-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPTP	C070220240131		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-02-2024 16:52	02-07-2024 16:52	0:0:0:38			RJ45 connector change.	Onsite
14828	07-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPTP	C070220240130		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	07-02-2024 16:51	02-07-2024 16:56	0:0:5:1			Faulty handset sent to NHP	Onsite
14829	07-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPTP	C070220240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:49	02-07-2024 16:55	0:0:5:57			Password reset.	Onsite
14830	07-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/BPTP	C070220240128		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	07-02-2024 16:47	02-07-2024 16:54	0:0:7:42			Going to site for checking earthing	Onsite
14831	07-02-2024	JAFFERPUR	Dhasa Complaint Center	O-M	C070220240127		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	07-02-2024 16:46	02-07-2024 16:53	0:0:6:27			Going to site for checking earthing	Onsite
14832	07-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	KCC/MLCC/CCC	C070220240126		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	07-02-2024 16:45	02-07-2024 18:07	0:1:21:46			Issue has been resolved after set the	Onsite
14833	07-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C070220240125		Hardware	PC	Not working at all	Physical	LOW	Closed	07-02-2024 16:44	02-07-2024 18:06	0:1:21:47			Issue has been resolved after cleaning	Onsite
14834	07-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C070220240124		Hardware	Printer	Image Issue	Dark	LOW	Closed	07-02-2024 16:40	02-07-2024 18:05	0:1:25:13			Issue has been resolved after changed	Onsite
14835	07-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C070220240123		Hardware	Printer	Image Issue	Dark	LOW	Closed	07-02-2024 16:39	02-07-2024 18:05	0:1:25:35			Issue has been resolved after changed	Onsite
14836	07-02-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C070220240121		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 16:38	02-07-2024 18:04	0:1:26:8			Issue has been resolved after create	Onsite
14837	07-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C070220240122		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 16:38	02-07-2024 18:04	0:1:26:13			Issue has been resolved after	Remote
14838	07-02-2024	OTHERS	HUDCO Grid	PROTECTION	C070220240119		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 16:34	02-07-2024 16:36	0:0:1:59			OS issue	Onsite
14839	07-02-2024	NEHRU PLACE	W Block GK 1	O-M	C070220240120		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 16:34	02-07-2024 17:20	0:0:46:7			Printer reinstalled with drivers.	Onsite
14840	07-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C070220240118		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	07-02-2024 16:34	02-07-2024 18:03	0:1:29:16			Issue has been resolved after changed	Onsite
14841	07-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C070220240115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:33	02-07-2024 18:03	0:1:30:10			Issue has been resolved after create	Remote
14842	07-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C070220240117		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 16:33	02-07-2024 17:20	0:0:47:15			LAN cable reconnect.	Onsite
14843	07-02-2024	OTHERS	Andrews Ganj	Enforcement	C070220240116		Hardware	System	Other Software	Adobe	LOW	Closed	07-02-2024 16:33	02-07-2024 16:36	0:0:3:38			Adobe issue	Onsite
14844	07-02-2024	OTHERS	Andrews Ganj	Enforcement	C070220240114		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	07-02-2024 16:32	02-07-2024 16:37	0:0:5:7			Pc shifting	Onsite
14845	07-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C070220240112		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 16:31	02-07-2024 17:20	0:0:48:45			Paper remove from printer.	Onsite
14846	07-02-2024	OTHERS	Andrews Ganj	Enforcement	C070220240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:31	02-07-2024 16:37	0:0:6:13			mail issue	Onsite
14847	07-02-2024	OTHERS	Andrews Ganj	Enforcement	C070220240111		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	07-02-2024 16:30	02-07-2024 16:38	0:0:7:31			dvr box booting issue	Onsite
14848	07-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C070220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:29	02-07-2024 17:19	0:0:50:5			Location changed.	Onsite
14849	07-02-2024	OTHERS	Andrews Ganj	Enforcement	C070220240109		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 16:29	02-07-2024 16:38	0:0:8:56			S/w installation	Onsite
14850	07-02-2024	OTHERS	Andrews Ganj	Enforcement	C070220240108		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	07-02-2024 16:29	02-07-2024 16:39	0:0:9:59			DVD installation	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14851	07-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C070220240107		Hardware	PC	TFT	Others	LOW	Closed	07-02-2024 16:28	02-07-2024 17:19	0:0:50:51			Changed VGA cable.	Onsite
14852	07-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C070220240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 16:25	02-07-2024 17:53	0:1:28:0			IP printer has been reconnected with	Onsite
14853	07-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C070220240105		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	07-02-2024 16:22	02-07-2024 17:50	0:1:27:46			New workspace created	Remote
14854	07-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C070220240104		Hardware	System	MS Office	Software	LOW	Closed	07-02-2024 16:21	02-07-2024 17:50	0:1:28:6			MS office reinstalled	Remote
14855	07-02-2024	VASANT KUNJ	B 1	O-M	C070220240103		Hardware	PC	TFT	Others	LOW	Closed	07-02-2024 16:19	02-07-2024 17:49	0:1:29:31			RAM reinserted on RAM slot	Onsite
14856	07-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C070220240102		Hardware	System	Other Software	proxy	LOW	Closed	07-02-2024 16:17	02-07-2024 17:47	0:1:30:11			Proxy has been enabled and meeting	Onsite
14857	07-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C070220240101		NON-SAP	Others	Others	Others	LOW	Closed	07-02-2024 16:15	02-07-2024 16:16	0:0:0:30			reset the chrome view	Remote
14858	07-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C070220240099		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 16:14	02-07-2024 17:45	0:1:31:40			Printer driver installed	Onsite
14859	07-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	BUSINESS/	C070220240100		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 16:14	02-07-2024 16:16	0:0:2:25			change the tray setting	Onsite
14860	07-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C070220240098		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	07-02-2024 16:13	02-07-2024 16:13	0:0:0:25			system restart problem	Onsite
14861	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 16:11	02-07-2024 16:12	0:0:1:9			printer not working	Onsite
14862	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240097		Hardware	PC	TFT	Others	LOW	Closed	07-02-2024 16:11	02-07-2024 16:11	0:0:0:19			satndby given	Onsite
14863	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240095		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 16:10	02-07-2024 16:12	0:0:2:15			resolved	Onsite
14864	07-02-2024	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C070220240094		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	07-02-2024 16:07	02-07-2024 16:08	0:0:0:38			reinsert the RAM	Onsite
14865	07-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070220240093		Hardware	Printer	Image Issue	Others	LOW	Closed	07-02-2024 16:06	02-07-2024 16:08	0:0:2:19			clean the tonner and fuser	Onsite
14866	07-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070220240092		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 16:02	02-07-2024 16:09	0:0:6:27			change the patch cable	Onsite
14867	07-02-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C070220240091		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	07-02-2024 16:00	02-07-2024 16:08	0:0:7:8			check the pc and log the call	Onsite
14868	07-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070220240090		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:48	02-07-2024 16:06	0:0:18:0			Mail sent to sap support.	Onsite
14869	07-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070220240089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:48	02-07-2024 16:06	0:0:18:10			Lotus settings problem.	Onsite
14870	07-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070220240088		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:47	02-07-2024 15:50	0:0:2:48			Account unlocked.	Onsite
14871	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:46	02-07-2024 16:23	0:0:36:40			mail quota cleared and compact now	Remote
14872	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:44	02-07-2024 16:22	0:0:37:54			mail id installed in temporary pc due	Remote
14873	07-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C070220240085		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-02-2024 15:36	02-07-2024 16:53	0:1:16:58			new os installation done	Onsite
14874	07-02-2024	SAKET	DC Saket Grid	OM-EHV	C070220240084		Network	Rack Issue	Rack Issue	Rack	LOW	Closed	07-02-2024 15:34	02-07-2024 16:29	0:0:55:45			Gate pass issue	Onsite
14875	07-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C070220240083		Hardware	UPS	Backup	Ticket	LOW	Closed	07-02-2024 15:33	02-07-2024 16:24	0:0:51:51			Now UPS Bypass and complaint	Onsite
14876	07-02-2024	SAKET	Adchini	DSK	C070220240082		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	07-02-2024 15:32	02-07-2024 16:29	0:0:56:43			LAN not work	Onsite
14877	07-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C070220240080		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:31	02-07-2024 16:28	0:0:57:41			Domain issue	Onsite
14878	07-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C070220240081		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	07-02-2024 15:31	02-07-2024 16:25	0:0:54:1			Reboot Laptop and clean temp files	Remote
14879	07-02-2024	SAKET	Adchini	SAFETY	C070220240079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 15:29	02-07-2024 16:24	0:0:55:17			printer not connect	Onsite
14880	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:28	02-07-2024 15:58	0:0:30:14			Remove flag now working fine	Remote
14881	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240077		Hardware	System	Other Software	proxy	LOW	Closed	07-02-2024 15:27	02-07-2024 15:58	0:0:30:36			Change proxy setting now working	Remote
14882	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240074		Hardware	Scanner	Scaning issue	Others	LOW	Closed	07-02-2024 15:25	02-07-2024 15:58	0:0:32:40			Reinstalled driver now working fine	Onsite
14883	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240076		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:25	02-07-2024 15:54	0:0:29:4			Power issue	Onsite
14884	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240075		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:25	02-07-2024 15:54	0:0:29:24			Power issue	Onsite
14885	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240072		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:25	02-07-2024 15:54	0:0:29:40			Power issue	Onsite
14886	07-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C070220240073		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 15:25	02-07-2024 16:55	0:1:30:11			Issue has been resolved after clear the	Onsite
14887	07-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C070220240066		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	07-02-2024 15:24	02-07-2024 15:57	0:0:33:27			Mail configure on mobile now	Onsite
14888	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240067		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:31:8			Power issue	Onsite
14889	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240068		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:30:45			Power issue	Onsite
14890	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240070		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:30:25			Power issue	Onsite
14891	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240071		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:30:9			Power issue	Onsite
14892	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240065		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:31:30			Power issue	Onsite
14893	07-02-2024	SAKET	Adchini	Recovery	C070220240069		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:24	02-07-2024 16:24	0:0:59:25			analyzer not work	Onsite
14894	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240064		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:23	02-07-2024 15:55	0:0:31:49			Power issue	Onsite
14895	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240063		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:23	02-07-2024 15:55	0:0:32:6			Power issue	Onsite
14896	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240062		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:23	02-07-2024 15:56	0:0:32:32			Power issue	Onsite
14897	07-02-2024	SAKET	Adchini	Recovery	C070220240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 15:23	02-07-2024 16:23	0:1:0:24			printer not work	Onsite
14898	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240060		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-02-2024 15:22	02-07-2024 15:57	0:0:34:33			Insert Earphone pin in audio jack and	Onsite
14899	07-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C070220240059		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-02-2024 15:08	02-07-2024 17:05	0:1:57:13			replaced patch cable issue resolved	Onsite
14900	07-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C070220240058		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	07-02-2024 15:07	02-07-2024 17:05	0:1:57:45			updated the anti virus issue resolved	Onsite
14901	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240057		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	07-02-2024 15:04	02-07-2024 15:22	0:0:18:23			roller cleaned working now	Onsite
14902	07-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C070220240056		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	07-02-2024 15:01	02-07-2024 17:04	0:2:3:24			change the tray setting issue resolved	Onsite
14903	07-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C070220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:00	02-07-2024 17:03	0:2:2:46			archived the mail and compact from	Onsite
14904	07-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C070220240054		Telecome	CCTV	DVR/NVR	Network	LOW	Closed	07-02-2024 14:57	02-07-2024 17:03	0:2:5:36			change the rz5 issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14905	07-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C070220240053		Hardware	Printer	Image Issue	Others	HIGH	Closed	07-02-2024 14:38	02-07-2024 15:06	0:0:28:2			cartage changed	Onsite
14906	07-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C070220240052		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	07-02-2024 14:36	02-07-2024 15:06	0:0:29:59			Ram reconnect	Onsite
14907	07-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C070220240051		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	07-02-2024 14:34	02-07-2024 15:06	0:0:32:13			Printer ip changed	Onsite
14908	07-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C070220240050		Hardware	PC	Restart Problem	Virus issue	HIGH	Closed	07-02-2024 14:33	02-07-2024 15:07	0:0:34:33			anti vires scan	Onsite
14909	07-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C070220240049		Hardware	Printer	Paper Pickup	Paper Size	HIGH	Closed	07-02-2024 14:32	02-07-2024 15:05	0:0:33:16			Printer paper siting changed	Onsite
14910	07-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C070220240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 14:23	02-07-2024 14:38	0:0:15:16			Mail installation & configuration.	Onsite
14911	07-02-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C070220240047		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 14:18	02-07-2024 15:04	0:0:46:30			Lan driver install done set IP again and	Onsite
14912	07-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C070220240045		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-02-2024 14:16	02-07-2024 15:07	0:0:50:57			E-Mail ID Creation.	Remote
14913	07-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C070220240046		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 14:16	02-07-2024 15:04	0:0:47:43			Printer add call done set IP again now	Onsite
14914	07-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C070220240044		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 14:15	02-07-2024 15:03	0:0:48:49			Sap BSP server add call done in logon	Onsite
14915	07-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C070220240043		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 14:13	02-07-2024 15:03	0:0:50:11			reinstall ms office now file open	Onsite
14916	07-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C070220240042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 14:11	02-07-2024 15:02	0:0:51:43			Printer add call and lotus new replica	Onsite
14917	07-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C070220240041		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 14:09	02-07-2024 15:02	0:0:52:26			Check pc power cable cross with TFT	Onsite
14918	07-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C070220240040		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 13:57	02-07-2024 14:31	0:0:34:5			PDF file corrupted.	Onsite
14919	07-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C070220240039		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 13:56	02-07-2024 14:31	0:0:34:13			LAN connector replaced.	Onsite
14920	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 13:35	02-07-2024 14:38	0:1:2:45			Do Mail Archive & Compact.	Onsite
14921	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240037		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:34	02-07-2024 15:07	0:1:33:15			sap password reset.	Remote
14922	07-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C070220240035		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:19	02-07-2024 14:34	0:1:15:21			internet issue resolved as reqd.	Onsite
14923	07-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C070220240036		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:19	02-07-2024 14:34	0:1:15:7			internet issue resolved as reqd.	Onsite
14924	07-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C070220240034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 13:18	02-07-2024 14:29	0:1:11:4			Create the new archive now issue	Remote
14925	07-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C070220240033		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	07-02-2024 13:18	02-07-2024 14:30	0:1:11:49			Mail software reinstalled and problem	Remote
14926	07-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C070220240032		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 13:18	02-07-2024 14:29	0:1:11:21			Reset the password now issue	Remote
14927	07-02-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C070220240031		Hardware	Attendane	Others	new	LOW	Closed	07-02-2024 13:17	02-07-2024 14:28	0:1:11:2			Register new card now issue resolved	Onsite
14928	07-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C070220240030		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	07-02-2024 13:17	02-07-2024 14:29	0:1:11:43			Power cable replace and printer	Onsite
14929	07-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C070220240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 13:16	02-07-2024 14:28	0:1:11:38			Remove the paper from printer now	Onsite
14930	07-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C070220240028		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:15	02-07-2024 14:27	0:1:11:47			Change the host file now issue	Onsite
14931	07-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C070220240027		Hardware	PC	System Password issue	Others	LOW	Closed	07-02-2024 13:14	02-07-2024 14:27	0:1:12:34			Re-Login on ADS now issue resolved	Onsite
14932	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C070220240024		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 13:12	02-07-2024 14:02	0:0:49:43			repair the os now issue resolved	Onsite
14933	07-02-2024	NEHRU PLACE	20 No Building	IT	C070220240026		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 13:12	02-07-2024 14:55	0:1:42:48			software installation done	Onsite
14934	07-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C070220240025		Hardware	System	Other Software	software	MEDIUM	Closed	07-02-2024 13:12	02-07-2024 14:28	0:1:15:36			Adobe Reader XI software reinstalled	Onsite
14935	07-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C070220240023		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	07-02-2024 13:10	02-07-2024 14:27	0:1:16:23			Mouse Change and working fine.	Onsite
14936	07-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C070220240022		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	07-02-2024 13:05	2/15/2024 11:00:40 AM	7:21:54:56			LAN CABLE NOT WORKING	Onsite
14937	07-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C070220240021		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	07-02-2024 13:04	2/15/2024 11:00:53 AM	7:21:56:49			LAN CABLE NOT SUPPORT.	Onsite
14938	07-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C070220240020		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	07-02-2024 12:44	02-07-2024 14:55	0:2:11:3			printer setting change	Onsite
14939	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240019		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	07-02-2024 11:52	02-07-2024 13:01	0:1:8:57			QMS Machine restart.	Onsite
14940	07-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C070220240018		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	07-02-2024 11:27	02-07-2024 12:09	0:0:41:11			ram moisture cleaned now pc issue	Onsite
14941	07-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C070220240017		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 11:26	02-07-2024 11:38	0:0:12:16			done issue resolved	Onsite
14942	07-02-2024	SAKET	D-Block Saket	O-M	C070220240016		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 11:21	02-07-2024 11:27	0:0:6:29			Set as default printer changed	Remote
14943	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240015		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 11:18	02-07-2024 11:43	0:0:25:10			Removed Jam Paper Issue Resolved	Onsite
14944	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 11:17	02-07-2024 11:43	0:0:26:3			All Mails Archive & Compact &	Onsite
14945	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 11:16	02-07-2024 11:45	0:0:28:40			LAN Cable Not Connected Properly	Onsite
14946	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240012		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 11:15	02-07-2024 11:42	0:0:26:39			Removed jam Paper Now Working	Onsite
14947	07-02-2024	SAKET	Adchini	CIVIL	C070220240011		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 11:13	02-07-2024 11:18	0:0:5:11			Browser settings reset	Onsite
14948	07-02-2024	NEHRU PLACE	20 No Building	C-M	C070220240010		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-02-2024 11:09	2/14/2024 10:09:40 AM	6:22:59:58			Call Close by Subhash & Sanjay	Onsite
14949	07-02-2024	NEHRU PLACE	20 No Building	C-M	C070220240009		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	07-02-2024 11:02	02-07-2024 11:03	0:0:0:32			wall port not working	Onsite
14950	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240008		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 10:55	02-07-2024 11:28	0:0:32:56			Host & services file install.	Onsite
14951	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240007		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	07-02-2024 10:53	02-07-2024 11:29	0:0:35:37			Out of two 1 faulty ram removed.	Onsite
14952	07-02-2024	SAKET	Chhatarpur CC	O-M	C070220240006		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 10:47	02-07-2024 11:12	0:0:24:39			Sharing printer installed	Remote
14953	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240005		Hardware	System	Other Software	Adobe	LOW	Closed	07-02-2024 10:11	02-07-2024 10:19	0:0:8:35			restart the pc now issue resolved	Remote
14954	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240004		Hardware	System	MS Office	Malfuncti	LOW	Closed	07-02-2024 10:10	02-07-2024 10:19	0:0:8:42			restart the pc now issue resolved	Remote
14955	07-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C070220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 09:55	02-07-2024 10:22	0:0:27:12			Tray setting issue resolved as reqd.	Onsite
14956	07-02-2024	SAKET	Chhatarpur CC	O-M	C070220240002		Hardware	Printer	Image Issue	Black Line	LOW	Closed	07-02-2024 09:32	02-07-2024 10:27	0:0:55:26			Printer & cartridge cleaned.	Onsite
14957	07-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C070220240001		Hardware	System	MS Office	Software	LOW	Closed	07-02-2024 09:29	02-07-2024 10:26	0:0:56:55			MS Office reinstalled	
14958	07-02-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C070220240177		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 19:47	02-07-2024 19:48	0:0:1:21			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
14959	07-02-2024	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C070220240176		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-02-2024 19:46	02-07-2024 19:48	0:0:1:53			Issue Resolved	Onsite
14960	07-02-2024	NEHRU PLACE CSO	Second Floor - B Block	REGULAT	C070220240173		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 19:45	02-07-2024 19:47	0:0:2:52			Issue Resolved	Onsite
14961	07-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C070220240175		Hardware	Scanner	Scaning issue	Others	LOW	Closed	07-02-2024 19:45	02-07-2024 19:48	0:0:2:18			Issue Resolved	Onsite
14962	07-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C070220240174		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	07-02-2024 19:45	02-07-2024 19:48	0:0:2:31			Issue Resolved	Onsite
14963	07-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ADMIN	C070220240172		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	07-02-2024 19:44	02-07-2024 19:47	0:0:3:31			Issue Resolved	Onsite
14964	07-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C070220240171		Hardware	PC	System Password issue	Others	LOW	Closed	07-02-2024 19:43	02-07-2024 19:47	0:0:4:5			Issue Resolved	Onsite
14965	07-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C070220240170		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	07-02-2024 17:56	02-07-2024 18:28	0:0:31:26			Keyboard Replaced.	Onsite
14966	07-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C070220240168		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 17:48	02-07-2024 18:21	0:0:33:32			Issue resolved as required	
14967	07-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C070220240169		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 17:48	02-07-2024 18:22	0:0:33:26			Issue resolved as required	
14968	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C070220240167		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 17:45	02-07-2024 17:49	0:0:4:16			resolved	Onsite
14969	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240166		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 17:42	02-07-2024 17:49	0:0:6:21			resolved	Onsite
14970	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240165		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	07-02-2024 17:38	02-07-2024 17:48	0:0:9:47			resolved	Remote
14971	07-02-2024	OTHERS	VSNL	RCM	C070220240164		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 17:37	02-07-2024 18:07	0:0:30:17			Replaced Toad EXE issue resolve	Remote
14972	07-02-2024	OTHERS	VSNL	RCM	C070220240163		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 17:36	02-07-2024 18:07	0:0:30:34			Oracle CAS & DLL installed issue	Remote
14973	07-02-2024	OTHERS	VSNL	KCC/MLCC	C070220240162		Telecome	Instrumen	IP	Others	LOW	Closed	07-02-2024 17:35	02-07-2024 18:06	0:0:30:45			Restart issue resolve	Onsite
14974	07-02-2024	OTHERS	VSNL	KCC/MLCC	C070220240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:35	02-07-2024 18:06	0:0:30:59			Printer Driver installed issue resolve	Onsite
14975	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 17:34	02-07-2024 17:48	0:0:14:6			resolved	Remote
14976	07-02-2024	OTHERS	VSNL	O-M	C070220240159		Hardware	PC	TFT	Power	LOW	Closed	07-02-2024 17:33	02-07-2024 18:05	0:0:32:5			Power Cable replaced issue resolve	Onsite
14977	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240158		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:31	02-07-2024 17:47	0:0:16:21			resolved	Remote
14978	07-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070220240157		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:26	02-07-2024 17:47	0:0:20:47			resolved	Remote
14979	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240156		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	07-02-2024 17:25	02-07-2024 17:27	0:0:2:31			Printer cartridge issue resolved	Onsite
14980	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240155		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 17:24	02-07-2024 17:26	0:0:2:25			ms excel not working issue resolved	Onsite
14981	07-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C070220240154		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 17:24	02-07-2024 17:24	0:0:0:41			LAN cable change, issue resolved	Onsite
14982	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240153		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 17:20	02-07-2024 17:26	0:0:6:17			Ms excel not working issue resolved	Onsite
14983	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240152		Hardware	System	Other Software	Adobe	LOW	Closed	07-02-2024 17:18	02-07-2024 17:26	0:0:7:36			IP msg not working issue resolved	Onsite
14984	07-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070220240151		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 17:17	02-07-2024 17:25	0:0:8:15			Ms office not working issue resolved	Onsite
14985	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	IT	C070220240150		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:16	02-07-2024 17:19	0:0:2:31			issue resolved	Onsite
14986	07-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C070220240149		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:14	02-07-2024 17:18	0:0:4:9			issue resolved	Onsite
14987	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	C-M	C070220240148		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 17:12	02-07-2024 17:18	0:0:5:55			issue resolved	Onsite
14988	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C070220240147		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	07-02-2024 17:11	02-07-2024 17:18	0:0:6:56			issue resolved	Onsite
14989	07-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C070220240146		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 17:07	02-07-2024 17:18	0:0:10:29			issue resolved	Onsite
14990	07-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C070220240145		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-02-2024 17:06	02-07-2024 17:18	0:0:11:28			issue resolved	Onsite
14991	07-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C070220240143		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:05	02-07-2024 17:18	0:0:12:31			issue resolved	Onsite
14992	07-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C070220240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:05	02-07-2024 18:09	0:1:4:48			Issue has been resolved after update	Remote
14993	07-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	C-M	C070220240144		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 17:05	02-07-2024 18:10	0:1:4:46			Issue has been resolved after update	Remote
14994	07-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C070220240141		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	07-02-2024 17:04	02-07-2024 17:17	0:0:13:14			issue resolved	Onsite
14995	07-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	MMG	C070220240140		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 17:04	02-07-2024 18:09	0:1:5:3			Issue has been resolved after update	Remote
14996	07-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	MMG	C070220240139		Hardware	System	MS Office	Tools And	LOW	Closed	07-02-2024 17:04	02-07-2024 18:08	0:1:4:19			Issue has been resolved after	Remote
14997	07-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	MMG	C070220240138		Hardware	System	MS Office	Software	LOW	Closed	07-02-2024 17:02	02-07-2024 18:07	0:1:5:54			Issue has been resolved after	Remote
14998	07-02-2024	SARITA VIHAR	New Friends Colony	OM-DIV	C070220240137		Hardware	System	Other Software	software	MEDIUM	Closed	07-02-2024 17:00	02-07-2024 17:41	0:0:40:42			After reinstall software issue resolved	
14999	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C070220240136		Hardware	System	Other Software	software	MEDIUM	Closed	07-02-2024 16:58	02-07-2024 17:40	0:0:42:8			After reinstall issues resolved	
15000	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C070220240135		Hardware	System	Other Software	Adobe	MEDIUM	Closed	07-02-2024 16:57	02-07-2024 17:38	0:0:41:10			After compressed file call closed	
15001	07-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C070220240134		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-02-2024 16:56	02-07-2024 17:37	0:0:41:26			After reconfigured issue resolved	
15002	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C070220240133		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	07-02-2024 16:55	02-07-2024 17:37	0:0:41:51			After reconfigured issue resolved	
15003	07-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C070220240132		Hardware	System	Other Software	New	MEDIUM	Closed	07-02-2024 16:54	02-07-2024 17:36	0:0:42:19			Web x installed call closed	
15004	07-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C070220240131		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-02-2024 16:52	02-07-2024 16:52	0:0:0:38			RJ45 connector change.	Onsite
15005	07-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C070220240130		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	07-02-2024 16:51	02-07-2024 16:56	0:0:5:1			Faulty handset sent to NHP	Onsite
15006	07-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C070220240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:49	02-07-2024 16:55	0:0:5:57			Password reset.	Onsite
15007	07-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C070220240128		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	07-02-2024 16:47	02-07-2024 16:54	0:0:7:42			Going to site for checking earthing	Onsite
15008	07-02-2024	JAFFERPUR	Dhasa Complaint Center	O-M	C070220240127		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	07-02-2024 16:46	02-07-2024 16:53	0:0:6:27			Going to site for checking earthing	Onsite
15009	07-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	KCC/MLCC	C070220240126		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	07-02-2024 16:45	02-07-2024 18:07	0:1:21:46			Issue has been resolved after set the	Onsite
15010	07-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	ADMIN	C070220240125		Hardware	PC	Not working at all	Physical	LOW	Closed	07-02-2024 16:44	02-07-2024 18:06	0:1:21:47			Issue has been resolved after cleaning	Onsite
15011	07-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C070220240124		Hardware	Printer	Image Issue	Dark	LOW	Closed	07-02-2024 16:40	02-07-2024 18:05	0:1:25:13			Issue has been resolved after changed	Onsite
15012	07-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C070220240123		Hardware	Printer	Image Issue	Dark	LOW	Closed	07-02-2024 16:39	02-07-2024 18:05	0:1:25:35			Issue has been resolved after changed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15013	07-02-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C070220240121		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 16:38	02-07-2024 18:04	0:1:26:8			Issue has been resolved after create	Onsite
15014	07-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C070220240122		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 16:38	02-07-2024 18:04	0:1:26:13			Issue has been resolved after	Remote
15015	07-02-2024	OTHERS	HUDCO Grid	PROTECTI	C070220240119		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 16:34	02-07-2024 16:36	0:0:1:59			OS issue	Onsite
15016	07-02-2024	NEHRU PLACE	W Block GK 1	O-M	C070220240120		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 16:34	02-07-2024 17:20	0:0:46:7			Printer reinstalled with drivers.	Onsite
15017	07-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C070220240118		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	07-02-2024 16:34	02-07-2024 18:03	0:1:29:16			Issue has been resolved after changed	Onsite
15018	07-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C070220240115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:33	02-07-2024 18:03	0:1:30:10			Issue has been resolved after create	Remote
15019	07-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C070220240117		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 16:33	02-07-2024 17:20	0:0:47:15			LAN cable reconnect.	Onsite
15020	07-02-2024	OTHERS	Andrews Ganj	Enforcem	C070220240116		Hardware	System	Other Software	Adobe	LOW	Closed	07-02-2024 16:33	02-07-2024 16:36	0:0:3:38			Adobe issue	Onsite
15021	07-02-2024	OTHERS	Andrews Ganj	Enforcem	C070220240114		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	07-02-2024 16:32	02-07-2024 16:37	0:0:5:7			Pc shifting	Onsite
15022	07-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C070220240112		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 16:31	02-07-2024 17:20	0:0:48:45			Paper remove from printer.	Onsite
15023	07-02-2024	OTHERS	Andrews Ganj	Enforcem	C070220240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:31	02-07-2024 16:37	0:0:6:13			mail issue	Onsite
15024	07-02-2024	OTHERS	Andrews Ganj	Enforcem	C070220240111		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	07-02-2024 16:30	02-07-2024 16:38	0:0:7:31			dvr box booting issue	Onsite
15025	07-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C070220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 16:29	02-07-2024 17:19	0:0:50:5			Location changed.	Onsite
15026	07-02-2024	OTHERS	Andrews Ganj	Enforcem	C070220240109		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 16:29	02-07-2024 16:38	0:0:8:56			S/w installation	Onsite
15027	07-02-2024	OTHERS	Andrews Ganj	Enforcem	C070220240108		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	07-02-2024 16:29	02-07-2024 16:39	0:0:9:59			DVD installation	Onsite
15028	07-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C070220240107		Hardware	PC	TFT	Others	LOW	Closed	07-02-2024 16:28	02-07-2024 17:19	0:0:50:51			Changed VGA cable.	Onsite
15029	07-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C070220240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 16:25	02-07-2024 17:53	0:1:28:0			IP printer has been reconnected with	Onsite
15030	07-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C070220240105		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	07-02-2024 16:22	02-07-2024 17:50	0:1:27:46			New workspace created	Remote
15031	07-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C070220240104		Hardware	System	MS Office	Software	LOW	Closed	07-02-2024 16:21	02-07-2024 17:50	0:1:28:6			MS office reinstalled	Remote
15032	07-02-2024	VASANT KUNJ	B 1	O-M	C070220240103		Hardware	PC	TFT	Others	LOW	Closed	07-02-2024 16:19	02-07-2024 17:49	0:1:29:31			RAM reinserted on RAM slot	Onsite
15033	07-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C070220240102		Hardware	System	Other Software	proxy	LOW	Closed	07-02-2024 16:17	02-07-2024 17:47	0:1:30:11			Proxy has been enabled and meeting	Onsite
15034	07-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C070220240101		NON-SAP	Others	Others	Others	LOW	Closed	07-02-2024 16:15	02-07-2024 16:16	0:0:0:30			reset the chrome view	Remote
15035	07-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C070220240099		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 16:14	02-07-2024 17:45	0:1:31:40			Printer driver installed	Onsite
15036	07-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	BUSINESS/	C070220240100		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 16:14	02-07-2024 16:16	0:0:2:25			change the tray setting	Onsite
15037	07-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C070220240098		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	07-02-2024 16:13	02-07-2024 16:13	0:0:0:25			system restart problem	Onsite
15038	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 16:11	02-07-2024 16:12	0:0:1:9			printer not working	Onsite
15039	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240097		Hardware	PC	TFT	Others	LOW	Closed	07-02-2024 16:11	02-07-2024 16:11	0:0:0:19			satndby given	Onsite
15040	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240095		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 16:10	02-07-2024 16:12	0:0:2:15			resolved	Onsite
15041	07-02-2024	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	OM-EHV	C070220240094		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	07-02-2024 16:07	02-07-2024 16:08	0:0:0:38			reinsert the RAM	Onsite
15042	07-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070220240093		Hardware	Printer	Image Issue	Others	LOW	Closed	07-02-2024 16:06	02-07-2024 16:08	0:0:2:19			clean the tonner and fuser	Onsite
15043	07-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070220240092		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 16:02	02-07-2024 16:09	0:0:6:27			change the patch cable	Onsite
15044	07-02-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C070220240091		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	07-02-2024 16:00	02-07-2024 16:08	0:0:7:8			check the pc and log the call	Onsite
15045	07-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070220240090		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:48	02-07-2024 16:06	0:0:18:0			Mail sent to sap support.	Onsite
15046	07-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070220240089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:48	02-07-2024 16:06	0:0:18:10			Lotus settings problem.	Onsite
15047	07-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070220240088		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:47	02-07-2024 15:50	0:0:2:48			Account unlocked.	Onsite
15048	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:46	02-07-2024 16:23	0:0:36:40			mail quota cleared and compact now	Remote
15049	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:44	02-07-2024 16:22	0:0:37:54			mail id installed in temporary pc due	Remote
15050	07-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C070220240085		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-02-2024 15:36	02-07-2024 16:53	0:1:16:58			new os installation done	Onsite
15051	07-02-2024	SAKET	DC Saket Grid	OM-EHV	C070220240084		Network	Rack Issue	Rack Issue	Rack	LOW	Closed	07-02-2024 15:34	02-07-2024 16:29	0:0:55:45			Gate pass issue	Onsite
15052	07-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C070220240083		Hardware	UPS	Backup	Ticket	LOW	Closed	07-02-2024 15:33	02-07-2024 16:24	0:0:51:51			Now UPS Bypass and complaint	Onsite
15053	07-02-2024	SAKET	Adchini	DSK	C070220240082		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	07-02-2024 15:32	02-07-2024 16:29	0:0:56:43			LAN not work	Onsite
15054	07-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C070220240080		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:31	02-07-2024 16:28	0:0:57:41			Domain issue	Onsite
15055	07-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C070220240081		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	07-02-2024 15:31	02-07-2024 16:25	0:0:54:1			Reboot Laptop and clean temp files	Remote
15056	07-02-2024	SAKET	Adchini	SAFETY	C070220240079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 15:29	02-07-2024 16:24	0:0:55:17			printer not connect	Onsite
15057	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:28	02-07-2024 15:58	0:0:30:14			Remove flag now working fine	Remote
15058	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240077		Hardware	System	Other Software	proxy	LOW	Closed	07-02-2024 15:27	02-07-2024 15:58	0:0:30:36			Change proxy setting now working	Remote
15059	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240074		Hardware	Scanner	Scaning issue	Others	LOW	Closed	07-02-2024 15:25	02-07-2024 15:58	0:0:32:40			Reinstalled driver now working fine	Onsite
15060	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240076		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:25	02-07-2024 15:54	0:0:29:4			Power issue	Onsite
15061	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240075		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:25	02-07-2024 15:54	0:0:29:24			Power issue	Onsite
15062	07-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070220240072		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:25	02-07-2024 15:54	0:0:29:40			Power issue	Onsite
15063	07-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C070220240073		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 15:25	02-07-2024 16:55	0:1:30:11			Issue has been resolved after clear the	Onsite
15064	07-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C070220240066		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	07-02-2024 15:24	02-07-2024 15:57	0:0:33:27			Mail configure on mobile now	Onsite
15065	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240067		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:31:8			Power issue	Onsite
15066	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240068		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:30:45			Power issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15067	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240070		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:30:25			Power issue	Onsite
15068	07-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070220240071		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:30:9			Power issue	Onsite
15069	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240065		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:24	02-07-2024 15:55	0:0:31:30			Power issue	Onsite
15070	07-02-2024	SAKET	Adchini	Recovery	C070220240069		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 15:24	02-07-2024 16:24	0:0:59:25			analyzer not work	Onsite
15071	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240064		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:23	02-07-2024 15:55	0:0:31:49			Power issue	Onsite
15072	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240063		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:23	02-07-2024 15:55	0:0:32:6			Power issue	Onsite
15073	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240062		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 15:23	02-07-2024 15:56	0:0:32:32			Power issue	Onsite
15074	07-02-2024	SAKET	Adchini	Recovery	C070220240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 15:23	02-07-2024 16:23	0:1:0:24			printer not work	Onsite
15075	07-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C070220240060		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-02-2024 15:22	02-07-2024 15:57	0:0:34:33			Insert Earphone pin in audio jack and	Onsite
15076	07-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C070220240059		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-02-2024 15:08	02-07-2024 17:05	0:1:57:13			replaced patch cable issue resolved	Onsite
15077	07-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C070220240058		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	07-02-2024 15:07	02-07-2024 17:05	0:1:57:45			updated the anti virus issue resolved	Onsite
15078	07-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070220240057		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	07-02-2024 15:04	02-07-2024 15:22	0:0:18:23			roller cleaned working now	Onsite
15079	07-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C070220240056		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	07-02-2024 15:01	02-07-2024 17:04	0:2:3:24			change the tray setting issue resolved	Onsite
15080	07-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C070220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 15:00	02-07-2024 17:03	0:2:2:46			archived the mail and compact from	Onsite
15081	07-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C070220240054		Telecome	CCTV	DVR/NVR	Network	LOW	Closed	07-02-2024 14:57	02-07-2024 17:03	0:2:5:36			change the rz5 issue resolved	Onsite
15082	07-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C070220240053		Hardware	Printer	Image Issue	Others	HIGH	Closed	07-02-2024 14:38	02-07-2024 15:06	0:0:28:2			cartage changed	Onsite
15083	07-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C070220240052		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	07-02-2024 14:36	02-07-2024 15:06	0:0:29:59			Ram reconnect	Onsite
15084	07-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C070220240051		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	07-02-2024 14:34	02-07-2024 15:06	0:0:32:13			Printer ip changed	Onsite
15085	07-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C070220240050		Hardware	PC	Restart Problem	Virus issue	HIGH	Closed	07-02-2024 14:33	02-07-2024 15:07	0:0:34:33			anti vires scan	Onsite
15086	07-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C070220240049		Hardware	Printer	Paper Pickup	Paper Size	HIGH	Closed	07-02-2024 14:32	02-07-2024 15:05	0:0:33:16			Printer paper siting changed	Onsite
15087	07-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C070220240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 14:23	02-07-2024 14:38	0:0:15:16			Mail installation & configuration.	Onsite
15088	07-02-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C070220240047		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 14:18	02-07-2024 15:04	0:0:46:30			Lan driver install done set IP again and	Onsite
15089	07-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C070220240045		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-02-2024 14:16	02-07-2024 15:07	0:0:50:57			E-Mail ID Creation.	Remote
15090	07-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C070220240046		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 14:16	02-07-2024 15:04	0:0:47:43			Printer add call done set IP again now	Onsite
15091	07-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C070220240044		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 14:15	02-07-2024 15:03	0:0:48:49			Sap BSP server add call done in logon	Onsite
15092	07-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C070220240043		Hardware	System	MS Office	File	LOW	Closed	07-02-2024 14:13	02-07-2024 15:03	0:0:50:11			reinstall ms office now file open	Onsite
15093	07-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C070220240042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 14:11	02-07-2024 15:02	0:0:51:43			Printer add call and lotus new replica	Onsite
15094	07-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C070220240041		Hardware	PC	Not working at all	No power	LOW	Closed	07-02-2024 14:09	02-07-2024 15:02	0:0:52:26			Check pc power cable cross with TFT	Onsite
15095	07-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C070220240040		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 13:57	02-07-2024 14:31	0:0:34:5			PDF file corrupted.	Onsite
15096	07-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C070220240039		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	07-02-2024 13:56	02-07-2024 14:31	0:0:34:13			LAN connector replaced.	Onsite
15097	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 13:35	02-07-2024 14:38	0:1:2:45			Do Mail Archive & Compact.	Onsite
15098	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240037		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:34	02-07-2024 15:07	0:1:33:15			sap password reset.	Remote
15099	07-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C070220240035		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:19	02-07-2024 14:34	0:1:15:21			internet issue resolved as reqd.	Onsite
15100	07-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C070220240036		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:19	02-07-2024 14:34	0:1:15:7			internet issue resolved as reqd.	Onsite
15101	07-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C070220240034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 13:18	02-07-2024 14:29	0:1:11:4			Create the new archive now issue	Remote
15102	07-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C070220240033		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	07-02-2024 13:18	02-07-2024 14:30	0:1:11:49			Mail software reinstalled and problem	Remote
15103	07-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C070220240032		Hardware	System	Other Software	software	LOW	Closed	07-02-2024 13:18	02-07-2024 14:29	0:1:11:21			Reset the password now issue	Remote
15104	07-02-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C070220240031		Hardware	Attendane	Others	new	LOW	Closed	07-02-2024 13:17	02-07-2024 14:28	0:1:11:2			Register new card now issue resolved	Onsite
15105	07-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C070220240030		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	07-02-2024 13:17	02-07-2024 14:29	0:1:11:43			Power cable replace and printer	Onsite
15106	07-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C070220240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 13:16	02-07-2024 14:28	0:1:11:38			Remove the paper from printer now	Onsite
15107	07-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C070220240028		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 13:15	02-07-2024 14:27	0:1:11:47			Change the host file now issue	Onsite
15108	07-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C070220240027		Hardware	PC	System Password issue	Others	LOW	Closed	07-02-2024 13:14	02-07-2024 14:27	0:1:12:34			Re-Login on ADS now issue resolved	Onsite
15109	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C070220240024		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	07-02-2024 13:12	02-07-2024 14:02	0:0:49:43			repair the os now issue resolved	Onsite
15110	07-02-2024	NEHRU PLACE	20 No Building	IT	C070220240026		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 13:12	02-07-2024 14:55	0:1:42:48			software installation done	Onsite
15111	07-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C070220240025		Hardware	System	Other Software	software	MEDIUM	Closed	07-02-2024 13:12	02-07-2024 14:28	0:1:15:36			Adobe Reader XI software reinstalled	Onsite
15112	07-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C070220240023		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	07-02-2024 13:10	02-07-2024 14:27	0:1:16:23			Mouse Change and working fine.	Onsite
15113	07-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C070220240022		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	07-02-2024 13:05	2/15/2024 11:00:40 AM	7:21:54:56			LAN CABLE NOT WORKING	Onsite
15114	07-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C070220240021		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	07-02-2024 13:04	2/15/2024 11:00:53 AM	7:21:56:49			LAN CABLE NOT SUPPORT.	Onsite
15115	07-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C070220240020		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	07-02-2024 12:44	02-07-2024 14:55	0:2:11:3			printer setting change	Onsite
15116	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240019		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	07-02-2024 11:52	02-07-2024 13:01	0:1:8:57			QMS Machine restart.	Onsite
15117	07-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C070220240018		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	07-02-2024 11:27	02-07-2024 12:09	0:0:41:11			ram moisture cleaned now pc issue	Onsite
15118	07-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C070220240017		Hardware	System	Other Software	New	LOW	Closed	07-02-2024 11:26	02-07-2024 11:38	0:0:12:16			done issue resolved	Onsite
15119	07-02-2024	SAKET	D-Block Saket	O-M	C070220240016		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 11:21	02-07-2024 11:27	0:0:6:29			Set as default printer changed	Remote
15120	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240015		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 11:18	02-07-2024 11:43	0:0:25:10			Removed Jam Paper Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15121	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-02-2024 11:17	02-07-2024 11:43	0:0:26:3			All Mails Archive & Compact &	Onsite
15122	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 11:16	02-07-2024 11:45	0:0:28:40			LAN Cable Not Connected Properly	Onsite
15123	07-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070220240012		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-02-2024 11:15	02-07-2024 11:42	0:0:26:39			Removed jam Paper Now Working	Onsite
15124	07-02-2024	SAKET	Adchini	CIVIL	C070220240011		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 11:13	02-07-2024 11:18	0:0:5:11			Browser settings reset	Onsite
15125	07-02-2024	NEHRU PLACE	20 No Building	C-M	C070220240010		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-02-2024 11:09	2/14/2024 10:09:40 AM	6:22:59:58			Call Close by Subhash & Sanjay	Onsite
15126	07-02-2024	NEHRU PLACE	20 No Building	C-M	C070220240009		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	07-02-2024 11:02	02-07-2024 11:03	0:0:0:32			wall port not working	Onsite
15127	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240008		Hardware	System	Other Software	Browser	LOW	Closed	07-02-2024 10:55	02-07-2024 11:28	0:0:32:56			Host & services file install.	Onsite
15128	07-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070220240007		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	07-02-2024 10:53	02-07-2024 11:29	0:0:35:37			Out of two 1 faulty ram removed.	Onsite
15129	07-02-2024	SAKET	Chhatarpur CC	O-M	C070220240006		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-02-2024 10:47	02-07-2024 11:12	0:0:24:39			Sharing printer installed	Remote
15130	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240005		Hardware	System	Other Software	Adobe	LOW	Closed	07-02-2024 10:11	02-07-2024 10:19	0:0:8:35			restart the pc now issue resolved	Remote
15131	07-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070220240004		Hardware	System	MS Office	Malfuncti	LOW	Closed	07-02-2024 10:10	02-07-2024 10:19	0:0:8:42			restart the pc now issue resolved	Remote
15132	07-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C070220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-02-2024 09:55	02-07-2024 10:22	0:0:27:12			Tray setting issue resolved as reqd.	Onsite
15133	07-02-2024	SAKET	Chhatarpur CC	O-M	C070220240002		Hardware	Printer	Image Issue	Black Line	LOW	Closed	07-02-2024 09:32	02-07-2024 10:27	0:0:55:26			Printer & cartridge cleaned.	Onsite
15134	07-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C070220240001		Hardware	System	MS Office	Software	LOW	Closed	07-02-2024 09:29	02-07-2024 10:26	0:0:56:55			MS Office reinstalled	
15135	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C080220240155		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 17:55	02-08-2024 17:56	0:0:1:21			resolved	Onsite
15136	08-02-2024	OTHERS	VSNL	KCC/MLCC	C080220240154		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 17:43	02-08-2024 18:32	0:0:49:34			Account un-Locked issue resolve	Onsite
15137	08-02-2024	OTHERS	VSNL	KCC/MLCC	C080220240153		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 17:42	02-08-2024 18:32	0:0:49:43			M Cube License Update issue resolve	Onsite
15138	08-02-2024	OTHERS	VSNL	KCC/MLCC	C080220240152		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	08-02-2024 17:41	02-08-2024 18:31	0:0:50:6			UBS driver remove and re-installed	Onsite
15139	08-02-2024	OTHERS	VSNL	BUSINESS/	C080220240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:41	02-08-2024 18:31	0:0:50:22			Create a New replication	Onsite
15140	08-02-2024	OTHERS	VSNL	BUSINESS/	C080220240150		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 17:40	02-08-2024 18:31	0:0:50:32			Installed Firefox issue resolve	Onsite
15141	08-02-2024	OTHERS	VSNL	BUSINESS/	C080220240149		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	08-02-2024 17:39	02-08-2024 18:30	0:0:51:15			USB Cable replaced issue resolve	Onsite
15142	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C080220240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:34	02-08-2024 17:56	0:0:22:23			resolved	Onsite
15143	08-02-2024	OTHERS	VSNL	O-M	C080220240147		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 17:34	02-08-2024 18:30	0:0:56:5			Paper remove issue resolve	Onsite
15144	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C080220240146		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	08-02-2024 17:32	02-08-2024 17:56	0:0:24:50			resolved	Onsite
15145	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C080220240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:29	02-08-2024 17:56	0:0:26:52			resolved	Onsite
15146	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240144		Hardware	PC	Not working at all	Others	LOW	Closed	08-02-2024 17:28	02-08-2024 18:01	0:0:33:12			Ram upgrade upto 6 GB.	Onsite
15147	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240142		Hardware	PC	TFT	Color	LOW	Closed	08-02-2024 17:27	02-08-2024 18:02	0:0:34:48			VGA Cable change.	Onsite
15148	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C080220240143		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	08-02-2024 17:27	02-08-2024 17:55	0:0:28:19			resolved	Onsite
15149	08-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C080220240141		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-02-2024 17:09	02-08-2024 17:09	0:0:0:19			Issue Resolved	Onsite
15150	08-02-2024	SAKET	Adchini	SAFETY	C080220240140		Hardware	PC	Not working at all	No power	LOW	Closed	08-02-2024 17:07	02-08-2024 17:16	0:0:8:34			PC not on	Onsite
15151	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240139		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 17:07	02-08-2024 17:15	0:0:8:36			excel file not open	Onsite
15152	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240137		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:05	02-08-2024 17:14	0:0:9:55			Slow	Onsite
15153	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240138		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:05	02-08-2024 17:15	0:0:9:7			Slow	Onsite
15154	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:04	02-08-2024 17:06	0:0:1:59			New Replication create	Onsite
15155	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240135		Hardware	System	Other Software	proxy	LOW	Closed	08-02-2024 17:04	02-08-2024 17:08	0:0:4:30			Proxy settings change.	Onsite
15156	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240133		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:03	02-08-2024 17:14	0:0:11:20			RAM upgrade	Onsite
15157	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240134		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:03	02-08-2024 17:14	0:0:10:50			RAM upgrade	Onsite
15158	08-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080220240131		Hardware	PC	Network Not Working	Other	LOW	Closed	08-02-2024 17:02	02-08-2024 17:08	0:0:5:55			Proxy Issue	Onsite
15159	08-02-2024	SAKET	Adchini	CHD	C080220240132		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 17:02	02-08-2024 17:12	0:0:10:13			Server side issue	Onsite
15160	08-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080220240130		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 17:01	02-08-2024 17:08	0:0:6:52			Installed	Onsite
15161	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240129		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-02-2024 17:01	02-08-2024 17:08	0:0:7:24			Reinstallation lotus software.	Onsite
15162	08-02-2024	NEHRU PLACE CSO	Third Floor - D Block	ADMIN	C080220240126		Hardware	PC	Network Not Working	No Power	LOW	Closed	08-02-2024 17:00	02-08-2024 17:00	0:0:0:28			Issue Resolved	Onsite
15163	08-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C080220240127		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-02-2024 17:00	02-08-2024 17:07	0:0:7:18			Issue resolved	Onsite
15164	08-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C080220240128		Hardware	Laptop	Screen Issue	Others	LOW	Closed	08-02-2024 17:00	02-08-2024 17:07	0:0:7:1			Connected	Onsite
15165	08-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C080220240124		Hardware	Laptop	System Password issue	Password	LOW	Closed	08-02-2024 16:59	02-08-2024 17:07	0:0:8:2			Issue resolved	Onsite
15166	08-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C080220240125		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 16:59	02-08-2024 17:07	0:0:7:43			Issue resolved	Onsite
15167	08-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C080220240123		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	08-02-2024 16:58	02-08-2024 17:07	0:0:8:18			Issue resolved	Onsite
15168	08-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080220240122		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	08-02-2024 16:58	02-08-2024 17:06	0:0:8:29			Issue resolved	Onsite
15169	08-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080220240121		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-02-2024 16:57	02-08-2024 17:02	0:0:4:50			Issue Resolved	Onsite
15170	08-02-2024	VASANT KUNJ	C 8	O-M	C080220240120		Hardware	PC	System Password issue	Others	LOW	Closed	08-02-2024 16:57	02-08-2024 17:10	0:0:13:17			The system rejoined the domain	Onsite
15171	08-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080220240119		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	08-02-2024 16:56	02-08-2024 17:01	0:0:5:18			Issue Resolved	Onsite
15172	08-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C080220240117		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-02-2024 16:55	02-08-2024 17:01	0:0:6:5			Issue Resolved	Onsite
15173	08-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C080220240118		Hardware	PC	System Password issue	Others	LOW	Closed	08-02-2024 16:55	02-08-2024 17:01	0:0:5:46			Issue Resolved	Onsite
15174	08-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C080220240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:54	02-08-2024 17:00	0:0:6:24			Issue Resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15175	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:53	02-08-2024 17:07	0:0:14:26			All Mail archive archive and restart	Onsite
15176	08-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C080220240114		Data Centre	Active	Server	Password	LOW	Closed	08-02-2024 16:47	02-08-2024 17:07	0:0:19:49			Ads user Rejoin	Onsite
15177	08-02-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C080220240113		Hardware	System	Other Software	proxy	LOW	Closed	08-02-2024 16:32	02-08-2024 16:33	0:0:0:29			issue resolved after after change the	Onsite
15178	08-02-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C080220240112		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-02-2024 16:31	02-08-2024 16:33	0:0:2:30			issue resolved after clean the ram	Onsite
15179	08-02-2024	NEHRU PLACE	20 No Building	IT	C080220240111		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 16:28	02-08-2024 17:08	0:0:39:53			visual studio installation done	Onsite
15180	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:25	02-08-2024 16:29	0:0:4:28			mail issue	Onsite
15181	08-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080220240109		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 16:24	02-08-2024 16:47	0:0:22:50			Change the password now issue	Remote
15182	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240108		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	08-02-2024 16:24	02-08-2024 16:30	0:0:5:42			OS issue	Onsite
15183	08-02-2024	VASANT KUNJ	Bijwasan	O-M	C080220240105		Hardware	PC	TFT	Power	LOW	Closed	08-02-2024 16:23	02-08-2024 17:05	0:0:41:49			Call has been logged to vendor	Onsite
15184	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240106		Hardware	System	MS Office	Software	LOW	Closed	08-02-2024 16:23	02-08-2024 16:30	0:0:7:12			MS office issue	Onsite
15185	08-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C080220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:23	02-08-2024 16:47	0:0:23:56			Create the new workspace now issue	Remote
15186	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240107		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 16:23	02-08-2024 16:30	0:0:6:31			SAP issue	Onsite
15187	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 16:22	02-08-2024 16:31	0:0:8:30			Printer issue	Onsite
15188	08-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C080220240101		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 16:21	02-08-2024 16:45	0:0:24:31			Remove the paper from printer now	Onsite
15189	08-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080220240102		Telecome	Instrumen	SIP	Others	LOW	Closed	08-02-2024 16:21	02-08-2024 16:46	0:0:25:5			Login with number and password now	Onsite
15190	08-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080220240100		Network	Link	Link Connectivity Issue	Others	LOW	Closed	08-02-2024 16:20	02-08-2024 16:44	0:0:24:32			FLT Done	Onsite
15191	08-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C080220240099		Hardware	Printer	Image Issue	Hardware	LOW	Closed	08-02-2024 16:18	02-08-2024 17:12	0:0:53:23			Tray setting corrected.	Remote
15192	08-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C080220240096		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 16:17	02-08-2024 17:11	0:0:54:35			Login unlocked and password	Remote
15193	08-02-2024	OTHERS	PLA Court	Enforcem	C080220240097		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 16:17	02-08-2024 16:31	0:0:14:10			Printer issue	Onsite
15194	08-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C080220240098		Hardware	PC	System Password issue	Others	HIGH	Closed	08-02-2024 16:17	02-08-2024 16:40	0:0:23:9			reset win password	Onsite
15195	08-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C080220240093		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-02-2024 16:16	02-08-2024 16:42	0:0:26:15			mail size problem	Onsite
15196	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240094		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 16:16	02-08-2024 16:30	0:0:13:39			Adobe reader reinstalled.	Onsite
15197	08-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C080220240095		Hardware	PC	Restart Problem	Others	HIGH	Closed	08-02-2024 16:16	02-08-2024 16:41	0:0:25:9			power issue	Onsite
15198	08-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C080220240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:15	02-08-2024 16:29	0:0:13:40			Mail software reinstalled.	Onsite
15199	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 16:15	02-08-2024 16:29	0:0:13:57			Printer installed with drivers.	Onsite
15200	08-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C080220240090		Hardware	MOUSE	Not working	Other	HIGH	Closed	08-02-2024 16:15	02-08-2024 16:42	0:0:27:21			mouse reconnect	Onsite
15201	08-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C080220240088		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-02-2024 16:14	02-08-2024 16:41	0:0:26:41			ip changed	Onsite
15202	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 16:14	02-08-2024 16:29	0:0:14:20			Printer installed with drivers.	Onsite
15203	08-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C080220240087		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	08-02-2024 16:09	02-08-2024 17:11	0:1:1:48			scanner lance clean and problem	Onsite
15204	08-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C080220240086		Hardware	Printer	No display on Panel	Printer	MEDIUM	Closed	08-02-2024 16:07	02-08-2024 17:10	0:1:2:38			power extension board one socket	Onsite
15205	08-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C080220240085		Hardware	Printer	No display on Panel	Others	LOW	Closed	08-02-2024 16:07	02-08-2024 16:41	0:0:33:19			Printer issue resolved	Onsite
15206	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240084		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-02-2024 16:07	02-08-2024 16:40	0:0:33:38			Keyboard not working issue resolved	Onsite
15207	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240083		Hardware	System	Other Software	Adobe	LOW	Closed	08-02-2024 16:06	02-08-2024 16:40	0:0:34:6			Google chrome not working issue	Onsite
15208	08-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C080220240082		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	08-02-2024 16:05	02-08-2024 16:44	0:0:38:28			RAM CLEAN AND SLOT CHANGE	Onsite
15209	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240081		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	08-02-2024 16:05	02-08-2024 16:40	0:0:35:18			Printer not working issue resolved	Onsite
15210	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240080		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	08-02-2024 16:04	02-08-2024 16:40	0:0:35:49			Email not working issue resolved	Onsite
15211	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:02	02-08-2024 16:39	0:0:36:48			Email not working issue resolved	Onsite
15212	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240078		Hardware	System	Other Software	Adobe	LOW	Closed	08-02-2024 16:02	02-08-2024 16:39	0:0:37:22			Ms office no working issue resolved	Onsite
15213	08-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C080220240077		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	08-02-2024 15:58	02-08-2024 16:43	0:0:44:45			MOUSE CHANGE AND PROBLEM	Onsite
15214	08-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C080220240076		Hardware	PC	TFT	Color	MEDIUM	Closed	08-02-2024 15:53	02-08-2024 16:42	0:0:48:34			VGA CABLE CHANGE AND COLOR	Onsite
15215	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C080220240075		Hardware	System	MS Office	File	LOW	Closed	08-02-2024 15:47	02-08-2024 16:42	0:0:55:14			installed the winrar software issue	Onsite
15216	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C080220240074		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 15:46	02-08-2024 16:41	0:0:55:2			updated the printer drivers issue	Onsite
15217	08-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C080220240073		Network	Link	Link Connectivity Issue	Device	LOW	Closed	08-02-2024 15:45	02-08-2024 16:40	0:0:55:6			reboot the network device issue	Onsite
15218	08-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C080220240072		Hardware	Attendane	Not working at all	Network	LOW	Closed	08-02-2024 15:43	02-08-2024 16:39	0:0:56:51			change the rz45 issue resolved	Onsite
15219	08-02-2024	SARITA VIHAR	Badarpur Building No 6	CUSTOME	C080220240071		Hardware	KEYBOAR	Not working	Sent to	HIGH	Closed	08-02-2024 15:42	02-08-2024 23:26	0:7:44:7			Send to Nehru place for replacement	
15220	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C080220240070		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 15:42	02-08-2024 16:39	0:0:57:7			reset the system password issue	Onsite
15221	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240068		Hardware	Printer	Image Issue	Light	LOW	Closed	08-02-2024 15:41	02-08-2024 16:27	0:0:45:33			cartage replaced now working	Onsite
15222	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C080220240069		Hardware	MOUSE	Not working	Sent to	LOW	Closed	08-02-2024 15:41	02-08-2024 16:22	0:0:40:39			Replaced mouse from nehru place	
15223	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C080220240067		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-02-2024 15:41	02-08-2024 16:21	0:0:40:24			Run the mail dienotes issue resolved	
15224	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C080220240065		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 15:40	02-08-2024 16:19	0:0:39:7			Change the chorme brouse setting	
15225	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C080220240066		Hardware	PC	Not working at all	Others	LOW	Closed	08-02-2024 15:40	02-08-2024 16:39	0:0:58:15			shifted the pc from dss room to chd	Onsite
15226	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C080220240063		Network	Internet	Internet Issue	Internet	LOW	Closed	08-02-2024 15:39	02-08-2024 16:37	0:0:57:45			given the site access rights issue	Onsite
15227	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 15:39	02-08-2024 16:26	0:0:46:53			removed jam paper issue resolved..	Onsite
15228	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240062		Hardware	PC	Restart Problem	Others	LOW	Closed	08-02-2024 15:38	02-08-2024 16:25	0:0:47:1			new system installed now working	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15229	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 15:37	02-08-2024 16:23	0:0:45:52			All Mail Archive Then Compact issue	Onsite
15230	08-02-2024	SAKET	Adchini	CIVIL	C080220240060		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:35	02-08-2024 16:08	0:0:33:3			Microsoft Silverlight uninstalled	Onsite
15231	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240059		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	08-02-2024 15:35	02-08-2024 16:20	0:0:44:39			LAN cable loose.	Onsite
15232	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240058		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:34	02-08-2024 16:19	0:0:45:5			SAP P92 configured.	Onsite
15233	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240055		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-02-2024 15:33	02-08-2024 16:18	0:0:45:31			Complaint logged.	Onsite
15234	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240057		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:33	02-08-2024 16:19	0:0:45:36			Host file updated.	Onsite
15235	08-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C080220240056		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:33	02-08-2024 16:07	0:0:33:39			MS Office 2013 upgraded	Onsite
15236	08-02-2024	SAKET	Malviya Nagar CC	O-M	C080220240054		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:32	02-08-2024 16:06	0:0:34:33			DTM Shortcut recreated	Remote
15237	08-02-2024	SAKET	Fatehpur Beri CC	O-M	C080220240053		Hardware	PC	Network Not Working	Other	LOW	Closed	08-02-2024 15:31	02-08-2024 16:06	0:0:34:40			Share folder Accessing issue	Remote
15238	08-02-2024	SAKET	MMTC CC	O-M	C080220240052		Hardware	Laptop	Hanging/Slow processing	Patch	LOW	Closed	08-02-2024 15:30	02-08-2024 16:05	0:0:35:26			Windows patches updated	Onsite
15239	08-02-2024	NEHRU PLACE	20 No Building	IT	C080220240051		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 15:00	02-08-2024 16:26	0:1:26:38			Visual studio installation done	Onsite
15240	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240050		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:53	02-08-2024 14:56	0:0:2:52			ram upgraded	Onsite
15241	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240049		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:3:34			ram upgraded	Onsite
15242	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240046		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:4:41			ram upgraded	Onsite
15243	08-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C080220240044		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:57	0:0:5:7			ram upgraded	Onsite
15244	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240047		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:4:17			ram upgraded	Onsite
15245	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240048		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:3:58			ram upgraded	Onsite
15246	08-02-2024	NEHRU PLACE	20 No Building	IT	C080220240045		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 14:52	02-08-2024 16:26	0:1:34:30			Visual studio installation done	Onsite
15247	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C080220240043		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:51	02-08-2024 14:57	0:0:5:52			ram upgraded	Onsite
15248	08-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C080220240042		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	08-02-2024 14:50	02-08-2024 16:25	0:1:35:16			Lotus traveler installation done	Onsite
15249	08-02-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C080220240041		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-02-2024 14:49	02-08-2024 14:58	0:0:8:38			Resolved	Onsite
15250	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C080220240039		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-02-2024 14:48	02-08-2024 14:58	0:0:10:20			Resolved	Onsite
15251	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240040		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 14:48	02-08-2024 14:58	0:0:9:29			Resolved	Onsite
15252	08-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C080220240038		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 14:47	02-08-2024 16:24	0:1:37:28			SAP reinstallation done, issue resolved	Onsite
15253	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C080220240037		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-02-2024 14:47	02-08-2024 14:58	0:0:11:35			Resolved	Onsite
15254	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C080220240036		Hardware	UPS	Backup	Battery	LOW	Closed	08-02-2024 14:46	02-08-2024 14:59	0:0:12:27			Resolved	Onsite
15255	08-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C080220240035		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-02-2024 14:37	02-08-2024 15:53	0:1:15:20			Mouse Replaced.	Onsite
15256	08-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	IT	C080220240034		Telecome	CCTV	DVR/NVR	Power	LOW	Closed	08-02-2024 14:09	02-08-2024 15:40	0:1:30:15			power cable faulty now replaced issue	Onsite
15257	08-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080220240033		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 13:41	02-08-2024 14:22	0:0:41:7			lotus mail create new replica & driver	Onsite
15258	08-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C080220240031		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 13:38	02-08-2024 14:22	0:0:44:8			printer add again with install drivers	Onsite
15259	08-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C080220240032		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 13:38	02-08-2024 14:11	0:0:32:45			Issue has been resolved after	Onsite
15260	08-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C080220240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 13:37	02-08-2024 14:21	0:0:44:0			lotus archive creation done	Onsite
15261	08-02-2024	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim	BUSINESS/	C080220240029		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-02-2024 13:34	02-08-2024 14:20	0:0:46:10			install lan driver and replaced patch	Onsite
15262	08-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C080220240028		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-02-2024 13:32	02-08-2024 13:43	0:0:10:20			check lan driver ok trace lan cable	Onsite
15263	08-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C080220240027		Hardware	System	MS Office	File Not	LOW	Closed	08-02-2024 13:31	02-08-2024 14:15	0:0:43:25			issue resolved after repair the file	Onsite
15264	08-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C080220240025		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-02-2024 13:29	02-08-2024 13:42	0:0:12:51			Trend scan full done & cleanup run	Onsite
15265	08-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C080220240026		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 13:29	02-08-2024 14:14	0:0:45:1			issue resolved after compact the mail	Onsite
15266	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240024		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 13:28	02-08-2024 14:14	0:0:45:35			issue resolved after update the	Onsite
15267	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240023		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 13:27	02-08-2024 14:14	0:0:46:18			issue resolved after update the patch	Onsite
15268	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240022		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-02-2024 13:27	02-08-2024 14:13	0:0:46:18			issue resolved after remove paper	Onsite
15269	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240021		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 13:26	02-08-2024 14:13	0:0:46:25			Mail issue resolved after create a new	Onsite
15270	08-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C080220240020		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 13:01	02-08-2024 14:11	0:1:9:56			Issue has been resolved after reset	Onsite
15271	08-02-2024	DWARKA	C2C Pocket 12 Janakpuri	OM-DIV	C080220240019		Hardware	Printer	Image Issue	Image	LOW	Closed	08-02-2024 12:59	02-08-2024 14:10	0:1:11:21			Issue has been resolved after changed	Onsite
15272	08-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C080220240018		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 12:57	02-08-2024 14:10	0:1:12:41			Issue has been resolved after	Onsite
15273	08-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C080220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 12:57	02-08-2024 14:09	0:1:12:34			Issue has been resolved after	Onsite
15274	08-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C080220240016		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	08-02-2024 12:55	02-08-2024 14:09	0:1:13:45			Issue has been resolved after	Onsite
15275	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240015		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 12:54	02-08-2024 13:01	0:0:7:18			done issue resolved	Onsite
15276	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C080220240014		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	08-02-2024 11:55	2/16/2024 5:24:06 PM	8:5:28:31			Please do the needful.	Onsite
15277	08-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C080220240013		Hardware	PC	Not working at all	Others	LOW	Closed	08-02-2024 11:54	02-08-2024 12:47	0:0:52:41			PC P.M & Audit.	Onsite
15278	08-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C080220240012		Hardware	Laptop	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 11:35	02-08-2024 11:36	0:0:1:1			ask user to snet the request for RAM	Onsite
15279	08-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080220240011		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	08-02-2024 11:26	02-08-2024 11:37	0:0:10:39			change the date and time	Remote
15280	08-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080220240010		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-02-2024 11:25	02-08-2024 11:37	0:0:12:28			mail sent for password reset	Remote
15281	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240009		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 11:24	02-08-2024 11:27	0:0:3:12			password reset issue resolved	Onsite
15282	08-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080220240008		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-02-2024 11:23	02-08-2024 11:37	0:0:14:19			mail sent for password reset	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15283	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240007		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 11:22	02-08-2024 12:47	0:1:24:59			Tarun sap id creation.	Onsite
15284	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240006		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 11:21	02-08-2024 11:27	0:0:5:38			password reset issue resolved	Onsite
15285	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240005		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-02-2024 11:20	02-08-2024 12:48	0:1:27:18			Keyboard Replaced.	Onsite
15286	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240004		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 11:12	02-08-2024 11:18	0:0:6:15			Paper remove from printer &	Onsite
15287	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C080220240003		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-02-2024 11:11	02-08-2024 11:17	0:0:5:52			SIP phone LAN cable reconnect.	Onsite
15288	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240002		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 10:18	02-08-2024 10:24	0:0:5:51			password reset issue resolved	Onsite
15289	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 10:17	02-08-2024 10:24	0:0:6:38			issue resolved	Onsite
15290	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C080220240155		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 17:55	02-08-2024 17:56	0:0:1:21			resolved	Onsite
15291	08-02-2024	OTHERS	VSNL	KCC/MLCC	C080220240154		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 17:43	02-08-2024 18:32	0:0:49:34			Account un-Locked issue resolve	Onsite
15292	08-02-2024	OTHERS	VSNL	KCC/MLCC	C080220240153		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 17:42	02-08-2024 18:32	0:0:49:43			M Cube License Update issue resolve	Onsite
15293	08-02-2024	OTHERS	VSNL	KCC/MLCC	C080220240152		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	08-02-2024 17:41	02-08-2024 18:31	0:0:50:6			UBS driver remove and re-installed	Onsite
15294	08-02-2024	OTHERS	VSNL	BUSINESS/	C080220240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:41	02-08-2024 18:31	0:0:50:22			Create a New replication	Onsite
15295	08-02-2024	OTHERS	VSNL	BUSINESS/	C080220240150		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 17:40	02-08-2024 18:31	0:0:50:32			Installed Firefox issue resolve	Onsite
15296	08-02-2024	OTHERS	VSNL	BUSINESS/	C080220240149		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	08-02-2024 17:39	02-08-2024 18:30	0:0:51:15			USB Cable replaced issue resolve	Onsite
15297	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C080220240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:34	02-08-2024 17:56	0:0:22:23			resolved	Onsite
15298	08-02-2024	OTHERS	VSNL	O-M	C080220240147		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 17:34	02-08-2024 18:30	0:0:56:5			Paper remove issue resolve	Onsite
15299	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C080220240146		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	08-02-2024 17:32	02-08-2024 17:56	0:0:24:50			resolved	Onsite
15300	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C080220240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:29	02-08-2024 17:56	0:0:26:52			resolved	Onsite
15301	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240144		Hardware	PC	Not working at all	Others	LOW	Closed	08-02-2024 17:28	02-08-2024 18:01	0:0:33:12			Ram upgrade upto 6 GB.	Onsite
15302	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240142		Hardware	PC	TFT	Color	LOW	Closed	08-02-2024 17:27	02-08-2024 18:02	0:0:34:48			VGA Cable change.	Onsite
15303	08-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C080220240143		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	08-02-2024 17:27	02-08-2024 17:55	0:0:28:19			resolved	Onsite
15304	08-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C080220240141		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-02-2024 17:09	02-08-2024 17:09	0:0:0:19			Issue Resolved	Onsite
15305	08-02-2024	SAKET	Adchini	SAFETY	C080220240140		Hardware	PC	Not working at all	No power	LOW	Closed	08-02-2024 17:07	02-08-2024 17:16	0:0:8:34			PC not on	Onsite
15306	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240139		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 17:07	02-08-2024 17:15	0:0:8:36			excel file not open	Onsite
15307	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240137		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:05	02-08-2024 17:14	0:0:9:55			Slow	Onsite
15308	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240138		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:05	02-08-2024 17:15	0:0:9:7			Slow	Onsite
15309	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 17:04	02-08-2024 17:06	0:0:1:59			New Replication create	Onsite
15310	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240135		Hardware	System	Other Software	proxy	LOW	Closed	08-02-2024 17:04	02-08-2024 17:08	0:0:4:30			Proxy settings change.	Onsite
15311	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240133		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:03	02-08-2024 17:14	0:0:11:20			RAM upgrade	Onsite
15312	08-02-2024	SAKET	Adchini	BUSINESS/	C080220240134		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 17:03	02-08-2024 17:14	0:0:10:50			RAM upgrade	Onsite
15313	08-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080220240131		Hardware	PC	Network Not Working	Other	LOW	Closed	08-02-2024 17:02	02-08-2024 17:08	0:0:5:55			Proxy Issue	Onsite
15314	08-02-2024	SAKET	Adchini	CHD	C080220240132		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 17:02	02-08-2024 17:12	0:0:10:13			Server side issue	Onsite
15315	08-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080220240130		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 17:01	02-08-2024 17:08	0:0:6:52			Installed	Onsite
15316	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240129		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-02-2024 17:01	02-08-2024 17:08	0:0:7:24			Reinstallation lotus software.	Onsite
15317	08-02-2024	NEHRU PLACE CSO	Third Floor - D Block	ADMIN	C080220240126		Hardware	PC	Network Not Working	No Power	LOW	Closed	08-02-2024 17:00	02-08-2024 17:00	0:0:0:28			Issue Resolved	Onsite
15318	08-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C080220240127		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-02-2024 17:00	02-08-2024 17:07	0:0:7:18			Issue resolved	Onsite
15319	08-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C080220240128		Hardware	Laptop	Screen Issue	Others	LOW	Closed	08-02-2024 17:00	02-08-2024 17:07	0:0:7:1			Connected	Onsite
15320	08-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C080220240124		Hardware	Laptop	System Password issue	Password	LOW	Closed	08-02-2024 16:59	02-08-2024 17:07	0:0:8:2			Issue resolved	Onsite
15321	08-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C080220240125		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 16:59	02-08-2024 17:07	0:0:7:43			Issue resolved	Onsite
15322	08-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C080220240123		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	08-02-2024 16:58	02-08-2024 17:07	0:0:8:18			Issue resolved	Onsite
15323	08-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080220240122		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	08-02-2024 16:58	02-08-2024 17:06	0:0:8:29			Issue resolved	Onsite
15324	08-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C080220240121		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-02-2024 16:57	02-08-2024 17:02	0:0:4:50			Issue Resolved	Onsite
15325	08-02-2024	VASANT KUNJ	C 8	O-M	C080220240120		Hardware	PC	System Password issue	Others	LOW	Closed	08-02-2024 16:57	02-08-2024 17:10	0:0:13:17			The system rejoined the domain	Onsite
15326	08-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080220240119		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	08-02-2024 16:56	02-08-2024 17:01	0:0:5:18			Issue Resolved	Onsite
15327	08-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C080220240117		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-02-2024 16:55	02-08-2024 17:01	0:0:6:5			Issue Resolved	Onsite
15328	08-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C080220240118		Hardware	PC	System Password issue	Others	LOW	Closed	08-02-2024 16:55	02-08-2024 17:01	0:0:5:46			Issue Resolved	Onsite
15329	08-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C080220240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:54	02-08-2024 17:00	0:0:6:24			Issue Resolved	Onsite
15330	08-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C080220240115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:53	02-08-2024 17:07	0:0:14:26			All Mail archive archive and restart	Onsite
15331	08-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C080220240114		Data Centre	Active	Server	Password	LOW	Closed	08-02-2024 16:47	02-08-2024 17:07	0:0:19:49			Ads user Rejoin	Onsite
15332	08-02-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C080220240113		Hardware	System	Other Software	proxy	LOW	Closed	08-02-2024 16:32	02-08-2024 16:33	0:0:0:29			issue resolved after after change the	Onsite
15333	08-02-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C080220240112		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-02-2024 16:31	02-08-2024 16:33	0:0:2:30			issue resolved after clean the ram	Onsite
15334	08-02-2024	NEHRU PLACE	20 No Building	IT	C080220240111		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 16:28	02-08-2024 17:08	0:0:39:53			visual studio installation done	Onsite
15335	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:25	02-08-2024 16:29	0:0:4:28			mail issue	Onsite
15336	08-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080220240109		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 16:24	02-08-2024 16:47	0:0:22:50			Change the password now issue	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15337	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240108		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	08-02-2024 16:24	02-08-2024 16:30	0:0:5:42			OS issue	Onsite
15338	08-02-2024	VASANT KUNJ	Bijwasan	O-M	C080220240105		Hardware	PC	TFT	Power	LOW	Closed	08-02-2024 16:23	02-08-2024 17:05	0:0:41:49			Call has been logged to vendor	Onsite
15339	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240106		Hardware	System	MS Office	Software	LOW	Closed	08-02-2024 16:23	02-08-2024 16:30	0:0:7:12			MS office issue	Onsite
15340	08-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C080220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:23	02-08-2024 16:47	0:0:23:56			Create the new workspace now issue	Remote
15341	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240107		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 16:23	02-08-2024 16:30	0:0:6:31			SAP issue	Onsite
15342	08-02-2024	OTHERS	Andrews Ganj	Enforcem	C080220240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 16:22	02-08-2024 16:31	0:0:8:30			Printer issue	Onsite
15343	08-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C080220240101		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 16:21	02-08-2024 16:45	0:0:24:31			Remove the paper from printer now	Onsite
15344	08-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080220240102		Telecome	Instrumen	SIP	Others	LOW	Closed	08-02-2024 16:21	02-08-2024 16:46	0:0:25:5			Login with number and password now	Onsite
15345	08-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C080220240100		Network	Link	Link Connectivity Issue	Others	LOW	Closed	08-02-2024 16:20	02-08-2024 16:44	0:0:24:32			FLT Done	Onsite
15346	08-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C080220240099		Hardware	Printer	Image Issue	Hardware	LOW	Closed	08-02-2024 16:18	02-08-2024 17:12	0:0:53:23			Tray setting corrected.	Remote
15347	08-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C080220240096		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 16:17	02-08-2024 17:11	0:0:54:35			Login unlocked and password	Remote
15348	08-02-2024	OTHERS	PLA Court	Enforcem	C080220240097		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 16:17	02-08-2024 16:31	0:0:14:10			Printer issue	Onsite
15349	08-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C080220240098		Hardware	PC	System Password issue	Others	HIGH	Closed	08-02-2024 16:17	02-08-2024 16:40	0:0:23:9			reset win password	Onsite
15350	08-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C080220240093		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-02-2024 16:16	02-08-2024 16:42	0:0:26:15			mail size problem	Onsite
15351	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240094		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 16:16	02-08-2024 16:30	0:0:13:39			Adobe reader reinstalled.	Onsite
15352	08-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C080220240095		Hardware	PC	Restart Problem	Others	HIGH	Closed	08-02-2024 16:16	02-08-2024 16:41	0:0:25:9			power issue	Onsite
15353	08-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C080220240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:15	02-08-2024 16:29	0:0:13:40			Mail software reinstalled.	Onsite
15354	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 16:15	02-08-2024 16:29	0:0:13:57			Printer installed with drivers.	Onsite
15355	08-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C080220240090		Hardware	MOUSE	Not working	Other	HIGH	Closed	08-02-2024 16:15	02-08-2024 16:42	0:0:27:21			mouse reconnect	Onsite
15356	08-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C080220240088		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-02-2024 16:14	02-08-2024 16:41	0:0:26:41			ip changed	Onsite
15357	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 16:14	02-08-2024 16:29	0:0:14:20			Printer installed with drivers.	Onsite
15358	08-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C080220240087		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	08-02-2024 16:09	02-08-2024 17:11	0:1:1:48			scanner lance clean and problem	Onsite
15359	08-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C080220240086		Hardware	Printer	No display on Panel	Printer	MEDIUM	Closed	08-02-2024 16:07	02-08-2024 17:10	0:1:2:38			power extension board one socket	Onsite
15360	08-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C080220240085		Hardware	Printer	No display on Panel	Others	LOW	Closed	08-02-2024 16:07	02-08-2024 16:41	0:0:33:19			Printer issue resolved	Onsite
15361	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240084		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-02-2024 16:07	02-08-2024 16:40	0:0:33:38			Keyboard not working issue resolved	Onsite
15362	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240083		Hardware	System	Other Software	Adobe	LOW	Closed	08-02-2024 16:06	02-08-2024 16:40	0:0:34:6			Google chrome not working issue	Onsite
15363	08-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C080220240082		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	08-02-2024 16:05	02-08-2024 16:44	0:0:38:28			RAM CLEAN AND SLOT CHANGE	Onsite
15364	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240081		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	08-02-2024 16:05	02-08-2024 16:40	0:0:35:18			Printer not working issue resolved	Onsite
15365	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240080		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	08-02-2024 16:04	02-08-2024 16:40	0:0:35:49			Email not working issue resolved	Onsite
15366	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 16:02	02-08-2024 16:39	0:0:36:48			Email not working issue resolved	Onsite
15367	08-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080220240078		Hardware	System	Other Software	Adobe	LOW	Closed	08-02-2024 16:02	02-08-2024 16:39	0:0:37:22			Ms office no working issue resolved	Onsite
15368	08-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C080220240077		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	08-02-2024 15:58	02-08-2024 16:43	0:0:44:45			MOUSE CHANGE AND PROBLEM	Onsite
15369	08-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C080220240076		Hardware	PC	TFT	Color	MEDIUM	Closed	08-02-2024 15:53	02-08-2024 16:42	0:0:48:34			VGA CABLE CHANGE AND COLOR	Onsite
15370	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C080220240075		Hardware	System	MS Office	File	LOW	Closed	08-02-2024 15:47	02-08-2024 16:42	0:0:55:14			installed the winrar software issue	Onsite
15371	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C080220240074		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 15:46	02-08-2024 16:41	0:0:55:2			updated the printer drivers issue	Onsite
15372	08-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C080220240073		Network	Link	Link Connectivity Issue	Device	LOW	Closed	08-02-2024 15:45	02-08-2024 16:40	0:0:55:6			reboot the network device issue	Onsite
15373	08-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C080220240072		Hardware	Attendane	Not working at all	Network	LOW	Closed	08-02-2024 15:43	02-08-2024 16:39	0:0:56:51			change the rz45 issue resolved	Onsite
15374	08-02-2024	SARITA VIHAR	Badarpur Building No 6	CUSTOME	C080220240071		Hardware	KEYBOAR	Not working	Sent to	HIGH	Closed	08-02-2024 15:42	02-08-2024 23:26	0:7:44:7			Send to Nehru place for replacement	
15375	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C080220240070		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 15:42	02-08-2024 16:39	0:0:57:7			reset the system password issue	Onsite
15376	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240068		Hardware	Printer	Image Issue	Light	LOW	Closed	08-02-2024 15:41	02-08-2024 16:27	0:0:45:33			cartage replaced now working	Onsite
15377	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C080220240069		Hardware	MOUSE	Not working	Sent to	LOW	Closed	08-02-2024 15:41	02-08-2024 16:22	0:0:40:39			Replaced mouse from nehru place	
15378	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C080220240067		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-02-2024 15:41	02-08-2024 16:21	0:0:40:24			Run the mail dienotes issue resolved	
15379	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C080220240065		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 15:40	02-08-2024 16:19	0:0:39:7			Change the chorme brouse setting	
15380	08-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C080220240066		Hardware	PC	Not working at all	Others	LOW	Closed	08-02-2024 15:40	02-08-2024 16:39	0:0:58:15			shifted the pc from dss room to chd	Onsite
15381	08-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C080220240063		Network	Internet	Internet Issue	Internet	LOW	Closed	08-02-2024 15:39	02-08-2024 16:37	0:0:57:45			given the site access rights issue	Onsite
15382	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 15:39	02-08-2024 16:26	0:0:46:53			removed jam paper issue resolved..	Onsite
15383	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240062		Hardware	PC	Restart Problem	Others	LOW	Closed	08-02-2024 15:38	02-08-2024 16:25	0:0:47:1			new system installed now working	Onsite
15384	08-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080220240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 15:37	02-08-2024 16:23	0:0:45:52			All Mail Archive Then Compact issue	Onsite
15385	08-02-2024	SAKET	Adchini	CIVIL	C080220240060		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:35	02-08-2024 16:08	0:0:33:3			Microsoft Silverlight uninstalled	Onsite
15386	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240059		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	08-02-2024 15:35	02-08-2024 16:20	0:0:44:39			LAN cable loose.	Onsite
15387	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240058		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:34	02-08-2024 16:19	0:0:45:5			SAP P92 configured.	Onsite
15388	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240055		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-02-2024 15:33	02-08-2024 16:18	0:0:45:31			Complaint logged.	Onsite
15389	08-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080220240057		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:33	02-08-2024 16:19	0:0:45:36			Host file updated.	Onsite
15390	08-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C080220240056		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:33	02-08-2024 16:07	0:0:33:39			MS Office 2013 upgraded	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15391	08-02-2024	SAKET	Malviya Nagar CC	O-M	C080220240054		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 15:32	02-08-2024 16:06	0:0:34:33			DTM Shortcut recreated	Remote
15392	08-02-2024	SAKET	Fatehpur Beri CC	O-M	C080220240053		Hardware	PC	Network Not Working	Other	LOW	Closed	08-02-2024 15:31	02-08-2024 16:06	0:0:34:40			Share folder Accessing issue	Remote
15393	08-02-2024	SAKET	MMTC CC	O-M	C080220240052		Hardware	Laptop	Hanging/Slow processing	Patch	LOW	Closed	08-02-2024 15:30	02-08-2024 16:05	0:0:35:26			Windows patches updated	Onsite
15394	08-02-2024	NEHRU PLACE	20 No Building	IT	C080220240051		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 15:00	02-08-2024 16:26	0:1:26:38			Visual studio installation done	Onsite
15395	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240050		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:53	02-08-2024 14:56	0:0:2:52			ram upgraded	Onsite
15396	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240049		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:3:34			ram upgraded	Onsite
15397	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240046		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:4:41			ram upgraded	Onsite
15398	08-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C080220240044		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:57	0:0:5:7			ram upgraded	Onsite
15399	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240047		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:4:17			ram upgraded	Onsite
15400	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240048		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:52	02-08-2024 14:56	0:0:3:58			ram upgraded	Onsite
15401	08-02-2024	NEHRU PLACE	20 No Building	IT	C080220240045		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 14:52	02-08-2024 16:26	0:1:34:30			Visual studio installation done	Onsite
15402	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C080220240043		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 14:51	02-08-2024 14:57	0:0:5:52			ram upgraded	Onsite
15403	08-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C080220240042		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	08-02-2024 14:50	02-08-2024 16:25	0:1:35:16			Lotus traveler installation done	Onsite
15404	08-02-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C080220240041		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-02-2024 14:49	02-08-2024 14:58	0:0:8:38			Resolved	Onsite
15405	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C080220240039		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-02-2024 14:48	02-08-2024 14:58	0:0:10:20			Resolved	Onsite
15406	08-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080220240040		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 14:48	02-08-2024 14:58	0:0:9:29			Resolved	Onsite
15407	08-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C080220240038		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 14:47	02-08-2024 16:24	0:1:37:28			SAP reinstallation done, issue resolved	Onsite
15408	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C080220240037		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-02-2024 14:47	02-08-2024 14:58	0:0:11:35			Resolved	Onsite
15409	08-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C080220240036		Hardware	UPS	Backup	Battery	LOW	Closed	08-02-2024 14:46	02-08-2024 14:59	0:0:12:27			Resolved	Onsite
15410	08-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C080220240035		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-02-2024 14:37	02-08-2024 15:53	0:1:15:20			Mouse Replaced.	Onsite
15411	08-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	IT	C080220240034		Telecome	CCTV	DVR/NVR	Power	LOW	Closed	08-02-2024 14:09	02-08-2024 15:40	0:1:30:15			power cable faulty now replaced issue	Onsite
15412	08-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080220240033		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 13:41	02-08-2024 14:22	0:0:41:7			lotus mail create new replica & driver	Onsite
15413	08-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C080220240031		Hardware	System	Other Software	New	LOW	Closed	08-02-2024 13:38	02-08-2024 14:22	0:0:44:8			printer add again with install drivers	Onsite
15414	08-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C080220240032		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 13:38	02-08-2024 14:11	0:0:32:45			Issue has been resolved after	Onsite
15415	08-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C080220240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 13:37	02-08-2024 14:21	0:0:44:0			lotus archive creation done	Onsite
15416	08-02-2024	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim	BUSINESS/	C080220240029		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-02-2024 13:34	02-08-2024 14:20	0:0:46:10			install lan driver and replaced patch	Onsite
15417	08-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C080220240028		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	08-02-2024 13:32	02-08-2024 13:43	0:0:10:20			check lan driver ok trace lan cable	Onsite
15418	08-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C080220240027		Hardware	System	MS Office	File Not	LOW	Closed	08-02-2024 13:31	02-08-2024 14:15	0:0:43:25			issue resolved after repair the file	Onsite
15419	08-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C080220240025		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-02-2024 13:29	02-08-2024 13:42	0:0:12:51			Trend scan full done & cleanup run	Onsite
15420	08-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	HR	C080220240026		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 13:29	02-08-2024 14:14	0:0:45:1			issue resolved after compact the mail	Onsite
15421	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240024		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 13:28	02-08-2024 14:14	0:0:45:35			issue resolved after update the	Onsite
15422	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240023		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 13:27	02-08-2024 14:14	0:0:46:18			issue resolved after update the patch	Onsite
15423	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240022		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-02-2024 13:27	02-08-2024 14:13	0:0:46:18			issue resolved after remove paper	Onsite
15424	08-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C080220240021		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-02-2024 13:26	02-08-2024 14:13	0:0:46:25			Mail issue resolved after create a new	Onsite
15425	08-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C080220240020		Hardware	System	Other Software	software	LOW	Closed	08-02-2024 13:01	02-08-2024 14:11	0:1:9:56			Issue has been resolved after reset	Onsite
15426	08-02-2024	DWARKA	C2C Pocket 12 Janakpuri	OM-DIV	C080220240019		Hardware	Printer	Image Issue	Image	LOW	Closed	08-02-2024 12:59	02-08-2024 14:10	0:1:11:21			Issue has been resolved after changed	Onsite
15427	08-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C080220240018		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-02-2024 12:57	02-08-2024 14:10	0:1:12:41			Issue has been resolved after	Onsite
15428	08-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C080220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 12:57	02-08-2024 14:09	0:1:12:34			Issue has been resolved after	Onsite
15429	08-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	OM-DIV	C080220240016		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	08-02-2024 12:55	02-08-2024 14:09	0:1:13:45			Issue has been resolved after	Onsite
15430	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240015		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 12:54	02-08-2024 13:01	0:0:7:18			done issue resolved	Onsite
15431	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C080220240014		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	08-02-2024 11:55	2/16/2024 5:24:06 PM	8:5:28:31			Please do the needful.	Onsite
15432	08-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C080220240013		Hardware	PC	Not working at all	Others	LOW	Closed	08-02-2024 11:54	02-08-2024 12:47	0:0:52:41			PC P.M & Audit.	Onsite
15433	08-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C080220240012		Hardware	Laptop	Hanging/Slow processing	RAM Issue	LOW	Closed	08-02-2024 11:35	02-08-2024 11:36	0:0:1:1			ask user to snet the request for RAM	Onsite
15434	08-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080220240011		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	08-02-2024 11:26	02-08-2024 11:37	0:0:10:39			change the date and time	Remote
15435	08-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080220240010		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-02-2024 11:25	02-08-2024 11:37	0:0:12:28			mail sent for password reset	Remote
15436	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240009		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 11:24	02-08-2024 11:27	0:0:3:12			password reset issue resolved	Onsite
15437	08-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080220240008		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-02-2024 11:23	02-08-2024 11:37	0:0:14:19			mail sent for password reset	Remote
15438	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240007		Hardware	System	Other Software	Browser	LOW	Closed	08-02-2024 11:22	02-08-2024 12:47	0:1:24:59			Tarun sap id creation.	Onsite
15439	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240006		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 11:21	02-08-2024 11:27	0:0:5:38			password reset issue resolved	Onsite
15440	08-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080220240005		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-02-2024 11:20	02-08-2024 12:48	0:1:27:18			Keyboard Replaced.	Onsite
15441	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080220240004		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-02-2024 11:12	02-08-2024 11:18	0:0:6:15			Paper remove from printer &	Onsite
15442	08-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C080220240003		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-02-2024 11:11	02-08-2024 11:17	0:0:5:52			SIP phone LAN cable reconnect.	Onsite
15443	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240002		Hardware	PC	System Password issue	Password	LOW	Closed	08-02-2024 10:18	02-08-2024 10:24	0:0:5:51			password reset issue resolved	Onsite
15444	08-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080220240001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-02-2024 10:17	02-08-2024 10:24	0:0:6:38			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15445	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C090220240168		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:49	02-09-2024 18:14	0:0:25:18			Printer configured as reqd.	Onsite
15446	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C090220240167		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:44	02-09-2024 18:14	0:0:30:2			Printer configured as reqd.	Onsite
15447	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C090220240166		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:43	02-09-2024 18:14	0:0:30:44			Printer configured as reqd.	Onsite
15448	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C090220240165		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:42	02-09-2024 18:14	0:0:32:10			Printer configured as reqd.	Onsite
15449	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/	C090220240164		Hardware	Laptop	Not working at all	RAM Issue	LOW	Closed	09-02-2024 17:40	02-09-2024 18:13	0:0:33:22			RAM slot changed, laptop working	Onsite
15450	09-02-2024	OTHERS	VSNL	RCM	C090220240163		Hardware	PC	System Password issue	Password	LOW	Closed	09-02-2024 17:30	02-09-2024 17:32	0:0:1:48			Password Unlock	Onsite
15451	09-02-2024	OTHERS	VSNL	RCM	C090220240162		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-02-2024 17:30	02-09-2024 17:32	0:0:2:7			Account Un-Lock	Onsite
15452	09-02-2024	OTHERS	VSNL	RCM	C090220240160		Hardware	Attendane	Others	new	LOW	Closed	09-02-2024 17:28	02-09-2024 17:31	0:0:3:51			register id card	Onsite
15453	09-02-2024	OTHERS	VSNL	RCM	C090220240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 17:28	02-09-2024 17:32	0:0:3:31			Printer Installed	Onsite
15454	09-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C090220240159		Hardware	PC	Restart Problem	Others	LOW	Closed	09-02-2024 17:24	02-09-2024 17:25	0:0:0:51			issue resolved	Onsite
15455	09-02-2024	OTHERS	VSNL	O-M	C090220240158		Hardware	Attendane	Others	new	LOW	Closed	09-02-2024 17:24	02-09-2024 17:31	0:0:7:32			register id card	Onsite
15456	09-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C090220240157		Hardware	PC	TFT	Power	LOW	Closed	09-02-2024 17:23	02-09-2024 17:25	0:0:2:33			issue resolved	Onsite
15457	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090220240156		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	09-02-2024 17:17	02-09-2024 17:18	0:0:0:46			resolved	Onsite
15458	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSK	C090220240155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 17:16	02-09-2024 17:18	0:0:2:18			resolved	Onsite
15459	09-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C090220240154		Network	LAN Issue	LAN Issue	Others	LOW	Closed	09-02-2024 17:15	02-09-2024 17:40	0:0:25:6			LAN port has been changed on the	Onsite
15460	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090220240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 17:13	02-09-2024 17:18	0:0:4:20			resolved	Onsite
15461	09-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C090220240152		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-02-2024 16:47	02-09-2024 17:38	0:0:51:8			FLT has been done with LAN team and	Onsite
15462	09-02-2024	VASANT KUNJ	D 4	O-M	C090220240151		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-02-2024 16:45	02-09-2024 17:34	0:0:49:4			Mail location changed home to online	Remote
15463	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240150		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 16:34	02-09-2024 16:39	0:0:5:4			Printer driver reinstall.	Onsite
15464	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240149		Telecome	Instrumen	IP	Network	LOW	Closed	09-02-2024 16:33	02-09-2024 16:38	0:0:5:13			1 Meter LAN cable Required.	Onsite
15465	09-02-2024	SAKET	Adchini	DTC	C090220240148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 16:33	02-09-2024 16:43	0:0:10:25			Printer Installed	
15466	09-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C090220240147		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 16:29	02-09-2024 16:35	0:0:5:41			ess add in proxy now issue resolved	Remote
15467	09-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090220240146		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 16:29	02-09-2024 16:43	0:0:14:1			File corrupted.	Onsite
15468	09-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C090220240145		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:28	02-09-2024 16:34	0:0:5:56			chrome browser reset now issue	Remote
15469	09-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C090220240144		Hardware	System	Other Software	New	MEDIUM	Closed	09-02-2024 16:21	02-09-2024 16:42	0:0:20:20			P92 icon created issue resolved	Remote
15470	09-02-2024	NEHRU PLACE	20 No Building	Energy	C090220240142		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 16:19	02-09-2024 16:54	0:0:35:12			temp & prefetch file clean and restart	Onsite
15471	09-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C090220240143		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:19	02-09-2024 17:33	0:1:13:37			SAP P92 configured	Remote
15472	09-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C090220240141		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:18	02-09-2024 17:32	0:1:14:3			Browser setting changed	Remote
15473	09-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090220240140		Hardware	System	Other Software	Adobe	MEDIUM	Closed	09-02-2024 16:17	02-09-2024 16:42	0:0:25:18			After repair pdf file issue resolved	Remote
15474	09-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C090220240139		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	09-02-2024 16:16	02-09-2024 16:18	0:0:1:44			Issue Resolved	Onsite
15475	09-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C090220240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-02-2024 16:16	02-09-2024 16:18	0:0:2:7			Issue Resolved	Onsite
15476	09-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C090220240134		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 16:15	02-09-2024 16:17	0:0:2:19			Issue Resolved	Onsite
15477	09-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C090220240137		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	09-02-2024 16:15	02-09-2024 16:43	0:0:27:29			after remapped archive file issue	Remote
15478	09-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C090220240136		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 16:15	02-09-2024 16:18	0:0:2:24			Issue Resolved	Onsite
15479	09-02-2024	NEHRU PLACE	20 No Building	O-M	C090220240135		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	09-02-2024 16:15	02-09-2024 16:53	0:0:38:5			dienotes run and clean to task	Onsite
15480	09-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C090220240133		Hardware	Laptop	Screen Issue	Others	LOW	Closed	09-02-2024 16:15	02-09-2024 16:17	0:0:2:36			Issue Resolved	Onsite
15481	09-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C090220240131		Hardware	PC	Network Not Working	No Power	LOW	Closed	09-02-2024 16:14	02-09-2024 16:17	0:0:2:42			Issue Resolved	Onsite
15482	09-02-2024	NEHRU PLACE	20 No Building	Billing	C090220240130		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 16:14	02-09-2024 16:53	0:0:38:52			SAP P92 reconfigure	Onsite
15483	09-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C090220240132		Hardware	Laptop	Screen Issue	Others	LOW	Closed	09-02-2024 16:14	02-09-2024 16:17	0:0:2:47			Issue Resolved	Onsite
15484	09-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Finance	C090220240129		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-02-2024 16:13	02-09-2024 16:17	0:0:3:32			Issue Resolved	Onsite
15485	09-02-2024	NEHRU PLACE	20 No Building	OET	C090220240128		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 16:13	02-09-2024 16:52	0:0:39:21			printer driver update	Onsite
15486	09-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C090220240127		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 16:12	02-09-2024 16:52	0:0:40:5			Chrome re-installation done	Onsite
15487	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240126		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-02-2024 16:11	02-09-2024 17:27	0:1:16:4			Scanner shutdown for 10 minutes	Onsite
15488	09-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090220240125		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	09-02-2024 16:11	02-09-2024 16:43	0:0:32:17			After replace Patch cable issue	Remote
15489	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240124		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:10	02-09-2024 17:28	0:1:18:18			After cleanup & defragment & restart	Onsite
15490	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240123		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 16:09	02-09-2024 17:29	0:1:19:57			Power cable tight.	Onsite
15491	09-02-2024	PALAM	Kailash Puri Complaint Center	O-M	C090220240122		Hardware	PC	TFT	Others	LOW	Closed	09-02-2024 16:07	02-09-2024 17:29	0:1:21:56			Another TFT Installation.	Onsite
15492	09-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090220240120		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	09-02-2024 16:07	02-09-2024 16:43	0:0:35:57			Printer paper clear.	Onsite
15493	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240121		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 16:07	02-09-2024 16:38	0:0:30:38			Uninstall Software and again installed	Onsite
15494	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240119		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 16:06	02-09-2024 16:36	0:0:30:22			Paper Tray setting change.	Onsite
15495	09-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C090220240118		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	09-02-2024 16:05	02-09-2024 16:44	0:0:38:23			After update printer driver issue	Remote
15496	09-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C090220240117		Hardware	PC	TFT	Others	LOW	Closed	09-02-2024 15:53	02-09-2024 15:54	0:0:1:36			issue resolved after change the VGA	Onsite
15497	09-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090220240116		Hardware	System	Other Software	software	MEDIUM	Closed	09-02-2024 15:52	02-09-2024 16:45	0:0:52:29			Sap software reinstalled call closed	Remote
15498	09-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C090220240115		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 15:51	02-09-2024 15:55	0:0:3:46			issue resolved after change the proxy	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15499	09-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C090220240112		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 15:49	02-09-2024 17:12	0:1:23:12			Printer driver installation done	Onsite
15500	09-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C090220240113		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	09-02-2024 15:49	02-09-2024 16:58	0:1:8:52			scanner driver reinstalled and scanner	Onsite
15501	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240114		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	09-02-2024 15:49	02-09-2024 17:12	0:1:22:54			Email not working issue resolved	Onsite
15502	09-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C090220240111		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	09-02-2024 15:48	02-09-2024 16:55	0:1:6:56			Network switch port hang restart	Onsite
15503	09-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C090220240110		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 15:48	02-09-2024 17:12	0:1:23:56			Printer not working issue resolved	Onsite
15504	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C090220240109		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 15:47	02-09-2024 16:31	0:0:43:44			resolved	Onsite
15505	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240108		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:46	02-09-2024 17:11	0:1:25:9			Ms office not working issue resolved	Onsite
15506	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240107		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:45	02-09-2024 17:11	0:1:26:20			Ms excel not working issue resolved	Onsite
15507	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240106		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:44	02-09-2024 17:11	0:1:26:48			Ms office not working issue resolved	Onsite
15508	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240105		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 15:44	02-09-2024 17:11	0:1:26:56			Google chrome not working issue	Onsite
15509	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240104		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 15:43	02-09-2024 17:10	0:1:27:15			IP msg not working issue resolved	Onsite
15510	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240103		Hardware	MOUSE	Not working	Hardware	LOW	Closed	09-02-2024 15:43	02-09-2024 17:10	0:1:27:29			Mouse not working issue resolved	Onsite
15511	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240101		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	09-02-2024 15:42	02-09-2024 16:10	0:0:28:17			Scanner issue	Onsite
15512	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240102		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:42	02-09-2024 17:10	0:1:27:37			Ms office not working issue resolved	Onsite
15513	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240100		Network	Internet	Not working	Hardware	LOW	Closed	09-02-2024 15:41	02-09-2024 17:09	0:1:27:55			Mouse not working issue not working	Onsite
15514	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240099		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 15:41	02-09-2024 16:11	0:0:29:23			ESS ISsue	Onsite
15515	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240095		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 15:40	02-09-2024 16:36	0:0:56:1			PC some data copy on Pen drive	Onsite
15516	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240097		Network	Internet	Internet Issue	Internet	LOW	Closed	09-02-2024 15:40	02-09-2024 17:09	0:1:28:32			Internet not working resolved	Onsite
15517	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240096		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-02-2024 15:40	02-09-2024 16:11	0:0:31:23			OS installation	Onsite
15518	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240098		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 15:40	02-09-2024 16:11	0:0:30:41			Printer issue	Onsite
15519	09-02-2024	OTHERS	HUDCO Grid	PROTECTI	C090220240094		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	09-02-2024 15:39	02-09-2024 16:11	0:0:32:7			OS issue	Onsite
15520	09-02-2024	OTHERS	IIT Grid	Enforcem	C090220240093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 15:38	02-09-2024 16:12	0:0:33:55			Printer issue	Onsite
15521	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C090220240092		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	09-02-2024 15:37	2/15/2024 5:30:15 PM	6:1:52:46			please arrange lan team 1 nos lan port	Onsite
15522	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240090		Hardware	Printer	Paper Pickup	Others	LOW	Closed	09-02-2024 15:37	02-09-2024 15:50	0:0:13:21			issue resolved after reinstall the driver	Onsite
15523	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C090220240091		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	09-02-2024 15:37	02-09-2024 15:52	0:0:15:22			printer paper jam cline	Onsite
15524	09-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C090220240089		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 15:36	02-09-2024 16:35	0:0:58:51			Call Closed.	Onsite
15525	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240088		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 15:36	02-09-2024 15:49	0:0:13:23			issue resolved after change the	Onsite
15526	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240087		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-02-2024 15:35	02-09-2024 15:49	0:0:13:36			issue resolved after after LAN	Onsite
15527	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C090220240086		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-02-2024 15:35	02-09-2024 15:56	0:0:21:11			ram reconnect	Onsite
15528	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240085		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-02-2024 15:35	02-09-2024 15:48	0:0:12:56			issue resolved after after LAN	Onsite
15529	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240084		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-02-2024 15:35	02-09-2024 15:43	0:0:8:52			issue resolved after installation done	Onsite
15530	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240083		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 15:34	02-09-2024 15:43	0:0:8:51			issue resolved after change the USB	Onsite
15531	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C090220240082		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	09-02-2024 15:34	02-09-2024 15:57	0:0:22:47			password reset	Onsite
15532	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240081		Hardware	System	MS Office	Others	LOW	Closed	09-02-2024 15:33	02-09-2024 15:42	0:0:9:13			issue resolved after repair the	Onsite
15533	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240080		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 15:33	02-09-2024 15:42	0:0:9:6			issue resolved after change the setting	Onsite
15534	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C090220240079		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-02-2024 15:32	02-09-2024 15:52	0:0:19:19			Printer drivers install	Onsite
15535	09-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	BUSINESS/	C090220240077		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 15:31	02-09-2024 15:31	0:0:0:19			repair the os	Onsite
15536	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C090220240078		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-02-2024 15:31	02-09-2024 15:51	0:0:20:1			os repair	Onsite
15537	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090220240076		Hardware	PC	TFT	Color	MEDIUM	Closed	09-02-2024 15:30	02-09-2024 16:49	0:1:19:1			VGA CABLE CHANGE AND PROBLEM	Onsite
15538	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240075		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 15:29	02-09-2024 15:30	0:0:0:55			repair the os	Onsite
15539	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C090220240074		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	09-02-2024 15:28	02-09-2024 15:50	0:0:22:20			reinstall mail	Onsite
15540	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240073		Software	SAP R/3	BSP Finance	Others	LOW	Closed	09-02-2024 15:28	02-09-2024 15:29	0:0:1:45			configure the sap	Remote
15541	09-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C090220240072		Network	Link	Link Connectivity Issue	Others	HIGH	Closed	09-02-2024 15:27	02-09-2024 15:50	0:0:22:34			light down	Onsite
15542	09-02-2024	SAKET	D-Block Saket	O-M	C090220240071		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 15:27	02-09-2024 16:05	0:0:38:28			PC Shifted to other room	Onsite
15543	09-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C090220240070		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-02-2024 15:24	02-09-2024 16:05	0:0:40:43			Windows Activated	Onsite
15544	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C090220240069		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	09-02-2024 15:23	02-09-2024 16:43	0:1:20:20			keyboard clean and problem resolved.	Onsite
15545	09-02-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C090220240068		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	09-02-2024 15:18	02-09-2024 16:42	0:1:23:58			Network ip reconfigure and problem	Onsite
15546	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090220240067		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	09-02-2024 15:13	02-09-2024 16:41	0:1:27:50			Network cable reconnect and problem	Onsite
15547	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C090220240066		Hardware	System	MS Office	File Print	MEDIUM	Closed	09-02-2024 15:12	02-09-2024 16:39	0:1:27:47			Restart the pc and word file open	Onsite
15548	09-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C090220240065		Hardware	UPS	Backup	Battery	LOW	Closed	09-02-2024 15:11	02-09-2024 15:53	0:0:42:12			Replace battery now working fine	Onsite
15549	09-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C090220240064		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 15:07	02-09-2024 15:52	0:0:45:9			Clean temp files now working fine	Remote
15550	09-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C090220240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 15:06	02-09-2024 15:51	0:0:45:29			Create local replica now working fine	Remote
15551	09-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C090220240062		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-02-2024 15:03	02-09-2024 16:22	0:1:18:43			Done network troubleshooting steps	Onsite
15552	09-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C090220240061		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-02-2024 15:03	02-09-2024 15:51	0:0:48:10			Done network troubleshooting steps	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15553	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C090220240060		Hardware	PC	System Password issue	Password	LOW	Closed	09-02-2024 15:00	02-09-2024 15:45	0:0:45:4			reset login password issue resolved	Onsite
15554	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C090220240059		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	09-02-2024 14:59	02-09-2024 15:45	0:0:45:25			updated the driver issue resolved	Onsite
15555	09-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C090220240058		Hardware	PC	Restart Problem	Physical	LOW	Closed	09-02-2024 14:56	02-09-2024 15:44	0:0:48:22			clean the ram issue resovled	Onsite
15556	09-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C090220240057		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 14:48	02-09-2024 15:44	0:0:56:11			reinstalled the acrobat issue resolved	Onsite
15557	09-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C090220240056		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:46	02-09-2024 15:44	0:0:57:37			cleared the paper issue resolved	Onsite
15558	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:46	02-09-2024 15:09	0:0:23:11			Removed Jam Paper Now Working	Onsite
15559	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C090220240054		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	09-02-2024 14:46	02-09-2024 15:44	0:0:57:44			change the cord issue resolved	Onsite
15560	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240055		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-02-2024 14:46	02-09-2024 14:53	0:0:7:14			reset the scanner	Onsite
15561	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240052		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 14:45	02-09-2024 15:10	0:0:24:46			USB Printer Not Connected With	Onsite
15562	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 14:44	02-09-2024 15:08	0:0:24:24			Printer Drivers Installed & Connected	Onsite
15563	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240051		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 14:44	02-09-2024 15:09	0:0:24:31			Adobe Installed Now working Issue	Onsite
15564	09-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C090220240048		NON-SAP	Others	Others	Others	LOW	Closed	09-02-2024 14:43	02-09-2024 14:54	0:0:11:3			repair the excel	Remote
15565	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C090220240049		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-02-2024 14:43	02-09-2024 15:43	0:1:0:10			change the password issue resolved	Onsite
15566	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C090220240047		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-02-2024 14:41	02-09-2024 15:39	0:0:58:3			reset mail id issue resolved	Onsite
15567	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240046		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	09-02-2024 14:40	02-09-2024 14:55	0:0:15:18			replace the keyboard	Onsite
15568	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240045		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 14:38	02-09-2024 14:55	0:0:17:30			replace the patch cable	Onsite
15569	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C090220240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:36	02-09-2024 15:40	0:1:4:23			Paper remove from printer.	Onsite
15570	09-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C090220240043		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	09-02-2024 14:33	02-09-2024 15:39	0:1:6:47			Window repairing with booting pen	Onsite
15571	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C090220240042		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 14:32	02-09-2024 15:39	0:1:7:1			Proxy setting changed.	Onsite
15572	09-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C090220240041		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 14:31	02-09-2024 15:37	0:1:6:21			Printer reinstalled with drivers.	Onsite
15573	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C090220240040		Hardware	PC	Not working at all	Physical	LOW	Closed	09-02-2024 14:30	02-09-2024 15:37	0:1:6:21			Physical Cleaning & reinsert the RAM.	Onsite
15574	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C090220240039		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 14:30	02-09-2024 15:36	0:1:6:23			LAN Cable reconnect .	Onsite
15575	09-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090220240038		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 14:28	02-09-2024 15:07	0:0:38:40			Temp file deleted.	Onsite
15576	09-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090220240037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:25	02-09-2024 15:06	0:0:40:47			Host file updated.	Onsite
15577	09-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C090220240036		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 14:23	02-09-2024 15:13	0:0:49:8			Issue has been resolve after	Remote
15578	09-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090220240035		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 14:23	02-09-2024 15:05	0:0:41:14			RAM faulty.	Onsite
15579	09-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C090220240034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:19	02-09-2024 15:12	0:0:53:2			Issue has been resolve after create the	Remote
15580	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:18	02-09-2024 15:20	0:1:1:32			Create new archive now issue	Remote
15581	09-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C090220240032		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:18	02-09-2024 15:11	0:0:53:11			Issue has been resolve after	Remote
15582	09-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C090220240031		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	09-02-2024 14:16	02-09-2024 15:10	0:0:54:36			Issue has been resolve after set the	Onsite
15583	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240029		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 14:15	02-09-2024 15:19	0:1:4:22			SAP Uploading Code change now	Remote
15584	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090220240028		Hardware	OTHERS	VPN ISSUE	System	HIGH	Closed	09-02-2024 14:15	02-09-2024 16:30	0:2:15:42			resolved	Onsite
15585	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240030		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 14:15	02-09-2024 15:20	0:1:4:8			Uninstalled and re installed the	Remote
15586	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:14	02-09-2024 15:18	0:1:4:17			Change the password now issue	Remote
15587	09-02-2024	ALAKNANDA	CR Park HR Office	HR	C090220240026		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:14	02-09-2024 15:18	0:1:4:31			Remove the paper from printer now	Onsite
15588	09-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C090220240025		Hardware	Laptop	Not working at all	Others	LOW	Closed	09-02-2024 14:13	02-09-2024 15:18	0:1:5:6			Long press the power button and	Onsite
15589	09-02-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C090220240024		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 13:09	02-09-2024 13:09	0:0:0:31			Trend scan full done , removed temp	Onsite
15590	09-02-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C090220240023		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 12:57	02-09-2024 14:00	0:1:2:56			PC P.M & Audit.	Onsite
15591	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C090220240022		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 12:51	02-09-2024 16:30	0:3:39:17			resolved	Onsite
15592	09-02-2024	NEHRU PLACE	20 No Building	IT	C090220240021		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 12:41	02-09-2024 13:15	0:0:34:10			installation done	Onsite
15593	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240020		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 12:40	02-09-2024 13:32	0:0:51:49			Coolant paste in Processor.	Onsite
15594	09-02-2024	NEHRU PLACE	20 No Building	Energy	C090220240019		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	09-02-2024 12:40	2/14/2024 10:10:17 AM	4:21:30:6			Call Close by Subhash & Sanjay	Onsite
15595	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240018		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 12:39	02-09-2024 13:31	0:0:52:13			Ram upgrade upto 6 gb.	Onsite
15596	09-02-2024	NEHRU PLACE	20 No Building	C-M	C090220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 12:38	02-09-2024 13:15	0:0:36:48			mail setting change, issue resolved	Onsite
15597	09-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C090220240016		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 12:37	02-09-2024 13:14	0:0:37:34			Genius software installation done	Onsite
15598	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240015		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 12:36	02-09-2024 13:31	0:0:54:40			Coolant Paste in Processor.	Onsite
15599	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240014		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 12:30	02-09-2024 13:30	0:0:59:49			Ram Upgrade Upto 6 GB.	Onsite
15600	09-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	MMG	C090220240013		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 12:23	02-09-2024 12:28	0:0:4:58			add bsp server on sap logon icon	Onsite
15601	09-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C090220240012		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 12:18	02-09-2024 12:27	0:0:9:13			Sap BSP server add call as user having	Onsite
15602	09-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	MMG	C090220240011		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	09-02-2024 12:14	02-09-2024 12:29	0:0:14:32			biometrix machine call attendance	Onsite
15603	09-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C090220240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 12:11	02-09-2024 12:27	0:0:15:49			path given again & create new replica	Onsite
15604	09-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C090220240009		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 12:06	02-09-2024 12:25	0:0:18:48			driver install set lan ip again now print	Onsite
15605	09-02-2024	SAKET	Chhatarpur CC	O-M	C090220240008		Hardware	OTHERS	VPN ISSUE	Wifi/Mobi	LOW	Closed	09-02-2024 11:52	02-09-2024 12:17	0:0:24:53			Data service provider changed, now	Remote
15606	09-02-2024	SAKET	Adchini	BUSINESS/	C090220240007		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 11:42	02-09-2024 12:18	0:0:36:2			Printer driver replaced	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15607	09-02-2024	SAKET	Adchini	BUSINESS/	C090220240006		Hardware	Laptop	Not working at all	Others	LOW	Closed	09-02-2024 11:40	02-09-2024 12:16	0:0:36:8			Update the Windows	Remote
15608	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C090220240005		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	09-02-2024 10:43	2/16/2024 5:23:38 PM	7:6:40:22			LAN not working.	Onsite
15609	09-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C090220240004		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 09:59	02-09-2024 10:47	0:0:47:29			restart the pc now issue resolved	Onsite
15610	09-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C090220240003		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	09-02-2024 09:58	02-09-2024 10:46	0:0:48:6			hdd drive moisture cleaned now issue	Onsite
15611	09-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090220240002		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 09:57	02-09-2024 10:07	0:0:10:50			open in firefox now issue resolved	Onsite
15612	09-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090220240001		Hardware	System	MS Office	File Not	LOW	Closed	09-02-2024 09:56	02-09-2024 10:07	0:0:10:58			now open after restart the pc issue	Onsite
15613	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C090220240168		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:49	02-09-2024 18:14	0:0:25:18			Printer configured as reqd.	Onsite
15614	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C090220240167		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:44	02-09-2024 18:14	0:0:30:2			Printer configured as reqd.	Onsite
15615	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C090220240166		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:43	02-09-2024 18:14	0:0:30:44			Printer configured as reqd.	Onsite
15616	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C090220240165		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 17:42	02-09-2024 18:14	0:0:32:10			Printer configured as reqd.	Onsite
15617	09-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C090220240164		Hardware	Laptop	Not working at all	RAM Issue	LOW	Closed	09-02-2024 17:40	02-09-2024 18:13	0:0:33:22			RAM slot changed, laptop working	Onsite
15618	09-02-2024	OTHERS	VSNL	RCM	C090220240163		Hardware	PC	System Password issue	Password	LOW	Closed	09-02-2024 17:30	02-09-2024 17:32	0:0:1:48			Password Unlock	Onsite
15619	09-02-2024	OTHERS	VSNL	RCM	C090220240162		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-02-2024 17:30	02-09-2024 17:32	0:0:2:7			Account Un-Lock	Onsite
15620	09-02-2024	OTHERS	VSNL	RCM	C090220240160		Hardware	Attendane	Others	new	LOW	Closed	09-02-2024 17:28	02-09-2024 17:31	0:0:3:51			register id card	Onsite
15621	09-02-2024	OTHERS	VSNL	RCM	C090220240161		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 17:28	02-09-2024 17:32	0:0:3:31			Printer Installed	Onsite
15622	09-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C090220240159		Hardware	PC	Restart Problem	Others	LOW	Closed	09-02-2024 17:24	02-09-2024 17:25	0:0:0:51			issue resolved	Onsite
15623	09-02-2024	OTHERS	VSNL	O-M	C090220240158		Hardware	Attendane	Others	new	LOW	Closed	09-02-2024 17:24	02-09-2024 17:31	0:0:7:32			register id card	Onsite
15624	09-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C090220240157		Hardware	PC	TFT	Power	LOW	Closed	09-02-2024 17:23	02-09-2024 17:25	0:0:2:33			issue resolved	Onsite
15625	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090220240156		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	09-02-2024 17:17	02-09-2024 17:18	0:0:0:46			resolved	Onsite
15626	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	DSK	C090220240155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 17:16	02-09-2024 17:18	0:0:2:18			resolved	Onsite
15627	09-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C090220240154		Network	LAN Issue	LAN Issue	Others	LOW	Closed	09-02-2024 17:15	02-09-2024 17:40	0:0:25:6			LAN port has been changed on the	Onsite
15628	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090220240153		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 17:13	02-09-2024 17:18	0:0:4:20			resolved	Onsite
15629	09-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C090220240152		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-02-2024 16:47	02-09-2024 17:38	0:0:51:8			FLT has been done with LAN team and	Onsite
15630	09-02-2024	VASANT KUNJ	D 4	O-M	C090220240151		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	09-02-2024 16:45	02-09-2024 17:34	0:0:49:4			Mail location changed home to online	Remote
15631	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240150		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 16:34	02-09-2024 16:39	0:0:5:4			Printer driver reinstall.	Onsite
15632	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240149		Telecome	Instrumen	IP	Network	LOW	Closed	09-02-2024 16:33	02-09-2024 16:38	0:0:5:13			1 Meter LAN cable Required.	Onsite
15633	09-02-2024	SAKET	Adchini	DTC	C090220240148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 16:33	02-09-2024 16:43	0:0:10:25			Printer Installed	
15634	09-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C090220240147		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 16:29	02-09-2024 16:35	0:0:5:41			ess add in proxy now issue resolved	Remote
15635	09-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090220240146		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 16:29	02-09-2024 16:43	0:0:14:1			File corrupted.	Onsite
15636	09-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C090220240145		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:28	02-09-2024 16:34	0:0:5:56			chrome browser reset now issue	Remote
15637	09-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C090220240144		Hardware	System	Other Software	New	MEDIUM	Closed	09-02-2024 16:21	02-09-2024 16:42	0:0:20:20			P92 icon created issue resolved	Remote
15638	09-02-2024	NEHRU PLACE	20 No Building	Energy	C090220240142		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 16:19	02-09-2024 16:54	0:0:35:12			temp & prefetch file clean and restart	Onsite
15639	09-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C090220240143		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:19	02-09-2024 17:33	0:1:13:37			SAP P92 configured	Remote
15640	09-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C090220240141		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:18	02-09-2024 17:32	0:1:14:3			Browser setting changed	Remote
15641	09-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090220240140		Hardware	System	Other Software	Adobe	MEDIUM	Closed	09-02-2024 16:17	02-09-2024 16:42	0:0:25:18			After repair pdf file issue resolved	Remote
15642	09-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C090220240139		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	09-02-2024 16:16	02-09-2024 16:18	0:0:1:44			Issue Resolved	Onsite
15643	09-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C090220240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-02-2024 16:16	02-09-2024 16:18	0:0:2:7			Issue Resolved	Onsite
15644	09-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C090220240134		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 16:15	02-09-2024 16:17	0:0:2:19			Issue Resolved	Onsite
15645	09-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C090220240137		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	09-02-2024 16:15	02-09-2024 16:43	0:0:27:29			after remapped archive file issue	Remote
15646	09-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C090220240136		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 16:15	02-09-2024 16:18	0:0:2:24			Issue Resolved	Onsite
15647	09-02-2024	NEHRU PLACE	20 No Building	O-M	C090220240135		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	09-02-2024 16:15	02-09-2024 16:53	0:0:38:5			dienotes run and clean to task	Onsite
15648	09-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C090220240133		Hardware	Laptop	Screen Issue	Others	LOW	Closed	09-02-2024 16:15	02-09-2024 16:17	0:0:2:36			Issue Resolved	Onsite
15649	09-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C090220240131		Hardware	PC	Network Not Working	No Power	LOW	Closed	09-02-2024 16:14	02-09-2024 16:17	0:0:2:42			Issue Resolved	Onsite
15650	09-02-2024	NEHRU PLACE	20 No Building	Billing	C090220240130		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 16:14	02-09-2024 16:53	0:0:38:52			SAP P92 reconfigure	Onsite
15651	09-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C090220240132		Hardware	Laptop	Screen Issue	Others	LOW	Closed	09-02-2024 16:14	02-09-2024 16:17	0:0:2:47			Issue Resolved	Onsite
15652	09-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Finance	C090220240129		Hardware	Laptop	Other Issue	Others	LOW	Closed	09-02-2024 16:13	02-09-2024 16:17	0:0:3:32			Issue Resolved	Onsite
15653	09-02-2024	NEHRU PLACE	20 No Building	OET	C090220240128		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 16:13	02-09-2024 16:52	0:0:39:21			printer driver update	Onsite
15654	09-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C090220240127		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 16:12	02-09-2024 16:52	0:0:40:5			Chrome re-installation done	Onsite
15655	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240126		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-02-2024 16:11	02-09-2024 17:27	0:1:16:4			Scanner shutdown for 10 minutes	Onsite
15656	09-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090220240125		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	09-02-2024 16:11	02-09-2024 16:43	0:0:32:17			After replace Patch cable issue	Remote
15657	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240124		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 16:10	02-09-2024 17:28	0:1:18:18			After cleanup & defragment & restart	Onsite
15658	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240123		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 16:09	02-09-2024 17:29	0:1:19:57			Power cable tight.	Onsite
15659	09-02-2024	PALAM	Kailash Puri Complaint Center	O-M	C090220240122		Hardware	PC	TFT	Others	LOW	Closed	09-02-2024 16:07	02-09-2024 17:29	0:1:21:56			Another TFT Installation.	Onsite
15660	09-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090220240120		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	09-02-2024 16:07	02-09-2024 16:43	0:0:35:57			Printer paper clear.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15661	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240121		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 16:07	02-09-2024 16:38	0:0:30:38			Uninstall Software and again installed	Onsite
15662	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240119		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 16:06	02-09-2024 16:36	0:0:30:22			Paper Tray setting change.	Onsite
15663	09-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C090220240118		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	09-02-2024 16:05	02-09-2024 16:44	0:0:38:23			After update printer driver issue	Remote
15664	09-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C090220240117		Hardware	PC	TFT	Others	LOW	Closed	09-02-2024 15:53	02-09-2024 15:54	0:0:1:36			issue resolved after change the VGA	Onsite
15665	09-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C090220240116		Hardware	System	Other Software	software	MEDIUM	Closed	09-02-2024 15:52	02-09-2024 16:45	0:0:52:29			Sap software reinstalled call closed	Remote
15666	09-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C090220240115		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 15:51	02-09-2024 15:55	0:0:3:46			issue resolved after change the proxy	Onsite
15667	09-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C090220240112		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 15:49	02-09-2024 17:12	0:1:23:12			Printer driver installation done	Onsite
15668	09-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C090220240113		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	09-02-2024 15:49	02-09-2024 16:58	0:1:8:52			scanner driver reinstalled and scanner	Onsite
15669	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240114		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	09-02-2024 15:49	02-09-2024 17:12	0:1:22:54			Email not working issue resolved	Onsite
15670	09-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C090220240111		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	09-02-2024 15:48	02-09-2024 16:55	0:1:6:56			Network switch port hang restart	Onsite
15671	09-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C090220240110		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 15:48	02-09-2024 17:12	0:1:23:56			Printer not working issue resolved	Onsite
15672	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C090220240109		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 15:47	02-09-2024 16:31	0:0:43:44			resolved	Onsite
15673	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240108		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:46	02-09-2024 17:11	0:1:25:9			Ms office not working issue resolved	Onsite
15674	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240107		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:45	02-09-2024 17:11	0:1:26:20			Ms excel not working issue resolved	Onsite
15675	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240106		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:44	02-09-2024 17:11	0:1:26:48			Ms office not working issue resolved	Onsite
15676	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240105		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 15:44	02-09-2024 17:11	0:1:26:56			Google chrome not working issue	Onsite
15677	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240104		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 15:43	02-09-2024 17:10	0:1:27:15			IP msg not working issue resolved	Onsite
15678	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240103		Hardware	MOUSE	Not working	Hardware	LOW	Closed	09-02-2024 15:43	02-09-2024 17:10	0:1:27:29			Mouse not working issue resolved	Onsite
15679	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240101		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	09-02-2024 15:42	02-09-2024 16:10	0:0:28:17			Scanner issue	Onsite
15680	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240102		Hardware	System	MS Office	File	LOW	Closed	09-02-2024 15:42	02-09-2024 17:10	0:1:27:37			Ms office not working issue resolved	Onsite
15681	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240100		Network	Internet	Not working	Hardware	LOW	Closed	09-02-2024 15:41	02-09-2024 17:09	0:1:27:55			Mouse not working issue not working	Onsite
15682	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240099		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 15:41	02-09-2024 16:11	0:0:29:23			ESS ISsue	Onsite
15683	09-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C090220240095		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 15:40	02-09-2024 16:36	0:0:56:1			PC some data copy on Pen drive	Onsite
15684	09-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C090220240097		Network	Internet	Internet Issue	Internet	LOW	Closed	09-02-2024 15:40	02-09-2024 17:09	0:1:28:32			Internet not working resolved	Onsite
15685	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240096		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-02-2024 15:40	02-09-2024 16:11	0:0:31:23			OS installation	Onsite
15686	09-02-2024	OTHERS	Andrews Ganj	Enforcem	C090220240098		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 15:40	02-09-2024 16:11	0:0:30:41			Printer issue	Onsite
15687	09-02-2024	OTHERS	HUDCO Grid	PROTECTI	C090220240094		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	09-02-2024 15:39	02-09-2024 16:11	0:0:32:7			OS issue	Onsite
15688	09-02-2024	OTHERS	IIT Grid	Enforcem	C090220240093		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 15:38	02-09-2024 16:12	0:0:33:55			Printer issue	Onsite
15689	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C090220240092		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	09-02-2024 15:37	2/15/2024 5:30:15 PM	6:1:52:46			please arrange lan team 1 nos lan port	Onsite
15690	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240090		Hardware	Printer	Paper Pickup	Others	LOW	Closed	09-02-2024 15:37	02-09-2024 15:50	0:0:13:21			issue resolved after reinstall the driver	Onsite
15691	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C090220240091		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	09-02-2024 15:37	02-09-2024 15:52	0:0:15:22			printer paper jam cline	Onsite
15692	09-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C090220240089		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 15:36	02-09-2024 16:35	0:0:58:51			Call Closed.	Onsite
15693	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240088		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 15:36	02-09-2024 15:49	0:0:13:23			issue resolved after change the	Onsite
15694	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240087		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-02-2024 15:35	02-09-2024 15:49	0:0:13:36			issue resolved after after LAN	Onsite
15695	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C090220240086		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-02-2024 15:35	02-09-2024 15:56	0:0:21:11			ram reconnect	Onsite
15696	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240085		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	09-02-2024 15:35	02-09-2024 15:48	0:0:12:56			issue resolved after after LAN	Onsite
15697	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240084		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-02-2024 15:35	02-09-2024 15:43	0:0:8:52			issue resolved after installation done	Onsite
15698	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240083		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 15:34	02-09-2024 15:43	0:0:8:51			issue resolved after change the USB	Onsite
15699	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C090220240082		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	09-02-2024 15:34	02-09-2024 15:57	0:0:22:47			password reset	Onsite
15700	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240081		Hardware	System	MS Office	Others	LOW	Closed	09-02-2024 15:33	02-09-2024 15:42	0:0:9:13			issue resolved after repair the	Onsite
15701	09-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C090220240080		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 15:33	02-09-2024 15:42	0:0:9:6			issue resolved after change the setting	Onsite
15702	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C090220240079		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-02-2024 15:32	02-09-2024 15:52	0:0:19:19			Printer drivers install	Onsite
15703	09-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	BUSINESS/	C090220240077		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 15:31	02-09-2024 15:31	0:0:0:19			repair the os	Onsite
15704	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C090220240078		Hardware	PC	Restart Problem	Others	HIGH	Closed	09-02-2024 15:31	02-09-2024 15:51	0:0:20:1			os repair	Onsite
15705	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090220240076		Hardware	PC	TFT	Color	MEDIUM	Closed	09-02-2024 15:30	02-09-2024 16:49	0:1:19:1			VGA CABLE CHANGE AND PROBLEM	Onsite
15706	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240075		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 15:29	02-09-2024 15:30	0:0:0:55			repair the os	Onsite
15707	09-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C090220240074		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	09-02-2024 15:28	02-09-2024 15:50	0:0:22:20			reinstall mail	Onsite
15708	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240073		Software	SAP R/3	BSP Finance	Others	LOW	Closed	09-02-2024 15:28	02-09-2024 15:29	0:0:1:45			configure the sap	Remote
15709	09-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C090220240072		Network	Link	Link Connectivity Issue	Others	HIGH	Closed	09-02-2024 15:27	02-09-2024 15:50	0:0:22:34			light down	Onsite
15710	09-02-2024	SAKET	D-Block Saket	O-M	C090220240071		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 15:27	02-09-2024 16:05	0:0:38:28			PC Shifted to other room	Onsite
15711	09-02-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C090220240070		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	09-02-2024 15:24	02-09-2024 16:05	0:0:40:43			Windows Activated	Onsite
15712	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C090220240069		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	09-02-2024 15:23	02-09-2024 16:43	0:1:20:20			keyboard clean and problem resolved.	Onsite
15713	09-02-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C090220240068		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	09-02-2024 15:18	02-09-2024 16:42	0:1:23:58			Network ip reconfigure and problem	Onsite
15714	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C090220240067		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	09-02-2024 15:13	02-09-2024 16:41	0:1:27:50			Network cable reconnect and problem	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15715	09-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C090220240066		Hardware	System	MS Office	File Print	MEDIUM	Closed	09-02-2024 15:12	02-09-2024 16:39	0:1:27:47			Restart the pc and word file open	Onsite
15716	09-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C090220240065		Hardware	UPS	Backup	Battery	LOW	Closed	09-02-2024 15:11	02-09-2024 15:53	0:0:42:12			Replace battery now working fine	Onsite
15717	09-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C090220240064		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 15:07	02-09-2024 15:52	0:0:45:9			Clean temp files now working fine	Remote
15718	09-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C090220240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 15:06	02-09-2024 15:51	0:0:45:29			Create local replica now working fine	Remote
15719	09-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C090220240062		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-02-2024 15:03	02-09-2024 16:22	0:1:18:43			Done network troubleshooting steps	Onsite
15720	09-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C090220240061		Network	Link	Link Connectivity Issue	Link	LOW	Closed	09-02-2024 15:03	02-09-2024 15:51	0:0:48:10			Done network troubleshooting steps	Onsite
15721	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C090220240060		Hardware	PC	System Password issue	Password	LOW	Closed	09-02-2024 15:00	02-09-2024 15:45	0:0:45:4			reset login password issue resolved	Onsite
15722	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C090220240059		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	09-02-2024 14:59	02-09-2024 15:45	0:0:45:25			updated the driver issue resolved	Onsite
15723	09-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C090220240058		Hardware	PC	Restart Problem	Physical	LOW	Closed	09-02-2024 14:56	02-09-2024 15:44	0:0:48:22			clean the ram issue resovled	Onsite
15724	09-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C090220240057		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 14:48	02-09-2024 15:44	0:0:56:11			reinstalled the acrobat issue resolved	Onsite
15725	09-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C090220240056		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:46	02-09-2024 15:44	0:0:57:37			cleared the paper issue resolved	Onsite
15726	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:46	02-09-2024 15:09	0:0:23:11			Removed Jam Paper Now Working	Onsite
15727	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C090220240054		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	09-02-2024 14:46	02-09-2024 15:44	0:0:57:44			change the cord issue resolved	Onsite
15728	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240055		Hardware	Scanner	Scaning issue	Others	LOW	Closed	09-02-2024 14:46	02-09-2024 14:53	0:0:7:14			reset the scanner	Onsite
15729	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240052		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 14:45	02-09-2024 15:10	0:0:24:46			USB Printer Not Connected With	Onsite
15730	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 14:44	02-09-2024 15:08	0:0:24:24			Printer Drivers Installed & Connected	Onsite
15731	09-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C090220240051		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 14:44	02-09-2024 15:09	0:0:24:31			Adobe Installed Now working Issue	Onsite
15732	09-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C090220240048		NON-SAP	Others	Others	Others	LOW	Closed	09-02-2024 14:43	02-09-2024 14:54	0:0:11:3			repair the excel	Remote
15733	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C090220240049		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-02-2024 14:43	02-09-2024 15:43	0:1:0:10			change the password issue resolved	Onsite
15734	09-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C090220240047		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	09-02-2024 14:41	02-09-2024 15:39	0:0:58:3			reset mail id issue resolved	Onsite
15735	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240046		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	09-02-2024 14:40	02-09-2024 14:55	0:0:15:18			replace the keyboard	Onsite
15736	09-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C090220240045		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 14:38	02-09-2024 14:55	0:0:17:30			replace the patch cable	Onsite
15737	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C090220240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:36	02-09-2024 15:40	0:1:4:23			Paper remove from printer.	Onsite
15738	09-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C090220240043		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	09-02-2024 14:33	02-09-2024 15:39	0:1:6:47			Window repairing with booting pen	Onsite
15739	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C090220240042		Hardware	System	Other Software	proxy	LOW	Closed	09-02-2024 14:32	02-09-2024 15:39	0:1:7:1			Proxy setting changed.	Onsite
15740	09-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C090220240041		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 14:31	02-09-2024 15:37	0:1:6:21			Printer reinstalled with drivers.	Onsite
15741	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C090220240040		Hardware	PC	Not working at all	Physical	LOW	Closed	09-02-2024 14:30	02-09-2024 15:37	0:1:6:21			Physical Cleaning & reinsert the RAM.	Onsite
15742	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C090220240039		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-02-2024 14:30	02-09-2024 15:36	0:1:6:23			LAN Cable reconnect .	Onsite
15743	09-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C090220240038		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 14:28	02-09-2024 15:07	0:0:38:40			Temp file deleted.	Onsite
15744	09-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090220240037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:25	02-09-2024 15:06	0:0:40:47			Host file updated.	Onsite
15745	09-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C090220240036		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 14:23	02-09-2024 15:13	0:0:49:8			Issue has been resolve after	Remote
15746	09-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C090220240035		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	09-02-2024 14:23	02-09-2024 15:05	0:0:41:14			RAM faulty.	Onsite
15747	09-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C090220240034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:19	02-09-2024 15:12	0:0:53:2			Issue has been resolve after create the	Remote
15748	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:18	02-09-2024 15:20	0:1:1:32			Create new archive now issue	Remote
15749	09-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C090220240032		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:18	02-09-2024 15:11	0:0:53:11			Issue has been resolve after	Remote
15750	09-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C090220240031		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	09-02-2024 14:16	02-09-2024 15:10	0:0:54:36			Issue has been resolve after set the	Onsite
15751	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240029		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 14:15	02-09-2024 15:19	0:1:4:22			SAP Uploading Code change now	Remote
15752	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C090220240028		Hardware	OTHERS	VPN ISSUE	System	HIGH	Closed	09-02-2024 14:15	02-09-2024 16:30	0:2:15:42			resolved	Onsite
15753	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240030		Hardware	System	Other Software	software	LOW	Closed	09-02-2024 14:15	02-09-2024 15:20	0:1:4:8			Uninstalled and re installed the	Remote
15754	09-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C090220240027		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 14:14	02-09-2024 15:18	0:1:4:17			Change the password now issue	Remote
15755	09-02-2024	ALAKNANDA	CR Park HR Office	HR	C090220240026		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	09-02-2024 14:14	02-09-2024 15:18	0:1:4:31			Remove the paper from printer now	Onsite
15756	09-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C090220240025		Hardware	Laptop	Not working at all	Others	LOW	Closed	09-02-2024 14:13	02-09-2024 15:18	0:1:5:6			Long press the power button and	Onsite
15757	09-02-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C090220240024		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 13:09	02-09-2024 13:09	0:0:0:31			Trend scan full done , removed temp	Onsite
15758	09-02-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C090220240023		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 12:57	02-09-2024 14:00	0:1:2:56			PC P.M & Audit.	Onsite
15759	09-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C090220240022		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 12:51	02-09-2024 16:30	0:3:39:17			resolved	Onsite
15760	09-02-2024	NEHRU PLACE	20 No Building	IT	C090220240021		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 12:41	02-09-2024 13:15	0:0:34:10			installation done	Onsite
15761	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240020		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 12:40	02-09-2024 13:32	0:0:51:49			Coolant paste in Processor.	Onsite
15762	09-02-2024	NEHRU PLACE	20 No Building	Energy	C090220240019		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	09-02-2024 12:40	2/14/2024 10:10:17 AM	4:21:30:6			Call Close by Subhash & Sanjay	Onsite
15763	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240018		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 12:39	02-09-2024 13:31	0:0:52:13			Ram upgrade upto 6 gb.	Onsite
15764	09-02-2024	NEHRU PLACE	20 No Building	C-M	C090220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 12:38	02-09-2024 13:15	0:0:36:48			mail setting change, issue resolved	Onsite
15765	09-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C090220240016		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 12:37	02-09-2024 13:14	0:0:37:34			Genius software installation done	Onsite
15766	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240015		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	09-02-2024 12:36	02-09-2024 13:31	0:0:54:40			Coolant Paste in Processor.	Onsite
15767	09-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C090220240014		Hardware	PC	Not working at all	Others	LOW	Closed	09-02-2024 12:30	02-09-2024 13:30	0:0:59:49			Ram Upgrade Upto 6 GB.	Onsite
15768	09-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	MMG	C090220240013		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 12:23	02-09-2024 12:28	0:0:4:58			add bsp server on sap logon icon	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15769	09-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C090220240012		Hardware	System	Other Software	New	LOW	Closed	09-02-2024 12:18	02-09-2024 12:27	0:0:9:13			Sap BSP server add call as user having	Onsite
15770	09-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	MMG	C090220240011		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	09-02-2024 12:14	02-09-2024 12:29	0:0:14:32			biometrix machine call attendance	Onsite
15771	09-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C090220240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	09-02-2024 12:11	02-09-2024 12:27	0:0:15:49			path given again & create new replica	Onsite
15772	09-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C090220240009		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	09-02-2024 12:06	02-09-2024 12:25	0:0:18:48			driver install set lan ip again now print	Onsite
15773	09-02-2024	SAKET	Chhatarpur CC	O-M	C090220240008		Hardware	OTHERS	VPN ISSUE	Wifi/Mobi	LOW	Closed	09-02-2024 11:52	02-09-2024 12:17	0:0:24:53			Data service provider changed, now	Remote
15774	09-02-2024	SAKET	Adchini	BUSINESS/	C090220240007		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	09-02-2024 11:42	02-09-2024 12:18	0:0:36:2			Printer driver replaced	Onsite
15775	09-02-2024	SAKET	Adchini	BUSINESS/	C090220240006		Hardware	Laptop	Not working at all	Others	LOW	Closed	09-02-2024 11:40	02-09-2024 12:16	0:0:36:8			Update the Windows	Remote
15776	09-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C090220240005		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	09-02-2024 10:43	2/16/2024 5:23:38 PM	7:6:40:22			LAN not working.	Onsite
15777	09-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C090220240004		Hardware	System	Other Software	Adobe	LOW	Closed	09-02-2024 09:59	02-09-2024 10:47	0:0:47:29			restart the pc now issue resolved	Onsite
15778	09-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C090220240003		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	09-02-2024 09:58	02-09-2024 10:46	0:0:48:6			hdd drive moisture cleaned now issue	Onsite
15779	09-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090220240002		Hardware	System	Other Software	Browser	LOW	Closed	09-02-2024 09:57	02-09-2024 10:07	0:0:10:50			open in firefox now issue resolved	Onsite
15780	09-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090220240001		Hardware	System	MS Office	File Not	LOW	Closed	09-02-2024 09:56	02-09-2024 10:07	0:0:10:58			now open after restart the pc issue	Onsite
15781	10-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C100220240014		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	10-02-2024 16:13	2/15/2024 5:30:34 PM	5:1:17:30			Phone lan not working pls send lan	Onsite
15782	10-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C100220240013		Network	Link	Link Connectivity Issue	Link	LOW	Closed	10-02-2024 14:44	02-10-2024 15:34	0:0:49:58			Done network troubleshooting steps	Onsite
15783	10-02-2024	SAKET	Chhatarpur CC	O-M	C100220240012		Network	LAN Issue	LAN Issue	Others	LOW	Closed	10-02-2024 12:56	02-10-2024 12:58	0:0:2:6			IP Installed on LAN adaptor	Onsite
15784	10-02-2024	SAKET	Adchini	BUSINESS/	C100220240010		Hardware	System	Other Software	software	LOW	Closed	10-02-2024 12:55	02-10-2024 12:58	0:0:2:50			PDS not work	Onsite
15785	10-02-2024	SAKET	Adchini	BUSINESS/	C100220240011		Hardware	System	Other Software	software	LOW	Closed	10-02-2024 12:55	02-10-2024 12:58	0:0:2:27			PDS not work	Onsite
15786	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240009		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:08	02-10-2024 13:03	0:0:54:44			C-Mos Cell Change.	Onsite
15787	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240008		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:07	02-10-2024 13:03	0:0:56:32			Ram Upgrade upto 6 gb.	Onsite
15788	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240007		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:06	02-10-2024 13:04	0:0:58:4			C-Mos Cell Change.	Onsite
15789	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240006		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:05	02-10-2024 13:04	0:0:59:24			Ram Upgrade upto 6 GB.	Onsite
15790	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240005		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	10-02-2024 12:02	02-10-2024 13:05	0:1:3:3			Paper size do correct.	Onsite
15791	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240004		Hardware	System	Other Software	software	LOW	Closed	10-02-2024 12:01	02-10-2024 13:05	0:1:4:31			Software reinstallation.	Onsite
15792	10-02-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C100220240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-02-2024 11:57	02-10-2024 13:06	0:1:8:49			Work space rename.	Onsite
15793	10-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C100220240002		Network	LAN Issue	LAN Issue	Others	LOW	Closed	10-02-2024 09:48	02-10-2024 10:00	0:0:12:13			24 poet switch have no power ,i check	Onsite
15794	10-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C100220240001		Hardware	PC	Network Not Working	Network	LOW	Closed	10-02-2024 09:47	02-10-2024 09:57	0:0:10:52			network switch power cable faulty	Onsite
15795	10-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C100220240014		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	10-02-2024 16:13	2/15/2024 5:30:34 PM	5:1:17:30			Phone lan not working pls send lan	Onsite
15796	10-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C100220240013		Network	Link	Link Connectivity Issue	Link	LOW	Closed	10-02-2024 14:44	02-10-2024 15:34	0:0:49:58			Done network troubleshooting steps	Onsite
15797	10-02-2024	SAKET	Chhatarpur CC	O-M	C100220240012		Network	LAN Issue	LAN Issue	Others	LOW	Closed	10-02-2024 12:56	02-10-2024 12:58	0:0:2:6			IP Installed on LAN adaptor	Onsite
15798	10-02-2024	SAKET	Adchini	BUSINESS/	C100220240010		Hardware	System	Other Software	software	LOW	Closed	10-02-2024 12:55	02-10-2024 12:58	0:0:2:50			PDS not work	Onsite
15799	10-02-2024	SAKET	Adchini	BUSINESS/	C100220240011		Hardware	System	Other Software	software	LOW	Closed	10-02-2024 12:55	02-10-2024 12:58	0:0:2:27			PDS not work	Onsite
15800	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240009		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:08	02-10-2024 13:03	0:0:54:44			C-Mos Cell Change.	Onsite
15801	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240008		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:07	02-10-2024 13:03	0:0:56:32			Ram Upgrade upto 6 gb.	Onsite
15802	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240007		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:06	02-10-2024 13:04	0:0:58:4			C-Mos Cell Change.	Onsite
15803	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240006		Hardware	PC	Not working at all	Others	LOW	Closed	10-02-2024 12:05	02-10-2024 13:04	0:0:59:24			Ram Upgrade upto 6 GB.	Onsite
15804	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240005		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	10-02-2024 12:02	02-10-2024 13:05	0:1:3:3			Paper size do correct.	Onsite
15805	10-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C100220240004		Hardware	System	Other Software	software	LOW	Closed	10-02-2024 12:01	02-10-2024 13:05	0:1:4:31			Software reinstallation.	Onsite
15806	10-02-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C100220240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	10-02-2024 11:57	02-10-2024 13:06	0:1:8:49			Work space rename.	Onsite
15807	10-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C100220240002		Network	LAN Issue	LAN Issue	Others	LOW	Closed	10-02-2024 09:48	02-10-2024 10:00	0:0:12:13			24 poet switch have no power ,i check	Onsite
15808	10-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C100220240001		Hardware	PC	Network Not Working	Network	LOW	Closed	10-02-2024 09:47	02-10-2024 09:57	0:0:10:52			network switch power cable faulty	Onsite
15809	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C120220240187		Hardware	PC	System Password issue	Others	LOW	Closed	12-02-2024 17:38	02-12-2024 17:40	0:0:2:29			Issue Resolved	Onsite
15810	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C120220240186		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 17:37	02-12-2024 17:40	0:0:3:20			Issue Resolved	Onsite
15811	12-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C120220240185		Hardware	Printer	Image Issue	Others	LOW	Closed	12-02-2024 17:36	02-12-2024 17:40	0:0:4:17			Issue Resolved	Onsite
15812	12-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C120220240184		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-02-2024 17:35	02-12-2024 17:40	0:0:5:10			Issue Resolved	Onsite
15813	12-02-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120220240183		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 17:34	02-12-2024 17:40	0:0:5:37			Issue Resolved	Onsite
15814	12-02-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C120220240182		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 17:33	02-12-2024 17:40	0:0:6:14			Issue Resolved	Onsite
15815	12-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C120220240181		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	12-02-2024 17:32	02-12-2024 17:39	0:0:7:30			Issue Resolved	Onsite
15816	12-02-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C120220240180		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 17:31	02-12-2024 17:39	0:0:8:17			Issue Resolved	Onsite
15817	12-02-2024	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C120220240179		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 17:31	02-12-2024 17:37	0:0:5:53			after flt done issue resolved	Onsite
15818	12-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C120220240177		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 17:30	02-12-2024 17:36	0:0:6:10			after paper jam clear and reinstall	Onsite
15819	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240175		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 17:30	02-12-2024 17:36	0:0:6:6			after paper tray size change issue	Onsite
15820	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C120220240176		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 17:30	02-12-2024 17:39	0:0:9:2			Issue Resolved	Onsite
15821	12-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C120220240178		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:30	02-12-2024 17:39	0:0:8:37			Issue Resolved	Onsite
15822	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C120220240174		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	12-02-2024 17:29	02-12-2024 17:39	0:0:9:23			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15823	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	GIS	C120220240173		Hardware	PC	System Password issue	Others	LOW	Closed	12-02-2024 17:28	02-12-2024 17:39	0:0:10:29			Issue Resolved	Onsite
15824	12-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C120220240172		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 17:27	02-12-2024 17:38	0:0:11:8			Issue Resolved	Onsite
15825	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240171		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 17:23	02-12-2024 17:24	0:0:1:36			resolved	Onsite
15826	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240170		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	12-02-2024 17:22	02-12-2024 17:24	0:0:2:18			resolved	Onsite
15827	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240169		Hardware	PC	Restart Problem	Hardware	LOW	Closed	12-02-2024 17:20	02-12-2024 17:24	0:0:3:8			resolved	Remote
15828	12-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120220240168		Hardware	MOUSE	IP Schema Issue	Change ip	LOW	Closed	12-02-2024 17:19	02-12-2024 17:45	0:0:26:4			New IP Assign	Onsite
15829	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:19	02-12-2024 17:23	0:0:4:30			email id not working	Remote
15830	12-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120220240165		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-02-2024 17:18	02-12-2024 17:45	0:0:27:6			Mouse replaced.	Onsite
15831	12-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C120220240166		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 17:18	02-12-2024 17:31	0:0:13:28			RJ45 has been crimped and reinserted	Onsite
15832	12-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120220240164		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	12-02-2024 17:17	02-12-2024 17:45	0:0:27:58			create new archive and restart mail	Onsite
15833	12-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C120220240163		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 17:11	02-12-2024 17:30	0:0:19:30			Printer set as default	Remote
15834	12-02-2024	VASANT KUNJ	Bijwasan	O-M	C120220240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:09	02-12-2024 17:30	0:0:20:51			Mail archive and compact the mail	Remote
15835	12-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C120220240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:07	02-12-2024 17:29	0:0:21:52			Mail has been configured	Remote
15836	12-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120220240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:07	02-12-2024 17:43	0:0:36:1			Create New Replica.	Onsite
15837	12-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C120220240159		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 17:06	02-12-2024 17:43	0:0:37:7			Going to site for FLT	Onsite
15838	12-02-2024	SAKET	Fatehpur Beri CC	O-M	C120220240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:02	02-12-2024 17:13	0:0:10:43			workspace recreate	Onsite
15839	12-02-2024	SAKET	Fatehpur Beri CC	O-M	C120220240157		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	12-02-2024 17:01	02-12-2024 17:12	0:0:10:54			RJ45 re crimp	Onsite
15840	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240156		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:57	02-12-2024 18:04	0:1:7:8			Oracle re-installed issue resolve	Onsite
15841	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240155		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 16:57	02-12-2024 18:04	0:1:7:21			Adobe re-installed	Onsite
15842	12-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C120220240154		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 16:54	02-12-2024 16:54	0:0:0:37			BSP configured.	Remote
15843	12-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120220240153		Hardware	PC	System Password issue	Password	MEDIUM	Closed	12-02-2024 16:48	02-12-2024 17:25	0:0:37:35			PC PASSWORD RESET AND RESOLVED	Onsite
15844	12-02-2024	SAKET	Adchini	Recovery	C120220240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 16:43	02-12-2024 17:12	0:0:28:15			Mail move to archive	Onsite
15845	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240151		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:42	02-12-2024 17:11	0:0:28:46			pdf file not open	Onsite
15846	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240150		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:42	02-12-2024 18:04	0:1:21:55			M cube remove and re-installed	Onsite
15847	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240149		Network	LAN Issue	LAN Issue	Others	LOW	Closed	12-02-2024 16:41	02-12-2024 17:11	0:0:29:17			LAN not work	Onsite
15848	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240147		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 16:41	02-12-2024 17:09	0:0:28:38			printer not work	Onsite
15849	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240148		Hardware	System	Other Software	New	LOW	Closed	12-02-2024 16:41	02-12-2024 18:03	0:1:22:12			CAS password reset	Onsite
15850	12-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C120220240146		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-02-2024 16:40	02-12-2024 17:22	0:0:42:54			Scanner configured as required	Onsite
15851	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 16:39	02-12-2024 17:07	0:0:28:11			mail not open	Onsite
15852	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240145		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	12-02-2024 16:39	02-12-2024 18:03	0:1:23:57			Driver & Ip restore issue resolve	Onsite
15853	12-02-2024	OTHERS	VSNL	O-M	C120220240142		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-02-2024 16:38	02-12-2024 18:02	0:1:24:33			RAM replaced issue resolve	Onsite
15854	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240143		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:38	02-12-2024 17:07	0:0:28:30			date and time not set	Onsite
15855	12-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C120220240141		Network	LAN Issue	LAN Issue	Port	MEDIUM	Closed	12-02-2024 16:37	02-12-2024 17:25	0:0:47:16			IO PORT CHANGE AND RESOLVED THE	Onsite
15856	12-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C120220240140		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	12-02-2024 16:34	02-12-2024 17:24	0:0:49:53			SCANNER DRIVER REINSTALLED AND	Onsite
15857	12-02-2024	SAKET	Adchini	HR	C120220240139		Network	LAN Issue	LAN Issue	New	LOW	Closed	12-02-2024 16:32	2/14/2024 10:09:07 AM	1:17:36:36			Phone LAN required in room no.208	Onsite
15858	12-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120220240138		Hardware	Printer	Image Issue	Others	MEDIUM	Closed	12-02-2024 16:31	02-12-2024 17:23	0:0:52:17			PRINTER CARTAGE CHANGE AND	Onsite
15859	12-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C120220240137		Hardware	PC	Hanging/Slow processing	Hanging/S	MEDIUM	Closed	12-02-2024 16:28	02-12-2024 17:22	0:0:54:19			clean c drive and desktop data ,temp	Onsite
15860	12-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120220240136		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	12-02-2024 16:26	02-12-2024 17:21	0:0:55:46			RAM SLOT CLEAN AND RECONNECT	Onsite
15861	12-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C120220240135		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-02-2024 16:17	02-12-2024 16:29	0:0:11:55			replaced the patch cable of TO system	Onsite
15862	12-02-2024	SAKET	Shivalik Grid	OM-EHV	C120220240134		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 16:15	02-12-2024 17:18	0:1:2:48			Forget Mail password	Onsite
15863	12-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIC	C120220240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 16:13	02-12-2024 16:28	0:0:15:18			change the network setting issue	Onsite
15864	12-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C120220240131		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 16:10	02-12-2024 16:41	0:0:31:31			PC dust clean and working fine.	Onsite
15865	12-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	BUSINESS/	C120220240130		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 16:10	02-12-2024 16:18	0:0:8:39			Connected	Onsite
15866	12-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C120220240132		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	12-02-2024 16:10	02-12-2024 16:41	0:0:30:30			Temp file removed/Disk cleanup run.	Onsite
15867	12-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	REGULAT	C120220240129		Hardware	Laptop	Screen Issue	Others	LOW	Closed	12-02-2024 16:09	02-12-2024 16:19	0:0:9:17			Connected	Onsite
15868	12-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C120220240128		Hardware	Laptop	Screen Issue	Others	LOW	Closed	12-02-2024 16:09	02-12-2024 16:18	0:0:9:27			Connected	Onsite
15869	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240127		Hardware	PC	System Password issue	Others	LOW	Closed	12-02-2024 16:07	02-12-2024 16:33	0:0:26:2			password issue resolved	Onsite
15870	12-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C120220240126		Hardware	PC	TFT	Half	LOW	Closed	12-02-2024 16:07	02-12-2024 16:08	0:0:0:56			display problem	Onsite
15871	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240125		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 16:06	02-12-2024 16:33	0:0:26:23			Google chrome not working issue	Onsite
15872	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240124		Hardware	System	MS Office	Software	LOW	Closed	12-02-2024 16:05	02-12-2024 16:32	0:0:26:54			Ms excel not working issue resolved	Onsite
15873	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240123		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 16:05	02-12-2024 16:32	0:0:27:5			Google chrome not working issue	Onsite
15874	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240122		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-02-2024 16:03	02-12-2024 16:31	0:0:28:30			Mouse not working issue resolved	Onsite
15875	12-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C120220240121		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	12-02-2024 16:02	02-12-2024 16:41	0:0:39:10			MAil sent to notes support.	Onsite
15876	12-02-2024	OTHERS	Andrews Ganj	Enforcem	C120220240120		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	12-02-2024 15:57	02-12-2024 16:04	0:0:7:35			PC booting issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15877	12-02-2024	OTHERS	Andrews Ganj	Enforcem	C120220240119		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 15:56	02-12-2024 16:04	0:0:8:22			Printer issue	Onsite
15878	12-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C120220240117		Hardware	Laptop	Restart Problem	Others	LOW	Closed	12-02-2024 15:55	02-12-2024 16:05	0:0:9:54			Laptop booting issue	Onsite
15879	12-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C120220240118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 15:55	02-12-2024 17:17	0:1:21:39			Printer driver setting changed	Onsite
15880	12-02-2024	OTHERS	HUDCO Grid	PROTECTI	C120220240116		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 15:52	02-12-2024 16:05	0:0:13:8			Network printer connectivity issue	Onsite
15881	12-02-2024	OTHERS	HUDCO Grid	PROTECTI	C120220240115		Hardware	System	Other Software	New	LOW	Closed	12-02-2024 15:51	02-12-2024 16:06	0:0:14:17			Ess issue	Onsite
15882	12-02-2024	OTHERS	HUDCO Grid	PROTECTI	C120220240114		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-02-2024 15:51	02-12-2024 16:06	0:0:15:14			pc booting issue	Onsite
15883	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240113		Hardware	Printer	Paper Pickup	Hardware	MEDIUM	Closed	12-02-2024 15:49	02-12-2024 16:25	0:0:36:44			Compliant logged to vendor	Onsite
15884	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240111		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	12-02-2024 15:48	02-12-2024 16:26	0:0:37:44			After reset password issue resolved	Remote
15885	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240112		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-02-2024 15:48	02-12-2024 15:48	0:0:0:23			change the port	Onsite
15886	12-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C120220240110		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	12-02-2024 15:47	02-12-2024 16:26	0:0:39:3			compliant logged to vendor for part	Remote
15887	12-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C120220240109		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-02-2024 15:47	02-12-2024 15:49	0:0:1:55			check the scanner and resolve the	Onsite
15888	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240108		Hardware	MOUSE	Not working	Ticket	MEDIUM	Closed	12-02-2024 15:46	02-12-2024 16:27	0:0:40:16			compliant logged to vendor for part	Onsite
15889	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240107		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	12-02-2024 15:45	02-12-2024 16:27	0:0:41:45			compliant logged to vendor for part	Onsite
15890	12-02-2024	SARITA VIHAR	Jullena	OM-DIV	C120220240106		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-02-2024 15:44	02-12-2024 16:27	0:0:42:58			after clear stuck mails and compact	Remote
15891	12-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C120220240105		Hardware	System	MS Office	Others	MEDIUM	Closed	12-02-2024 15:44	02-12-2024 16:28	0:0:44:3			After install hindi font issue resolved	Remote
15892	12-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	MMG	C120220240104		Hardware	System	Other Software	New	HIGH	Closed	12-02-2024 15:44	02-12-2024 16:17	0:0:33:39			ip changed	Onsite
15893	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240102		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	12-02-2024 15:43	02-12-2024 16:28	0:0:45:35			After replaced patch cable issue	Onsite
15894	12-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C120220240103		Hardware	System	MS Office	Others	HIGH	Closed	12-02-2024 15:43	02-12-2024 16:18	0:0:35:11			ms office reinstall	Onsite
15895	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240101		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	12-02-2024 15:42	02-12-2024 16:29	0:0:47:12			After change USB port issue resolved	Onsite
15896	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120220240100		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	12-02-2024 15:40	02-12-2024 17:15	0:1:34:57			OS installation and install all required	
15897	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240098		Hardware	System	MS Office	File	LOW	Closed	12-02-2024 15:39	02-12-2024 16:31	0:0:52:6			Ms excel not working issue resolved	Onsite
15898	12-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C120220240097		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-02-2024 15:39	02-12-2024 16:18	0:0:39:33			ip changed	Onsite
15899	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240099		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 15:39	02-12-2024 16:31	0:0:51:43			IP msg not working issue resolved	Onsite
15900	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120220240096		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 15:38	02-12-2024 16:33	0:0:54:41			Password Reset Now Working issue	Onsite
15901	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120220240094		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 15:37	02-12-2024 16:32	0:0:55:44			Removed jam Paper Now Working	Onsite
15902	12-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C120220240095		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-02-2024 15:37	02-12-2024 16:19	0:0:41:44			lan cable changed	Onsite
15903	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120220240093		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-02-2024 15:36	02-12-2024 16:32	0:0:55:53			RAM Clean & Fix Properly Now	Onsite
15904	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120220240092		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-02-2024 15:36	02-12-2024 16:31	0:0:55:52			Clean All Temp Files & Prfetch Files	Onsite
15905	12-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C120220240091		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-02-2024 15:34	02-12-2024 16:17	0:0:43:6			mail address wrong	Onsite
15906	12-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C120220240090		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:34	02-12-2024 16:48	0:1:14:31			Sap Configure.	Onsite
15907	12-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C120220240089		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-02-2024 15:33	02-12-2024 16:50	0:1:17:36			Printer software installation.	Onsite
15908	12-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C120220240088		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:33	02-12-2024 16:11	0:0:38:48			webex connected as reqd.	Onsite
15909	12-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C120220240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 15:32	02-12-2024 16:51	0:1:19:31			Mail installation & configuration.	Onsite
15910	12-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C120220240086		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:31	02-12-2024 16:53	0:1:22:0			ADS Installation.	Onsite
15911	12-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C120220240085		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:29	02-12-2024 16:11	0:0:41:52			Internet issue resolved as reqd.	Onsite
15912	12-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C120220240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 15:25	02-12-2024 16:08	0:0:43:9			making gate pass done of pc set	Onsite
15913	12-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C120220240083		Hardware	Printer	Image Issue	Black Line	LOW	Closed	12-02-2024 15:23	02-12-2024 16:51	0:1:27:46			call assign to vendor.	Remote
15914	12-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C120220240082		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 15:22	02-12-2024 16:50	0:1:27:43			Paper remove from printer.	Remote
15915	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240081		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	12-02-2024 15:21	02-12-2024 15:26	0:0:4:38			Resolved	Onsite
15916	12-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120220240080		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 15:20	02-12-2024 15:26	0:0:6:10			Resolved	Onsite
15917	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120220240079		Hardware	Printer	No display on Panel	Printer	LOW	Closed	12-02-2024 15:19	02-12-2024 16:07	0:0:48:30			per page call assigned to vendor also	Onsite
15918	12-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120220240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 15:18	02-12-2024 16:50	0:1:31:9			Mail location setting changed.	Remote
15919	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240077		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 15:18	02-12-2024 15:26	0:0:8:24			Resolved	Onsite
15920	12-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120220240076		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 15:17	02-12-2024 16:49	0:1:31:32			Password reset done.	Remote
15921	12-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C120220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 15:17	02-12-2024 16:07	0:0:49:22			lotus archives path given again ,	Onsite
15922	12-02-2024	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala	BUSINESS/	C120220240074		Hardware	PC	Network Not Working	Ticket	LOW	Closed	12-02-2024 15:16	02-12-2024 16:06	0:0:50:22			Network not working FLT done , call	Onsite
15923	12-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120220240073		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 15:16	02-12-2024 15:26	0:0:10:15			Resolved	Onsite
15924	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240070		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 15:14	02-12-2024 15:27	0:0:12:44			Resolved	Onsite
15925	12-02-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C120220240072		Hardware	Printer	No display on Panel	Others	LOW	Closed	12-02-2024 15:14	02-12-2024 16:03	0:0:48:26			Driver install and printer side lan RJ45	Onsite
15926	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240071		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 15:14	02-12-2024 15:27	0:0:12:17			Resolved	Onsite
15927	12-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C120220240069		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-02-2024 15:13	02-12-2024 15:57	0:0:44:7			Printer lan patch cable faulty replaced	Onsite
15928	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240068		Hardware	PC	TFT	Others	LOW	Closed	12-02-2024 15:13	02-12-2024 15:27	0:0:14:13			Resolved	Onsite
15929	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240067		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 15:12	02-12-2024 15:28	0:0:15:8			Resolved	Onsite
15930	12-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C120220240066		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 15:12	02-12-2024 15:28	0:0:16:10			Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15931	12-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C120220240065		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 15:11	02-12-2024 15:28	0:0:16:35			Resolved	Onsite
15932	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240064		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 15:10	02-12-2024 15:28	0:0:17:34			Resolved	Onsite
15933	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240062		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 15:09	02-12-2024 15:28	0:0:19:29			Resolved	Onsite
15934	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240061		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 15:09	02-12-2024 15:28	0:0:19:48			Resolved	Onsite
15935	12-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120220240063		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-02-2024 15:09	02-12-2024 15:28	0:0:18:44			Resolved	Onsite
15936	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240060		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 15:08	02-12-2024 15:28	0:0:20:24			Resolved	Onsite
15937	12-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C120220240059		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 14:53	02-12-2024 15:23	0:0:30:18			issue resolved after change the	Onsite
15938	12-02-2024	SAKET	Jonapur CC	O-M	C120220240058		Hardware	Printer	Image Issue	Light	LOW	Closed	12-02-2024 14:53	02-12-2024 15:53	0:1:0:25			Printing issue	Onsite
15939	12-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C120220240057		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 14:52	02-12-2024 15:23	0:0:30:45			issue resolved after reinstall the	Onsite
15940	12-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C120220240056		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 14:52	02-12-2024 15:23	0:0:30:55			issue resolved after unlock the	Onsite
15941	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240055		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 14:51	02-12-2024 15:22	0:0:31:11			issue resolved after change the	Onsite
15942	12-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C120220240054		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 14:51	02-12-2024 15:52	0:1:1:31			LNG S/W re-installed	Remote
15943	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240053		Hardware	System	MS Office	File Not	LOW	Closed	12-02-2024 14:51	02-12-2024 15:22	0:0:31:20			issue resolved after repair the same	Onsite
15944	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240049		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-02-2024 14:50	02-12-2024 15:30	0:0:40:43			reinsert the tonner	Onsite
15945	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240052		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 14:50	02-12-2024 15:22	0:0:31:28			issue resolved after replace the same	Onsite
15946	12-02-2024	SAKET	Shivalik Grid	OM-EHV	C120220240051		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-02-2024 14:50	02-12-2024 15:52	0:1:1:54			New Scanner installation	Onsite
15947	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-02-2024 14:50	02-12-2024 15:21	0:0:31:20			issue resolved after replicate the mail	Onsite
15948	12-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C120220240048		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 14:49	02-12-2024 15:32	0:0:42:57			restore the windows	Onsite
15949	12-02-2024	ALAKNANDA	G Block Kalkaji	BUSINESS/	C120220240047		Hardware	System	MS Office	Software	LOW	Closed	12-02-2024 14:48	02-12-2024 15:32	0:0:44:22			Reinstalled the MS Office now issue	Remote
15950	12-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C120220240046		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 14:47	02-12-2024 15:33	0:0:45:44			Update the Browser now issue	Onsite
15951	12-02-2024	ALAKNANDA	A 12 Kalkaji	BUSINESS/	C120220240045		Hardware	System	MS Office	Software	LOW	Closed	12-02-2024 14:45	02-12-2024 15:32	0:0:46:49			Reinstalled the MS Office now issue	Remote
15952	12-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C120220240044		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	12-02-2024 14:44	02-12-2024 15:32	0:0:47:24			Boot with HDD drive now issue	Onsite
15953	12-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C120220240043		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	12-02-2024 14:44	02-12-2024 15:11	0:0:27:27			check lan driver ok IP ok replaced	Onsite
15954	12-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120220240042		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 14:43	02-12-2024 15:31	0:0:47:59			P92 password reset now issue	Remote
15955	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120220240041		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 14:42	02-12-2024 15:11	0:0:28:7			Repair lotus and create new replica	Onsite
15956	12-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120220240040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 14:42	02-12-2024 15:30	0:0:48:34			Restart the printer and sharing PC	Onsite
15957	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240039		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 14:41	02-12-2024 14:44	0:0:2:5			password reset issue resolved	Onsite
15958	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C120220240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 14:41	02-12-2024 15:10	0:0:28:49			Install printer driver again & set IP	Onsite
15959	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C120220240037		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 14:40	02-12-2024 15:09	0:0:29:15			Sap software reinstall / repair done	Onsite
15960	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C120220240036		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	12-02-2024 14:39	02-12-2024 15:09	0:0:29:43			Proxy settings done & hosts file	Onsite
15961	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120220240035		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 14:38	02-12-2024 15:08	0:0:29:56			install adobe 8.0 and firewall off now	Onsite
15962	12-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C120220240034		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 14:34	02-12-2024 16:17	0:1:42:45			Done network troubleshooting steps	Onsite
15963	12-02-2024	JANAK PURI	I A 1 Janakpuri	O-M	C120220240033		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 14:33	02-12-2024 15:28	0:0:55:6			Done network troubleshooting steps	Onsite
15964	12-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C120220240032		Hardware	System	Other Software	proxy	LOW	Closed	12-02-2024 14:32	02-12-2024 16:16	0:1:44:22			Change proxy setting now working	Remote
15965	12-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C120220240031		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 14:31	02-12-2024 15:27	0:0:56:38			Archive mails now working fine	Remote
15966	12-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C120220240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 14:02	02-12-2024 14:26	0:0:24:15			issue resolved	Remote
15967	12-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C120220240029		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 14:01	02-12-2024 14:44	0:0:43:2			forticlient installed and working fine	Onsite
15968	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240028		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	12-02-2024 13:39	02-12-2024 14:21	0:0:41:33			Tray setting issue resolved.	Onsite
15969	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 13:38	02-12-2024 14:20	0:0:42:5			Power cable loose.	Onsite
15970	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240027		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 13:38	02-12-2024 14:20	0:0:41:52			Password locked.	Onsite
15971	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240025		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	12-02-2024 13:37	02-12-2024 14:20	0:0:43:16			Laptop sent to NHP. Adapter faulty.	Onsite
15972	12-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120220240024		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 12:53	02-12-2024 13:17	0:0:23:47			Mail account unlock.	Onsite
15973	12-02-2024	PALAM	C2 D,Dabri More Palam Commercial Office	BUSINESS/	C120220240023		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 12:49	02-12-2024 13:17	0:0:28:10			Learn user how to login account.	Onsite
15974	12-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C120220240021		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 12:30	02-12-2024 13:55	0:1:24:56			Reset the system login password issue	
15975	12-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C120220240022		Hardware	Attendane	Not working at all	Machine	LOW	Closed	12-02-2024 12:30	02-12-2024 14:58	0:2:27:52			configured the new id card issue	Onsite
15976	12-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C120220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 12:29	02-12-2024 13:54	0:1:24:37			Reconfigure the mail on other system	
15977	12-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C120220240019		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 12:29	02-12-2024 13:51	0:1:22:15			Change the cas password issue	
15978	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C120220240018		Hardware	Printer	Hardware Issue	Sent to	HIGH	Closed	12-02-2024 12:27	02-12-2024 16:23	0:3:55:34			resolved	Onsite
15979	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C120220240017		Hardware	MOUSE	Not working	Sent to	HIGH	Closed	12-02-2024 12:24	02-12-2024 16:59	0:4:35:30			please collect the mouse from the	Onsite
15980	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240016		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 12:23	02-12-2024 12:57	0:0:33:57			after mail id reset issue resolved	Onsite
15981	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240015		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 12:22	02-12-2024 12:56	0:0:34:25			after mail archived issue resolved	Onsite
15982	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240014		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 12:21	02-12-2024 12:25	0:0:3:35			after printer driver update issue	Onsite
15983	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C120220240013		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 12:10	02-12-2024 12:24	0:0:13:55			after paper jam clear issue resolved	Onsite
15984	12-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120220240012		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 11:30	02-12-2024 12:41	0:1:10:35			BSP Password reset	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
15985	12-02-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C120220240011		Network	Link	Link Connectivity Issue	Others	LOW	Closed	12-02-2024 11:27	02-12-2024 12:41	0:1:14:16			FLT Done.	Onsite
15986	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240010		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 11:02	02-12-2024 11:03	0:0:0:38			reset done issue resolved	Onsite
15987	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240009		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 10:45	02-12-2024 10:45	0:0:0:24			reboot the switch	Onsite
15988	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240008		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 10:44	02-12-2024 10:46	0:0:2:13			login the local profile	Onsite
15989	12-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C120220240007		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 10:40	02-12-2024 11:28	0:0:47:16			issue resolved after change the proxy	Onsite
15990	12-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C120220240006		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-02-2024 10:39	02-12-2024 11:28	0:0:49:31			issue resolved after remove the paper	Onsite
15991	12-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120220240005		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	12-02-2024 10:35	02-12-2024 11:14	0:0:38:43			Paper size do correct.	Onsite
15992	12-02-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-DIV	C120220240004		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 10:34	02-12-2024 11:15	0:0:40:9			Mail password reset.	Remote
15993	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 10:32	02-12-2024 10:35	0:0:2:25			PRINTER RECONNECTED ISSUE	Onsite
15994	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240002		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-02-2024 10:32	02-12-2024 11:09	0:0:37:53			Ram collected from pankaj ji	Onsite
15995	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240001		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 09:39	02-12-2024 09:43	0:0:3:51			DONE ISSUE RESOLVED	Onsite
15996	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C120220240187		Hardware	PC	System Password issue	Others	LOW	Closed	12-02-2024 17:38	02-12-2024 17:40	0:0:2:29			Issue Resolved	Onsite
15997	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C120220240186		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 17:37	02-12-2024 17:40	0:0:3:20			Issue Resolved	Onsite
15998	12-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C120220240185		Hardware	Printer	Image Issue	Others	LOW	Closed	12-02-2024 17:36	02-12-2024 17:40	0:0:4:17			Issue Resolved	Onsite
15999	12-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C120220240184		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-02-2024 17:35	02-12-2024 17:40	0:0:5:10			Issue Resolved	Onsite
16000	12-02-2024	NEHRU PLACE CSO	Ground Floor	C-M	C120220240183		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 17:34	02-12-2024 17:40	0:0:5:37			Issue Resolved	Onsite
16001	12-02-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C120220240182		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 17:33	02-12-2024 17:40	0:0:6:14			Issue Resolved	Onsite
16002	12-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C120220240181		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	12-02-2024 17:32	02-12-2024 17:39	0:0:7:30			Issue Resolved	Onsite
16003	12-02-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C120220240180		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 17:31	02-12-2024 17:39	0:0:8:17			Issue Resolved	Onsite
16004	12-02-2024	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C120220240179		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 17:31	02-12-2024 17:37	0:0:5:53			after flt done issue resolved	Onsite
16005	12-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C120220240177		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 17:30	02-12-2024 17:36	0:0:6:10			after paper jam clear and reinstall	Onsite
16006	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240175		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 17:30	02-12-2024 17:36	0:0:6:6			after paper tray size change issue	Onsite
16007	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C120220240176		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 17:30	02-12-2024 17:39	0:0:9:2			Issue Resolved	Onsite
16008	12-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C120220240178		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:30	02-12-2024 17:39	0:0:8:37			Issue Resolved	Onsite
16009	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C120220240174		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	12-02-2024 17:29	02-12-2024 17:39	0:0:9:23			Issue Resolved	Onsite
16010	12-02-2024	NEHRU PLACE CSO	Second Floor - B Block	GIS	C120220240173		Hardware	PC	System Password issue	Others	LOW	Closed	12-02-2024 17:28	02-12-2024 17:39	0:0:10:29			Issue Resolved	Onsite
16011	12-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C120220240172		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 17:27	02-12-2024 17:38	0:0:11:8			Issue Resolved	Onsite
16012	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240171		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 17:23	02-12-2024 17:24	0:0:1:36			resolved	Onsite
16013	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240170		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	12-02-2024 17:22	02-12-2024 17:24	0:0:2:18			resolved	Onsite
16014	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240169		Hardware	PC	Restart Problem	Hardware	LOW	Closed	12-02-2024 17:20	02-12-2024 17:24	0:0:3:8			resolved	Remote
16015	12-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120220240168		Hardware	MOUSE	IP Schema Issue	Change ip	LOW	Closed	12-02-2024 17:19	02-12-2024 17:45	0:0:26:4			New IP Assign	Onsite
16016	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C120220240167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:19	02-12-2024 17:23	0:0:4:30			email id not working	Remote
16017	12-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120220240165		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-02-2024 17:18	02-12-2024 17:45	0:0:27:6			Mouse replaced.	Onsite
16018	12-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C120220240166		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 17:18	02-12-2024 17:31	0:0:13:28			RJ45 has been crimped and reinserted	Onsite
16019	12-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120220240164		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	12-02-2024 17:17	02-12-2024 17:45	0:0:27:58			create new archive and restart mail	Onsite
16020	12-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C120220240163		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 17:11	02-12-2024 17:30	0:0:19:30			Printer set as default	Remote
16021	12-02-2024	VASANT KUNJ	Bijwasan	O-M	C120220240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:09	02-12-2024 17:30	0:0:20:51			Mail archive and compact the mail	Remote
16022	12-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C120220240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:07	02-12-2024 17:29	0:0:21:52			Mail has been configured	Remote
16023	12-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120220240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:07	02-12-2024 17:43	0:0:36:1			Create New Replica.	Onsite
16024	12-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C120220240159		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 17:06	02-12-2024 17:43	0:0:37:7			Going to site for FLT	Onsite
16025	12-02-2024	SAKET	Fatehpur Beri CC	O-M	C120220240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 17:02	02-12-2024 17:13	0:0:10:43			workspace recreate	Onsite
16026	12-02-2024	SAKET	Fatehpur Beri CC	O-M	C120220240157		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	12-02-2024 17:01	02-12-2024 17:12	0:0:10:54			RJ45 re crimp	Onsite
16027	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240156		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:57	02-12-2024 18:04	0:1:7:8			Oracle re-installed issue resolve	Onsite
16028	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240155		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 16:57	02-12-2024 18:04	0:1:7:21			Adobe re-installed	Onsite
16029	12-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C120220240154		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 16:54	02-12-2024 16:54	0:0:0:37			BSP configured.	Remote
16030	12-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120220240153		Hardware	PC	System Password issue	Password	MEDIUM	Closed	12-02-2024 16:48	02-12-2024 17:25	0:0:37:35			PC PASSWORD RESET AND RESOLVED	Onsite
16031	12-02-2024	SAKET	Adchini	Recovery	C120220240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 16:43	02-12-2024 17:12	0:0:28:15			Mail move to archive	Onsite
16032	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240151		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:42	02-12-2024 17:11	0:0:28:46			pdf file not open	Onsite
16033	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240150		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:42	02-12-2024 18:04	0:1:21:55			M cube remove and re-installed	Onsite
16034	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240149		Network	LAN Issue	LAN Issue	Others	LOW	Closed	12-02-2024 16:41	02-12-2024 17:11	0:0:29:17			LAN not work	Onsite
16035	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240147		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 16:41	02-12-2024 17:09	0:0:28:38			printer not work	Onsite
16036	12-02-2024	OTHERS	VSNL	KCC/MLCC	C120220240148		Hardware	System	Other Software	New	LOW	Closed	12-02-2024 16:41	02-12-2024 18:03	0:1:22:12			CAS password reset	Onsite
16037	12-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C120220240146		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-02-2024 16:40	02-12-2024 17:22	0:0:42:54			Scanner configured as required	Onsite
16038	12-02-2024	SAKET	Adchini	BUSINESS/	C120220240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 16:39	02-12-2024 17:07	0:0:28:11			mail not open	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16039	12-02-2024	OTHERS	VSNL	KCC/MLCC/CCC	C120220240145		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	12-02-2024 16:39	02-12-2024 18:03	0:1:23:57			Driver & Ip restore issue resolve	Onsite
16040	12-02-2024	OTHERS	VSNL	O-M	C120220240142		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-02-2024 16:38	02-12-2024 18:02	0:1:24:33			RAM replaced issue resolve	Onsite
16041	12-02-2024	SAKET	Adchini	BUSINESS/BPT	C120220240143		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 16:38	02-12-2024 17:07	0:0:28:30			date and time not set	Onsite
16042	12-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C120220240141		Network	LAN Issue	LAN Issue	Port	MEDIUM	Closed	12-02-2024 16:37	02-12-2024 17:25	0:0:47:16			IO PORT CHANGE AND RESOLVED THE	Onsite
16043	12-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C120220240140		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	12-02-2024 16:34	02-12-2024 17:24	0:0:49:53			SCANNER DRIVER REINSTALLED AND	Onsite
16044	12-02-2024	SAKET	Adchini	HR	C120220240139		Network	LAN Issue	LAN Issue	New	LOW	Closed	12-02-2024 16:32	2/14/2024 10:09:07 AM	1:17:36:36			Phone LAN required in room no.208	Onsite
16045	12-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120220240138		Hardware	Printer	Image Issue	Others	MEDIUM	Closed	12-02-2024 16:31	02-12-2024 17:23	0:0:52:17			PRINTER CARTAGE CHANGE AND	Onsite
16046	12-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C120220240137		Hardware	PC	Hanging/Slow processing	Hanging/S	MEDIUM	Closed	12-02-2024 16:28	02-12-2024 17:22	0:0:54:19			clean c drive and desktop data ,temp	Onsite
16047	12-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120220240136		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	12-02-2024 16:26	02-12-2024 17:21	0:0:55:46			RAM SLOT CLEAN AND RECONNECT	Onsite
16048	12-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C120220240135		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-02-2024 16:17	02-12-2024 16:29	0:0:11:55			replaced the patch cable of TO system	Onsite
16049	12-02-2024	SAKET	Shivalik Grid	OM-EHV	C120220240134		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 16:15	02-12-2024 17:18	0:1:2:48			Forget Mail password	Onsite
16050	12-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIC	C120220240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 16:13	02-12-2024 16:28	0:0:15:18			change the network setting issue	Onsite
16051	12-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C120220240131		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 16:10	02-12-2024 16:41	0:0:31:31			PC dust clean and working fine.	Onsite
16052	12-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	BUSINESS/BPT	C120220240130		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 16:10	02-12-2024 16:18	0:0:8:39			Connected	Onsite
16053	12-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C120220240132		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	12-02-2024 16:10	02-12-2024 16:41	0:0:30:30			Temp file removed/Disk cleanup run.	Onsite
16054	12-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	REGULATORY	C120220240129		Hardware	Laptop	Screen Issue	Others	LOW	Closed	12-02-2024 16:09	02-12-2024 16:19	0:0:9:17			Connected	Onsite
16055	12-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULATORY	C120220240128		Hardware	Laptop	Screen Issue	Others	LOW	Closed	12-02-2024 16:09	02-12-2024 16:18	0:0:9:27			Connected	Onsite
16056	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240127		Hardware	PC	System Password issue	Others	LOW	Closed	12-02-2024 16:07	02-12-2024 16:33	0:0:26:2			password issue resolved	Onsite
16057	12-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C120220240126		Hardware	PC	TFT	Half	LOW	Closed	12-02-2024 16:07	02-12-2024 16:08	0:0:0:56			display problem	Onsite
16058	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240125		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 16:06	02-12-2024 16:33	0:0:26:23			Google chrome not working issue	Onsite
16059	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240124		Hardware	System	MS Office	Software	LOW	Closed	12-02-2024 16:05	02-12-2024 16:32	0:0:26:54			Ms excel not working issue resolved	Onsite
16060	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240123		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 16:05	02-12-2024 16:32	0:0:27:5			Google chrome not working issue	Onsite
16061	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240122		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-02-2024 16:03	02-12-2024 16:31	0:0:28:30			Mouse not working issue resolved	Onsite
16062	12-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C120220240121		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	12-02-2024 16:02	02-12-2024 16:41	0:0:39:10			MAil sent to notes support.	Onsite
16063	12-02-2024	OTHERS	Andrews Ganj	Enforcement	C120220240120		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	12-02-2024 15:57	02-12-2024 16:04	0:0:7:35			PC booting issue	Onsite
16064	12-02-2024	OTHERS	Andrews Ganj	Enforcement	C120220240119		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 15:56	02-12-2024 16:04	0:0:8:22			Printer issue	Onsite
16065	12-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C120220240117		Hardware	Laptop	Restart Problem	Others	LOW	Closed	12-02-2024 15:55	02-12-2024 16:05	0:0:9:54			Laptop booting issue	Onsite
16066	12-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C120220240118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 15:55	02-12-2024 17:17	0:1:21:39			Printer driver setting changed	Onsite
16067	12-02-2024	OTHERS	HUDCO Grid	PROTECTION	C120220240116		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 15:52	02-12-2024 16:05	0:0:13:8			Network printer connectivity issue	Onsite
16068	12-02-2024	OTHERS	HUDCO Grid	PROTECTION	C120220240115		Hardware	System	Other Software	New	LOW	Closed	12-02-2024 15:51	02-12-2024 16:06	0:0:14:17			Ess issue	Onsite
16069	12-02-2024	OTHERS	HUDCO Grid	PROTECTION	C120220240114		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-02-2024 15:51	02-12-2024 16:06	0:0:15:14			pc booting issue	Onsite
16070	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240113		Hardware	Printer	Paper Pickup	Hardware	MEDIUM	Closed	12-02-2024 15:49	02-12-2024 16:25	0:0:36:44			Compliant logged to vendor	Onsite
16071	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240111		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	12-02-2024 15:48	02-12-2024 16:26	0:0:37:44			After reset password issue resolved	Remote
16072	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/BPT	C120220240112		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-02-2024 15:48	02-12-2024 15:48	0:0:0:23			change the port	Onsite
16073	12-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C120220240110		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	12-02-2024 15:47	02-12-2024 16:26	0:0:39:3			compliant logged to vendor for part	Remote
16074	12-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C120220240109		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-02-2024 15:47	02-12-2024 15:49	0:0:1:55			check the scanner and resolve the	Onsite
16075	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240108		Hardware	MOUSE	Not working	Ticket	MEDIUM	Closed	12-02-2024 15:46	02-12-2024 16:27	0:0:40:16			compliant logged to vendor for part	Onsite
16076	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240107		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	12-02-2024 15:45	02-12-2024 16:27	0:0:41:45			compliant logged to vendor for part	Onsite
16077	12-02-2024	SARITA VIHAR	Jullena	OM-DIV	C120220240106		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-02-2024 15:44	02-12-2024 16:27	0:0:42:58			after clear stuck mails and compact	Remote
16078	12-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C120220240105		Hardware	System	MS Office	Others	MEDIUM	Closed	12-02-2024 15:44	02-12-2024 16:28	0:0:44:3			After install hindi font issue resolved	Remote
16079	12-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	MMG	C120220240104		Hardware	System	Other Software	New	HIGH	Closed	12-02-2024 15:44	02-12-2024 16:17	0:0:33:39			ip changed	Onsite
16080	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240102		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	12-02-2024 15:43	02-12-2024 16:28	0:0:45:35			After replaced patch cable issue	Onsite
16081	12-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C120220240103		Hardware	System	MS Office	Others	HIGH	Closed	12-02-2024 15:43	02-12-2024 16:18	0:0:35:11			ms office reinstall	Onsite
16082	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240101		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	12-02-2024 15:42	02-12-2024 16:29	0:0:47:12			After change USB port issue resolved	Onsite
16083	12-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C120220240100		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	12-02-2024 15:40	02-12-2024 17:15	0:1:34:57			OS installation and install all required	
16084	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240098		Hardware	System	MS Office	File	LOW	Closed	12-02-2024 15:39	02-12-2024 16:31	0:0:52:6			Ms excel not working issue resolved	Onsite
16085	12-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C120220240097		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-02-2024 15:39	02-12-2024 16:18	0:0:39:33			ip changed	Onsite
16086	12-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120220240099		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 15:39	02-12-2024 16:31	0:0:51:43			IP msg not working issue resolved	Onsite
16087	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C120220240096		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 15:38	02-12-2024 16:33	0:0:54:41			Password Reset Now Working issue	Onsite
16088	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C120220240094		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 15:37	02-12-2024 16:32	0:0:55:44			Removed jam Paper Now Working	Onsite
16089	12-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C120220240095		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-02-2024 15:37	02-12-2024 16:19	0:0:41:44			lan cable changed	Onsite
16090	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C120220240093		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-02-2024 15:36	02-12-2024 16:32	0:0:55:53			RAM Clean & Fix Properly Now	Onsite
16091	12-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C120220240092		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-02-2024 15:36	02-12-2024 16:31	0:0:55:52			Clean All Temp Files & Prfetch Files	Onsite
16092	12-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C120220240091		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	12-02-2024 15:34	02-12-2024 16:17	0:0:43:6			mail address wrong	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16093	12-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C120220240090		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:34	02-12-2024 16:48	0:1:14:31			Sap Configure.	Onsite
16094	12-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C120220240089		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-02-2024 15:33	02-12-2024 16:50	0:1:17:36			Printer software installation.	Onsite
16095	12-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C120220240088		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:33	02-12-2024 16:11	0:0:38:48			webex connected as reqd.	Onsite
16096	12-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C120220240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 15:32	02-12-2024 16:51	0:1:19:31			Mail installation & configuration.	Onsite
16097	12-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C120220240086		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:31	02-12-2024 16:53	0:1:22:0			ADS Installation.	Onsite
16098	12-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C120220240085		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 15:29	02-12-2024 16:11	0:0:41:52			Internet issue resolved as reqd.	Onsite
16099	12-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C120220240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 15:25	02-12-2024 16:08	0:0:43:9			making gate pass done of pc set	Onsite
16100	12-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C120220240083		Hardware	Printer	Image Issue	Black Line	LOW	Closed	12-02-2024 15:23	02-12-2024 16:51	0:1:27:46			call assign to vendor.	Remote
16101	12-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C120220240082		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 15:22	02-12-2024 16:50	0:1:27:43			Paper remove from printer.	Remote
16102	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240081		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	12-02-2024 15:21	02-12-2024 15:26	0:0:4:38			Resolved	Onsite
16103	12-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120220240080		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 15:20	02-12-2024 15:26	0:0:6:10			Resolved	Onsite
16104	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120220240079		Hardware	Printer	No display on Panel	Printer	LOW	Closed	12-02-2024 15:19	02-12-2024 16:07	0:0:48:30			per page call assigned to vendor also	Onsite
16105	12-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120220240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 15:18	02-12-2024 16:50	0:1:31:9			Mail location setting changed.	Remote
16106	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240077		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 15:18	02-12-2024 15:26	0:0:8:24			Resolved	Onsite
16107	12-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120220240076		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 15:17	02-12-2024 16:49	0:1:31:32			Password reset done.	Remote
16108	12-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C120220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 15:17	02-12-2024 16:07	0:0:49:22			lotus archives path given again ,	Onsite
16109	12-02-2024	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala	BUSINESS/	C120220240074		Hardware	PC	Network Not Working	Ticket	LOW	Closed	12-02-2024 15:16	02-12-2024 16:06	0:0:50:22			Network not working FLT done , call	Onsite
16110	12-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120220240073		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 15:16	02-12-2024 15:26	0:0:10:15			Resolved	Onsite
16111	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240070		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 15:14	02-12-2024 15:27	0:0:12:44			Resolved	Onsite
16112	12-02-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C120220240072		Hardware	Printer	No display on Panel	Others	LOW	Closed	12-02-2024 15:14	02-12-2024 16:03	0:0:48:26			Driver install and printer side lan RJ45	Onsite
16113	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240071		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 15:14	02-12-2024 15:27	0:0:12:17			Resolved	Onsite
16114	12-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C120220240069		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-02-2024 15:13	02-12-2024 15:57	0:0:44:7			Printer lan patch cable faulty replaced	Onsite
16115	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240068		Hardware	PC	TFT	Others	LOW	Closed	12-02-2024 15:13	02-12-2024 15:27	0:0:14:13			Resolved	Onsite
16116	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240067		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 15:12	02-12-2024 15:28	0:0:15:8			Resolved	Onsite
16117	12-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C120220240066		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 15:12	02-12-2024 15:28	0:0:16:10			Resolved	Onsite
16118	12-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C120220240065		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 15:11	02-12-2024 15:28	0:0:16:35			Resolved	Onsite
16119	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240064		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 15:10	02-12-2024 15:28	0:0:17:34			Resolved	Onsite
16120	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240062		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 15:09	02-12-2024 15:28	0:0:19:29			Resolved	Onsite
16121	12-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120220240061		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 15:09	02-12-2024 15:28	0:0:19:48			Resolved	Onsite
16122	12-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C120220240063		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-02-2024 15:09	02-12-2024 15:28	0:0:18:44			Resolved	Onsite
16123	12-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120220240060		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 15:08	02-12-2024 15:28	0:0:20:24			Resolved	Onsite
16124	12-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C120220240059		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 14:53	02-12-2024 15:23	0:0:30:18			issue resolved after change the	Onsite
16125	12-02-2024	SAKET	Jonapur CC	O-M	C120220240058		Hardware	Printer	Image Issue	Light	LOW	Closed	12-02-2024 14:53	02-12-2024 15:53	0:1:0:25			Printing issue	Onsite
16126	12-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C120220240057		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 14:52	02-12-2024 15:23	0:0:30:45			issue resolved after reinstall the	Onsite
16127	12-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C120220240056		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 14:52	02-12-2024 15:23	0:0:30:55			issue resolved after unlock the	Onsite
16128	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240055		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 14:51	02-12-2024 15:22	0:0:31:11			issue resolved after change the	Onsite
16129	12-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C120220240054		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 14:51	02-12-2024 15:52	0:1:1:31			LNG S/W re-installed	Remote
16130	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240053		Hardware	System	MS Office	File Not	LOW	Closed	12-02-2024 14:51	02-12-2024 15:22	0:0:31:20			issue resolved after repair the same	Onsite
16131	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240049		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-02-2024 14:50	02-12-2024 15:30	0:0:40:43			reinsert the tonner	Onsite
16132	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240052		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-02-2024 14:50	02-12-2024 15:22	0:0:31:28			issue resolved after replace the same	Onsite
16133	12-02-2024	SAKET	Shivalik Grid	OM-EHV	C120220240051		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	12-02-2024 14:50	02-12-2024 15:52	0:1:1:54			New Scanner installation	Onsite
16134	12-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120220240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-02-2024 14:50	02-12-2024 15:21	0:0:31:20			issue resolved after replicate the mail	Onsite
16135	12-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C120220240048		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 14:49	02-12-2024 15:32	0:0:42:57			restore the windows	Onsite
16136	12-02-2024	ALAKNANDA	G Block Kalkaji	BUSINESS/	C120220240047		Hardware	System	MS Office	Software	LOW	Closed	12-02-2024 14:48	02-12-2024 15:32	0:0:44:22			Reinstalled the MS Office now issue	Remote
16137	12-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C120220240046		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 14:47	02-12-2024 15:33	0:0:45:44			Update the Browser now issue	Onsite
16138	12-02-2024	ALAKNANDA	A 12 Kalkaji	BUSINESS/	C120220240045		Hardware	System	MS Office	Software	LOW	Closed	12-02-2024 14:45	02-12-2024 15:32	0:0:46:49			Reinstalled the MS Office now issue	Remote
16139	12-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C120220240044		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	12-02-2024 14:44	02-12-2024 15:32	0:0:47:24			Boot with HDD drive now issue	Onsite
16140	12-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C120220240043		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	12-02-2024 14:44	02-12-2024 15:11	0:0:27:27			check lan driver ok IP ok replaced	Onsite
16141	12-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120220240042		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 14:43	02-12-2024 15:31	0:0:47:59			P92 password reset now issue	Remote
16142	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120220240041		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 14:42	02-12-2024 15:11	0:0:28:7			Repair lotus and create new replica	Onsite
16143	12-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120220240040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 14:42	02-12-2024 15:30	0:0:48:34			Restart the printer and sharing PC	Onsite
16144	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240039		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 14:41	02-12-2024 14:44	0:0:2:5			password reset issue resolved	Onsite
16145	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C120220240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 14:41	02-12-2024 15:10	0:0:28:49			Install printer driver again & set IP	Onsite
16146	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C120220240037		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 14:40	02-12-2024 15:09	0:0:29:15			Sap software reinstall / repair done	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16147	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C120220240036		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	12-02-2024 14:39	02-12-2024 15:09	0:0:29:43			Proxy settings done & hosts file	Onsite
16148	12-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C120220240035		Hardware	System	Other Software	Adobe	LOW	Closed	12-02-2024 14:38	02-12-2024 15:08	0:0:29:56			install adobe 8.0 and firewall off now	Onsite
16149	12-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C120220240034		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 14:34	02-12-2024 16:17	0:1:42:45			Done network troubleshooting steps	Onsite
16150	12-02-2024	JANAK PURI	I A 1 Janakpuri	O-M	C120220240033		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-02-2024 14:33	02-12-2024 15:28	0:0:55:6			Done network troubleshooting steps	Onsite
16151	12-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C120220240032		Hardware	System	Other Software	proxy	LOW	Closed	12-02-2024 14:32	02-12-2024 16:16	0:1:44:22			Change proxy setting now working	Remote
16152	12-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C120220240031		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 14:31	02-12-2024 15:27	0:0:56:38			Archive mails now working fine	Remote
16153	12-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C120220240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 14:02	02-12-2024 14:26	0:0:24:15			issue resolved	Remote
16154	12-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C120220240029		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-02-2024 14:01	02-12-2024 14:44	0:0:43:2			forticlient installed and working fine	Onsite
16155	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240028		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	12-02-2024 13:39	02-12-2024 14:21	0:0:41:33			Tray setting issue resolved.	Onsite
16156	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 13:38	02-12-2024 14:20	0:0:42:5			Power cable loose.	Onsite
16157	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240027		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 13:38	02-12-2024 14:20	0:0:41:52			Password locked.	Onsite
16158	12-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120220240025		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	12-02-2024 13:37	02-12-2024 14:20	0:0:43:16			Laptop sent to NHP. Adapter faulty.	Onsite
16159	12-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120220240024		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 12:53	02-12-2024 13:17	0:0:23:47			Mail account unlock.	Onsite
16160	12-02-2024	PALAM	C2 D,Dabri More Palam Commercial Office	BUSINESS/	C120220240023		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 12:49	02-12-2024 13:17	0:0:28:10			Learn user how to login account.	Onsite
16161	12-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C120220240021		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 12:30	02-12-2024 13:55	0:1:24:56			Reset the system login password issue	
16162	12-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C120220240022		Hardware	Attendane	Not working at all	Machine	LOW	Closed	12-02-2024 12:30	02-12-2024 14:58	0:2:27:52			configured the new id card issue	Onsite
16163	12-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C120220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 12:29	02-12-2024 13:54	0:1:24:37			Reconfigure the mail on other system	
16164	12-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C120220240019		Hardware	System	Other Software	software	LOW	Closed	12-02-2024 12:29	02-12-2024 13:51	0:1:22:15			Change the cas password issue	
16165	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C120220240018		Hardware	Printer	Hardware Issue	Sent to	HIGH	Closed	12-02-2024 12:27	02-12-2024 16:23	0:3:55:34			resolved	Onsite
16166	12-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C120220240017		Hardware	MOUSE	Not working	Sent to	HIGH	Closed	12-02-2024 12:24	02-12-2024 16:59	0:4:35:30			please collect the mouse from the	Onsite
16167	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240016		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 12:23	02-12-2024 12:57	0:0:33:57			after mail id reset issue resolved	Onsite
16168	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240015		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-02-2024 12:22	02-12-2024 12:56	0:0:34:25			after mail archived issue resolved	Onsite
16169	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C120220240014		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-02-2024 12:21	02-12-2024 12:25	0:0:3:35			after printer driver update issue	Onsite
16170	12-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C120220240013		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-02-2024 12:10	02-12-2024 12:24	0:0:13:55			after paper jam clear issue resolved	Onsite
16171	12-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120220240012		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 11:30	02-12-2024 12:41	0:1:10:35			BSP Password reset	Onsite
16172	12-02-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C120220240011		Network	Link	Link Connectivity Issue	Others	LOW	Closed	12-02-2024 11:27	02-12-2024 12:41	0:1:14:16			FLT Done.	Onsite
16173	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240010		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 11:02	02-12-2024 11:03	0:0:0:38			reset done issue resolved	Onsite
16174	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240009		Hardware	PC	Network Not Working	Other	LOW	Closed	12-02-2024 10:45	02-12-2024 10:45	0:0:0:24			reboot the switch	Onsite
16175	12-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120220240008		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-02-2024 10:44	02-12-2024 10:46	0:0:2:13			login the local profile	Onsite
16176	12-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C120220240007		Hardware	System	Other Software	Browser	LOW	Closed	12-02-2024 10:40	02-12-2024 11:28	0:0:47:16			issue resolved after change the proxy	Onsite
16177	12-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C120220240006		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-02-2024 10:39	02-12-2024 11:28	0:0:49:31			issue resolved after remove the paper	Onsite
16178	12-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120220240005		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	12-02-2024 10:35	02-12-2024 11:14	0:0:38:43			Paper size do correct.	Onsite
16179	12-02-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-DIV	C120220240004		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-02-2024 10:34	02-12-2024 11:15	0:0:40:9			Mail password reset.	Remote
16180	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-02-2024 10:32	02-12-2024 10:35	0:0:2:25			PRINTER RECONNECTED ISSUE	Onsite
16181	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240002		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-02-2024 10:32	02-12-2024 11:09	0:0:37:53			Ram collected from pankaj ji	Onsite
16182	12-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120220240001		Hardware	PC	System Password issue	Password	LOW	Closed	12-02-2024 09:39	02-12-2024 09:43	0:0:3:51			DONE ISSUE RESOLVED	Onsite
16183	13-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C130220240169		Network	Link	Link Connectivity Issue	Link	LOW	Closed	13-02-2024 18:33	2/13/2024 6:33:58 PM	0:0:0:28			Airtel Link is down going to site for	Onsite
16184	13-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C130220240168		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 18:00	2/13/2024 6:07:36 PM	0:0:7:17			Resolved	Onsite
16185	13-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C130220240167		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 17:36	2/13/2024 5:36:55 PM	0:0:0:18			New Win 10 64 bit installed with ssd	Onsite
16186	13-02-2024	OTHERS	VSNL	QUALITY	C130220240166		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-02-2024 17:32	2/13/2024 6:38:50 PM	0:1:6:41			cartridge replaced issue resolve	Remote
16187	13-02-2024	OTHERS	VSNL	QUALITY	C130220240165		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-02-2024 17:31	2/13/2024 6:38:37 PM	0:1:7:21			cartridge replaced issue resolve	Remote
16188	13-02-2024	OTHERS	VSNL	QUALITY	C130220240164		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 17:30	2/13/2024 6:38:03 PM	0:1:7:58			Account un Locked	Remote
16189	13-02-2024	OTHERS	VSNL	KCC/MLCC	C130220240163		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 17:24	2/13/2024 6:37:28 PM	0:1:13:0			SAP password reset issue resolve	Remote
16190	13-02-2024	OTHERS	VSNL	KCC/MLCC	C130220240162		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 17:23	2/13/2024 6:36:53 PM	0:1:13:40			CAS Software installed issue resolve	Remote
16191	13-02-2024	OTHERS	VSNL	KCC/MLCC	C130220240161		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 17:22	2/13/2024 6:36:26 PM	0:1:13:53			M Cube Installed issue resolve	Remote
16192	13-02-2024	OTHERS	VSNL	O-M	C130220240160		Hardware	PC	Not working at all	Harddisk	LOW	Closed	13-02-2024 17:21	2/13/2024 6:35:00 PM	0:1:13:4			Sata Cable Faulty replaced issue	Onsite
16193	13-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C130220240159		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 17:19	2/13/2024 5:47:20 PM	0:0:27:32			Window has been upgraded	Onsite
16194	13-02-2024	SAKET	Adchini	SAFETY	C130220240158		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-02-2024 17:18	2/13/2024 5:27:28 PM	0:0:8:30			IP not installed	Onsite
16195	13-02-2024	SAKET	Adchini	BUSINESS/	C130220240156		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	13-02-2024 17:18	2/13/2024 5:27:14 PM	0:0:9:1			LAN not work	Onsite
16196	13-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C130220240157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 17:18	2/13/2024 5:46:47 PM	0:0:28:19			A new workspace has been created	Remote
16197	13-02-2024	SAKET	Adchini	HR	C130220240155		Telecome	Instrumen	Analog	Line	LOW	Closed	13-02-2024 17:17	2/13/2024 5:26:58 PM	0:0:9:26			phone not work	Onsite
16198	13-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C130220240154		Hardware	Attendane	Others	new	LOW	Closed	13-02-2024 17:16	2/13/2024 5:45:59 PM	0:0:29:20			New ID card has been registered	Onsite
16199	13-02-2024	SAKET	Adchini	DTC	C130220240153		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 17:15	2/13/2024 5:26:38 PM	0:0:11:23			printer not connect	Onsite
16200	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240152		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 17:13	2/13/2024 5:19:50 PM	0:0:6:35			Mouse not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16201	13-02-2024	SAKET	Adchini	SAFETY	C130220240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 17:12	2/13/2024 5:26:22 PM	0:0:13:41			mail password forget	Onsite
16202	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240150		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:12	2/13/2024 5:19:19 PM	0:0:6:51			pdf not working issue resolved	Onsite
16203	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240149		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:10	2/13/2024 5:18:31 PM	0:0:7:35			Google chrome not working issue	Onsite
16204	13-02-2024	SAKET	Adchini	CUSTOME	C130220240148		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	13-02-2024 17:10	2/13/2024 5:26:03 PM	0:0:15:39			not work	Onsite
16205	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240146		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 17:09	2/13/2024 5:18:06 PM	0:0:8:42			Team viewer not working issue	Onsite
16206	13-02-2024	SAKET	Adchini	CIVIL	C130220240147		Hardware	PC	Not working at all	Others	LOW	Closed	13-02-2024 17:09	2/13/2024 5:25:33 PM	0:0:15:55			not on	Onsite
16207	13-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C130220240145		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	13-02-2024 17:08	2/13/2024 5:17:36 PM	0:0:9:3			Network not working issue resolved	Onsite
16208	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240143		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:07	2/13/2024 5:16:15 PM	0:0:9:0			IP msg not working resolved	Onsite
16209	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240144		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:07	2/13/2024 5:17:01 PM	0:0:9:12			Google chrome not working issue	Onsite
16210	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240142		Hardware	PC	TFT	Sent to	MEDIUM	Closed	13-02-2024 16:55	2/13/2024 5:06:49 PM	0:0:11:15			Stand by TFT Provided and problem	Onsite
16211	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240141		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	13-02-2024 16:54	2/13/2024 5:05:33 PM	0:0:11:27			Printer driver reinstalled and printer	Onsite
16212	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240140		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	13-02-2024 16:52	2/13/2024 5:04:25 PM	0:0:11:42			Keyboard by blower to clean and	Onsite
16213	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240139		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	13-02-2024 16:50	2/13/2024 5:02:50 PM	0:0:12:13			Network router and switch cable	Onsite
16214	13-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C130220240138		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	13-02-2024 16:46	2/13/2024 4:58:52 PM	0:0:12:44			installed new scanner issue resolved	Onsite
16215	13-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C130220240137		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	13-02-2024 16:39	2/13/2024 4:58:29 PM	0:0:19:27			replaced the keyboard issue resolved	Onsite
16216	13-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C130220240136		Hardware	Printer	Image Issue	Image	LOW	Closed	13-02-2024 16:38	2/13/2024 4:58:13 PM	0:0:19:46			cleared the paper and change the	Onsite
16217	13-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130220240135		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 16:37	2/13/2024 4:57:40 PM	0:0:19:45			added the new rule issue resolved	Onsite
16218	13-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130220240134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 16:37	2/13/2024 4:57:24 PM	0:0:20:16			reinstalled and configured the email id	Onsite
16219	13-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C130220240133		Telecome	Instrumen	IP	Lan Port	LOW	Closed	13-02-2024 16:36	2/13/2024 4:56:51 PM	0:0:20:36			change the telephone lan patch cable	Onsite
16220	13-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C130220240132		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 16:35	2/13/2024 4:56:12 PM	0:0:20:28			reinstalled chrome issue resolved	Onsite
16221	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 16:35	2/13/2024 4:37:51 PM	0:0:2:33			Printer driver update, issue resolved	Onsite
16222	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240130		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 16:34	2/13/2024 4:37:27 PM	0:0:2:59			SAP P92 reconfigured	Onsite
16223	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240129		Hardware	PC	System Password issue	Password	LOW	Closed	13-02-2024 16:23	2/13/2024 4:24:52 PM	0:0:1:4			done issue resolved	Onsite
16224	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240128		Hardware	System	MS Office	Software	LOW	Closed	13-02-2024 16:23	2/13/2024 4:36:51 PM	0:0:13:29			clean to task manager & restart	Onsite
16225	13-02-2024	NEHRU PLACE	20 No Building	HR	C130220240127		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 16:22	2/13/2024 4:36:23 PM	0:0:14:6			PPT share for training done	Onsite
16226	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240126		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 16:21	2/13/2024 4:35:53 PM	0:0:14:29			LAn cable change, issue resolved	Onsite
16227	13-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C130220240125		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-02-2024 16:12	2/13/2024 4:15:50 PM	0:0:3:48			Issue Resolved	Onsite
16228	13-02-2024	NEHRU PLACE CSO	Second Floor - B Block	Finance	C130220240124		Hardware	System	Other Software	New	LOW	Closed	13-02-2024 16:11	2/13/2024 4:15:45 PM	0:0:4:13			Issue Resolved	Onsite
16229	13-02-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C130220240123		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 16:10	2/13/2024 4:15:39 PM	0:0:5:10			Issue Resolved	Onsite
16230	13-02-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C130220240122		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-02-2024 16:09	2/13/2024 4:15:33 PM	0:0:6:5			Issue Resolved	Onsite
16231	13-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C130220240121		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 16:08	2/13/2024 4:15:27 PM	0:0:6:46			Issue Resolved	Onsite
16232	13-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C130220240119		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 16:07	2/13/2024 4:15:08 PM	0:0:8:0			Issue Resolved	Onsite
16233	13-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ADMIN	C130220240120		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	13-02-2024 16:07	2/13/2024 4:15:17 PM	0:0:7:21			Issue Resolved	Onsite
16234	13-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C130220240118		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 15:54	2/16/2024 5:24:21 PM	3:1:29:40			Call Close By Sanjay & Jitendra	Onsite
16235	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130220240117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:53	2/13/2024 3:54:10 PM	0:0:0:35			replace the drivers	Onsite
16236	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130220240116		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 15:52	2/13/2024 3:54:26 PM	0:0:2:0			install the os	Onsite
16237	13-02-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C130220240115		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 15:47	2/13/2024 4:23:42 PM	0:0:36:27			PC lan cable loose.	Onsite
16238	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	O-M	C130220240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 15:46	2/13/2024 4:23:26 PM	0:0:37:3			Lotus mail password issue.	Onsite
16239	13-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C130220240113		Hardware	System	Other Software	New	MEDIUM	Closed	13-02-2024 15:45	2/13/2024 5:10:46 PM	0:1:25:23			P92 icon created issue resolved	Remote
16240	13-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130220240112		Hardware	System	Other Software	proxy	MEDIUM	Closed	13-02-2024 15:44	2/13/2024 5:11:09 PM	0:1:26:33			After proxy setting issue resolved	Remote
16241	13-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C130220240110		Hardware	PC	TFT	Black H	LOW	Closed	13-02-2024 15:44	2/13/2024 4:22:48 PM	0:0:38:44			Complaint logged.	Onsite
16242	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240111		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 15:44	2/13/2024 5:30:54 PM	0:1:46:48			Jam paper removed.	Onsite
16243	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240108		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:43	2/13/2024 4:22:01 PM	0:0:38:40			Printer driver installed.	Onsite
16244	13-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C130220240107		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 15:43	2/13/2024 5:31:11 PM	0:1:48:10			Password reset	Onsite
16245	13-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130220240109		Hardware	System	Other Software	software	MEDIUM	Closed	13-02-2024 15:43	2/13/2024 5:11:25 PM	0:1:27:34			After reinstall chrome issue resolved	Remote
16246	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240106		Hardware	System	MS Office	File	LOW	Closed	13-02-2024 15:42	2/13/2024 4:21:39 PM	0:0:39:10			File corrupted.	Onsite
16247	13-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C130220240105		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	13-02-2024 15:41	2/13/2024 5:11:48 PM	0:1:30:0			After clean RAM and reinsert issue	Remote
16248	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240104		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-02-2024 15:41	2/13/2024 4:21:18 PM	0:0:39:33			RAM faulty complaint logged.	Onsite
16249	13-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C130220240103		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	13-02-2024 15:41	2/13/2024 4:16:16 PM	0:0:35:6			lan cable reconnect	Onsite
16250	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240102		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:40	2/13/2024 4:20:38 PM	0:0:39:41			Printer driver installed.	Onsite
16251	13-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C130220240101		Hardware	System	Other Software	New	MEDIUM	Closed	13-02-2024 15:39	2/13/2024 4:47:10 PM	0:1:7:27			After update lisense through crack	
16252	13-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C130220240100		Hardware	System	Other Software	software	HIGH	Closed	13-02-2024 15:38	2/13/2024 4:16:47 PM	0:0:37:49			lan cable reconnect	Onsite
16253	13-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130220240098		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	13-02-2024 15:37	2/13/2024 4:45:51 PM	0:1:8:18			After remove jam paper and replaced	
16254	13-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C130220240097		Hardware	PC	Restart Problem	Others	HIGH	Closed	13-02-2024 15:37	2/13/2024 4:17:48 PM	0:0:40:47			Tft vga cable reconnect	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16255	13-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C130220240099		Hardware	System	Other Software	Adobe	HIGH	Closed	13-02-2024 15:37	2/13/2024 4:17:12 PM	0:0:39:22			pdf app install	Onsite
16256	13-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C130220240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 15:36	2/13/2024 4:02:06 PM	0:0:25:9			printer installed issue resolved	Remote
16257	13-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C130220240095		Hardware	System	Other Software	software	HIGH	Closed	13-02-2024 15:36	2/13/2024 4:18:34 PM	0:0:42:32			router reinstall	Onsite
16258	13-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C130220240094		Hardware	PC	Not working at all	Harddisk	LOW	Closed	13-02-2024 15:35	2/13/2024 4:24:30 PM	0:0:48:34			sata cable and power connector	Onsite
16259	13-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C130220240093		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	13-02-2024 15:33	2/13/2024 4:44:34 PM	0:1:10:58			IP configured and install printer call	
16260	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 15:32	2/13/2024 3:37:07 PM	0:0:4:51			Lotus software update basic to	Onsite
16261	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240091		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-02-2024 15:30	2/13/2024 3:36:04 PM	0:0:5:7			Cable change	Onsite
16262	13-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C130220240090		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-02-2024 15:30	2/13/2024 3:50:58 PM	0:0:20:36			Issue resolved	Remote
16263	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240089		Hardware	PC	System Password issue	Others	LOW	Closed	13-02-2024 15:29	2/13/2024 3:34:04 PM	0:0:4:12			Capslock issue.	Onsite
16264	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240088		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:24	2/13/2024 3:33:20 PM	0:0:8:49			Printer Cartdrige Replaced.	Onsite
16265	13-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130220240087		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	13-02-2024 15:20	2/13/2024 3:22:29 PM	0:0:2:18			issue resolved after change the USB	Onsite
16266	13-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130220240086		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 15:18	2/13/2024 3:23:01 PM	0:0:4:20			issue resolved after create a new	Onsite
16267	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240085		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 15:10	2/13/2024 4:20:10 PM	0:1:9:41			Printer issue	Onsite
16268	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240084		Hardware	System	MS Office	Others	LOW	Closed	13-02-2024 15:06	2/13/2024 4:20:22 PM	0:1:13:53			S/W issue	Onsite
16269	13-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C130220240083		Hardware	PC	TFT	Color	LOW	Closed	13-02-2024 15:05	2/13/2024 3:59:29 PM	0:0:54:14			Set color and brightness now working	Onsite
16270	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240082		Hardware	MOUSE	Not working	Other	LOW	Closed	13-02-2024 15:04	2/13/2024 4:20:38 PM	0:1:16:22			Mouse issue	Onsite
16271	13-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C130220240081		Hardware	System	MS Office	Others	LOW	Closed	13-02-2024 15:04	2/13/2024 4:00:09 PM	0:0:55:56			File size issue change setting now	Remote
16272	13-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C130220240080		Hardware	PC	System Password issue	Password	LOW	Closed	13-02-2024 15:03	2/13/2024 3:58:59 PM	0:0:55:42			Reset password now working fine	Onsite
16273	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240076		Hardware	System	MS Office	File Not	LOW	Closed	13-02-2024 15:02	2/13/2024 3:31:47 PM	0:0:29:39			after excel file extension change issue	Onsite
16274	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240079		Hardware	System	Other Software	proxy	LOW	Closed	13-02-2024 15:02	2/13/2024 3:33:02 PM	0:0:30:9			after host file change issue resolved	Onsite
16275	13-02-2024	JANAK PURI	Sagar Pur Grid	O-M	C130220240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 15:02	2/13/2024 3:58:36 PM	0:0:55:58			Mail reinstalled now working fine	Remote
16276	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240078		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	13-02-2024 15:02	2/13/2024 4:21:00 PM	0:1:18:6			DVD writer issue	Onsite
16277	13-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C130220240074		Network	Link	Link Connectivity Issue	Link	LOW	Closed	13-02-2024 15:01	2/13/2024 3:31:05 PM	0:0:29:31			issue resolved help with network	Onsite
16278	13-02-2024	JANAK PURI	Sagar Pur Grid	O-M	C130220240075		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	13-02-2024 15:01	2/13/2024 3:58:13 PM	0:0:56:20			Clean ram now working fine	Onsite
16279	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240073		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 15:00	2/13/2024 3:29:03 PM	0:0:28:13			after power cable reconnect issue	Onsite
16280	13-02-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C130220240072		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 14:59	2/13/2024 3:28:24 PM	0:0:29:11			after printer reinstall issue resolved	Onsite
16281	13-02-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C130220240071		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	13-02-2024 14:57	2/13/2024 3:28:06 PM	0:0:30:23			after ram change issue resolved	Onsite
16282	13-02-2024	OTHERS	IIT Grid	Enforcem	C130220240069		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 14:56	2/13/2024 4:21:31 PM	0:1:25:18			Pc shifting and installed at PLA	Onsite
16283	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C130220240070		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 14:56	2/13/2024 3:27:23 PM	0:0:31:1			after printer reinstall issue resolved	Onsite
16284	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C130220240068		Hardware	System	Other Software	proxy	LOW	Closed	13-02-2024 14:55	2/13/2024 3:26:07 PM	0:0:30:32			after proxy setting enabled issue	Onsite
16285	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 14:54	2/13/2024 3:25:20 PM	0:0:30:57			after paper jam clear issue resolved	Onsite
16286	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 14:53	2/13/2024 3:24:52 PM	0:0:31:28			after mail password reset issue	Onsite
16287	13-02-2024	NEHRU PLACE	W Block GK 1	O-M	C130220240064		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 14:28	2/13/2024 3:33:13 PM	0:1:5:2			Mail location setting changed.	Onsite
16288	13-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C130220240065		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 14:28	2/13/2024 3:34:33 PM	0:1:5:43			Printer reconnect.	Onsite
16289	13-02-2024	NEHRU PLACE	W Block GK 1	Store	C130220240063		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 14:27	2/13/2024 3:32:42 PM	0:1:5:2			Printer installed with drivers.	Onsite
16290	13-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C130220240062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 14:27	2/13/2024 3:32:22 PM	0:1:5:17			Mail software Repaired.	Onsite
16291	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 14:26	2/13/2024 3:31:47 PM	0:1:5:24			Mail archived & compacted.	Onsite
16292	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240059		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	13-02-2024 14:25	2/13/2024 3:30:58 PM	0:1:5:34			Dinotes actived & temp file delete &	Onsite
16293	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240060		Hardware	PC	TFT	Power	LOW	Closed	13-02-2024 14:25	2/13/2024 3:31:24 PM	0:1:5:30			Power Cable reconnect properly.	Onsite
16294	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240058		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	13-02-2024 14:24	2/13/2024 3:29:38 PM	0:1:4:41			LAN cable reconnect to POE adaptor	Onsite
16295	13-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Enforcem	C130220240057		Hardware	Laptop	Screen Issue	Others	LOW	Closed	13-02-2024 14:06	2/13/2024 2:45:50 PM	0:0:39:40			issue resolved	Onsite
16296	13-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C130220240056		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	13-02-2024 14:05	2/13/2024 2:45:33 PM	0:0:40:23			issue resolved	Onsite
16297	13-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C130220240055		Hardware	System	Other Software	New	LOW	Closed	13-02-2024 14:04	2/13/2024 2:45:24 PM	0:0:40:38			issue resolved	Onsite
16298	13-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C130220240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 13:58	2/13/2024 2:45:17 PM	0:0:46:35			issue resolved	Onsite
16299	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240053		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	13-02-2024 13:57	2/13/2024 2:45:05 PM	0:0:47:51			RJ45 Replaced	Onsite
16300	13-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C130220240048		Hardware	Laptop	Screen Issue	Others	LOW	Closed	13-02-2024 13:56	2/13/2024 2:44:38 PM	0:0:48:17			Connected	Onsite
16301	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240051		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 13:56	2/13/2024 2:44:58 PM	0:0:48:7			RJ45 Replaced	Onsite
16302	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240049		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:56	2/13/2024 2:32:03 PM	0:0:35:41			issue resolved after create a new sap	Onsite
16303	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240052		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 13:56	2/13/2024 2:37:04 PM	0:0:40:8			issue resolved after reconnect the	Onsite
16304	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240050		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 13:56	2/13/2024 2:37:15 PM	0:0:40:32			ue resolved after reconnect the same	Onsite
16305	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240047		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 13:55	2/13/2024 2:31:18 PM	0:0:35:19			issue resolved after Create a new	Onsite
16306	13-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C130220240046		Hardware	PC	Not working at all	No power	LOW	Closed	13-02-2024 13:52	2/13/2024 2:29:20 PM	0:0:36:24			issue resolved after change the power	Onsite
16307	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240045		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 13:36	2/13/2024 2:35:38 PM	0:0:58:47			Mouse Replaced.	Onsite
16308	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240044		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 13:35	2/13/2024 2:36:04 PM	0:1:0:29			Mouse Replaced.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16309	13-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C130220240043		Hardware	System	MS Office	Others	LOW	Closed	13-02-2024 13:31	2/13/2024 2:36:34 PM	0:1:5:13			PC Restart.	Remote
16310	13-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C130220240042		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	13-02-2024 13:25	2/13/2024 1:32:50 PM	0:0:7:34			Resolved	Onsite
16311	13-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C130220240040		Hardware	PC	Not working at all	Harddisk	LOW	Closed	13-02-2024 13:24	2/13/2024 1:27:05 PM	0:0:2:45			Hdd sata port replaced now bios	Onsite
16312	13-02-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C130220240041		Hardware	PC	Network Not Working	Other	LOW	Closed	13-02-2024 13:24	2/13/2024 1:33:06 PM	0:0:8:15			Resolved	Onsite
16313	13-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C130220240039		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 13:23	2/13/2024 1:33:30 PM	0:0:10:23			resolved	Onsite
16314	13-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C130220240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 13:20	2/13/2024 1:33:56 PM	0:0:12:57			Resolved	Onsite
16315	13-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C130220240037		Hardware	PC	TFT	Others	LOW	Closed	13-02-2024 13:20	2/13/2024 1:34:13 PM	0:0:13:49			Resolved	Onsite
16316	13-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C130220240032		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:19	2/13/2024 1:28:20 PM	0:0:9:13			Login issue resolved in webex.	Onsite
16317	13-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C130220240036		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 13:19	2/13/2024 1:34:27 PM	0:0:14:49			Resolved	Onsite
16318	13-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C130220240034		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 13:19	2/13/2024 1:34:40 PM	0:0:15:14			Resolved	Onsite
16319	13-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130220240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 13:19	2/13/2024 1:26:17 PM	0:0:6:56			lotus settings done and create new	Onsite
16320	13-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C130220240035		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:19	2/13/2024 1:28:42 PM	0:0:9:12			webex issue resolved	Onsite
16321	13-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C130220240031		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:18	2/13/2024 1:24:31 PM	0:0:6:4			Browser issue resolved	Onsite
16322	13-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	BUSINESS/	C130220240030		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	13-02-2024 13:16	2/13/2024 1:52:56 PM	0:0:36:54			Archive file reconfigure and problem	Remote
16323	13-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C130220240029		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	13-02-2024 13:15	2/13/2024 1:52:12 PM	0:0:37:3			LAN cable change and laptop network	Onsite
16324	13-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130220240028		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 13:14	2/13/2024 1:25:36 PM	0:0:11:35			Printer driver reinstall done & Adobe.	Onsite
16325	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240027		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 13:00	2/13/2024 1:06:09 PM	0:0:5:36			Cable issue.	Onsite
16326	13-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C130220240026		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 12:33	2/13/2024 1:21:20 PM	0:0:48:18			Create new workspace now issue	Remote
16327	13-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130220240025		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 12:32	2/13/2024 1:20:46 PM	0:0:48:21			P92 password reset now issue	Remote
16328	13-02-2024	ALAKNANDA	Giri Nagar	MMG	C130220240024		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	13-02-2024 12:31	2/13/2024 1:20:13 PM	0:0:48:38			Login with extension and password	Onsite
16329	13-02-2024	ALAKNANDA	CR Park HR Office	HR	C130220240023		Hardware	PC	System Password issue	Password	LOW	Closed	13-02-2024 12:30	2/13/2024 1:19:47 PM	0:0:49:13			Reset the password now issue	Onsite
16330	13-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130220240022		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 12:29	2/13/2024 1:19:13 PM	0:0:49:39			Remove the paper from printer now	Onsite
16331	13-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130220240021		Hardware	UPS	Backup	Others	LOW	Closed	13-02-2024 12:28	2/13/2024 1:18:39 PM	0:0:50:16			By pass the power now issue resolved	Onsite
16332	13-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C130220240020		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 12:27	2/13/2024 12:50:32 PM	0:0:23:3			Installed the printer now issue	Remote
16333	13-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C130220240019		Hardware	System	Other Software	New	LOW	Closed	13-02-2024 12:26	2/13/2024 12:50:00 PM	0:0:23:26			CRM link paste now issue resolved	Remote
16334	13-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	BUSINESS/	C130220240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 12:22	2/13/2024 1:24:13 PM	0:1:1:14			Jam Paper Removed.	Onsite
16335	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240017		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-02-2024 12:19	2/13/2024 1:25:17 PM	0:1:5:53			Ram Dust Clean.	Onsite
16336	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240016		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 12:13	2/13/2024 2:20:12 PM	0:2:7:5			ssd hardisk installed all data copied	Onsite
16337	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240015		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 12:12	2/13/2024 2:19:57 PM	0:2:7:0			ssd hardisk installed all data copied	Onsite
16338	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130220240014		Hardware	MOUSE	Not working	Other	LOW	Closed	13-02-2024 12:09	2/13/2024 12:09:35 PM	0:0:0:28			mouse faulty	Onsite
16339	13-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	BUSINESS/	C130220240013		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-02-2024 12:03	2/13/2024 12:09:53 PM	0:0:5:59			change the ram	Onsite
16340	13-02-2024	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C130220240012		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 12:00	2/13/2024 12:10:19 PM	0:0:9:22			repair the windows	Onsite
16341	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C130220240011		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 11:48	2/13/2024 11:49:10 AM	0:0:0:29			repair the os	Onsite
16342	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 11:29	2/13/2024 11:53:19 AM	0:0:23:30			All Mails Archived & Compact Mails	Onsite
16343	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240009		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 11:29	2/13/2024 11:51:28 AM	0:0:22:12			CD Writer Drivers Reinstalled Now	Onsite
16344	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240008		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 11:28	2/13/2024 11:50:45 AM	0:0:22:5			Removed Jam Paper Now Working	Onsite
16345	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240007		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 11:28	2/13/2024 11:50:10 AM	0:0:21:57			Removed Jam Paper Now Working	Onsite
16346	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240006		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 10:46	2/15/2024 5:31:01 PM	2:6:44:6			Call Close By Sanjay & Subhash	Onsite
16347	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240005		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 10:31	2/13/2024 10:44:57 AM	0:0:13:7			FYI	Onsite
16348	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240004		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 10:31	2/13/2024 10:45:14 AM	0:0:13:44			FYI	Onsite
16349	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 10:00	2/13/2024 10:05:34 AM	0:0:5:4			printer reconnected issue resolved	Onsite
16350	13-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C130220240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 09:13	2/13/2024 10:39:14 AM	0:1:25:15			issue has been resolved after installed	Onsite
16351	13-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C130220240001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 09:10	2/13/2024 10:38:58 AM	0:1:28:14			issue has been resolved after installed	Onsite
16352	13-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C130220240169		Network	Link	Link Connectivity Issue	Link	LOW	Closed	13-02-2024 18:33	2/13/2024 6:33:58 PM	0:0:0:28			Airtel Link is down going to site for	Onsite
16353	13-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C130220240168		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 18:00	2/13/2024 6:07:36 PM	0:0:7:17			Resolved	Onsite
16354	13-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C130220240167		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 17:36	2/13/2024 5:36:55 PM	0:0:0:18			New Win 10 64 bit installed with ssd	Onsite
16355	13-02-2024	OTHERS	VSNL	QUALITY	C130220240166		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-02-2024 17:32	2/13/2024 6:38:50 PM	0:1:6:41			cartridge replaced issue resolve	Remote
16356	13-02-2024	OTHERS	VSNL	QUALITY	C130220240165		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-02-2024 17:31	2/13/2024 6:38:37 PM	0:1:7:21			cartridge replaced issue resolve	Remote
16357	13-02-2024	OTHERS	VSNL	QUALITY	C130220240164		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 17:30	2/13/2024 6:38:03 PM	0:1:7:58			Account un Locked	Remote
16358	13-02-2024	OTHERS	VSNL	KCC/MLCC	C130220240163		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 17:24	2/13/2024 6:37:28 PM	0:1:13:0			SAP password reset issue resolve	Remote
16359	13-02-2024	OTHERS	VSNL	KCC/MLCC	C130220240162		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 17:23	2/13/2024 6:36:53 PM	0:1:13:40			CAS Software installed issue resolve	Remote
16360	13-02-2024	OTHERS	VSNL	KCC/MLCC	C130220240161		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 17:22	2/13/2024 6:36:26 PM	0:1:13:53			M Cube Installed issue resolve	Remote
16361	13-02-2024	OTHERS	VSNL	O-M	C130220240160		Hardware	PC	Not working at all	Harddisk	LOW	Closed	13-02-2024 17:21	2/13/2024 6:35:00 PM	0:1:13:4			Sata Cable Faulty replaced issue	Onsite
16362	13-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C130220240159		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 17:19	2/13/2024 5:47:20 PM	0:0:27:32			Window has been upgraded	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16363	13-02-2024	SAKET	Adchini	SAFETY	C130220240158		Network	LAN Issue	LAN Issue	Others	LOW	Closed	13-02-2024 17:18	2/13/2024 5:27:28 PM	0:0:8:30			IP not installed	Onsite
16364	13-02-2024	SAKET	Adchini	BUSINESS/	C130220240156		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	13-02-2024 17:18	2/13/2024 5:27:14 PM	0:0:9:1			LAN not work	Onsite
16365	13-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C130220240157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 17:18	2/13/2024 5:46:47 PM	0:0:28:19			A new workspace has been created	Remote
16366	13-02-2024	SAKET	Adchini	HR	C130220240155		Telecome	Instrumen	Analog	Line	LOW	Closed	13-02-2024 17:17	2/13/2024 5:26:58 PM	0:0:9:26			phone not work	Onsite
16367	13-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C130220240154		Hardware	Attendane	Others	new	LOW	Closed	13-02-2024 17:16	2/13/2024 5:45:59 PM	0:0:29:20			New ID card has been registered	Onsite
16368	13-02-2024	SAKET	Adchini	DTC	C130220240153		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 17:15	2/13/2024 5:26:38 PM	0:0:11:23			printer not connect	Onsite
16369	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240152		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 17:13	2/13/2024 5:19:50 PM	0:0:6:35			Mouse not working issue resolved	Onsite
16370	13-02-2024	SAKET	Adchini	SAFETY	C130220240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 17:12	2/13/2024 5:26:22 PM	0:0:13:41			mail password forget	Onsite
16371	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240150		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:12	2/13/2024 5:19:19 PM	0:0:6:51			pdf not working issue resolved	Onsite
16372	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240149		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:10	2/13/2024 5:18:31 PM	0:0:7:35			Google chrome not working issue	Onsite
16373	13-02-2024	SAKET	Adchini	CUSTOME	C130220240148		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	13-02-2024 17:10	2/13/2024 5:26:03 PM	0:0:15:39			not work	Onsite
16374	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240146		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 17:09	2/13/2024 5:18:06 PM	0:0:8:42			Team viewer not working issue	Onsite
16375	13-02-2024	SAKET	Adchini	CIVIL	C130220240147		Hardware	PC	Not working at all	Others	LOW	Closed	13-02-2024 17:09	2/13/2024 5:25:33 PM	0:0:15:55			not on	Onsite
16376	13-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C130220240145		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	13-02-2024 17:08	2/13/2024 5:17:36 PM	0:0:9:3			Network not working issue resolved	Onsite
16377	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240143		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:07	2/13/2024 5:16:15 PM	0:0:9:0			IP msg not working resolved	Onsite
16378	13-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130220240144		Hardware	System	Other Software	Adobe	LOW	Closed	13-02-2024 17:07	2/13/2024 5:17:01 PM	0:0:9:12			Google chrome not working issue	Onsite
16379	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240142		Hardware	PC	TFT	Sent to	MEDIUM	Closed	13-02-2024 16:55	2/13/2024 5:06:49 PM	0:0:11:15			Stand by TFT Provided and problem	Onsite
16380	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240141		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	13-02-2024 16:54	2/13/2024 5:05:33 PM	0:0:11:27			Printer driver reinstalled and printer	Onsite
16381	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240140		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	13-02-2024 16:52	2/13/2024 5:04:25 PM	0:0:11:42			Keyboard by blower to clean and	Onsite
16382	13-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C130220240139		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	13-02-2024 16:50	2/13/2024 5:02:50 PM	0:0:12:13			Network router and switch cable	Onsite
16383	13-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C130220240138		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	13-02-2024 16:46	2/13/2024 4:58:52 PM	0:0:12:44			installed new scanner issue resolved	Onsite
16384	13-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C130220240137		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	13-02-2024 16:39	2/13/2024 4:58:29 PM	0:0:19:27			replaced the keyboard issue resolved	Onsite
16385	13-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C130220240136		Hardware	Printer	Image Issue	Image	LOW	Closed	13-02-2024 16:38	2/13/2024 4:58:13 PM	0:0:19:46			cleared the paper and change the	Onsite
16386	13-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130220240135		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 16:37	2/13/2024 4:57:40 PM	0:0:19:45			added the new rule issue resolved	Onsite
16387	13-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130220240134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 16:37	2/13/2024 4:57:24 PM	0:0:20:16			reinstalled and configured the email id	Onsite
16388	13-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C130220240133		Telecome	Instrumen	IP	Lan Port	LOW	Closed	13-02-2024 16:36	2/13/2024 4:56:51 PM	0:0:20:36			change the telephone lan patch cable	Onsite
16389	13-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C130220240132		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 16:35	2/13/2024 4:56:12 PM	0:0:20:28			reinstalled chrome issue resolved	Onsite
16390	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 16:35	2/13/2024 4:37:51 PM	0:0:2:33			Printer driver update, issue resolved	Onsite
16391	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240130		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 16:34	2/13/2024 4:37:27 PM	0:0:2:59			SAP P92 reconfigured	Onsite
16392	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240129		Hardware	PC	System Password issue	Password	LOW	Closed	13-02-2024 16:23	2/13/2024 4:24:52 PM	0:0:1:4			done issue resolved	Onsite
16393	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240128		Hardware	System	MS Office	Software	LOW	Closed	13-02-2024 16:23	2/13/2024 4:36:51 PM	0:0:13:29			clean to task manager & restart	Onsite
16394	13-02-2024	NEHRU PLACE	20 No Building	HR	C130220240127		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 16:22	2/13/2024 4:36:23 PM	0:0:14:6			PPT share for training done	Onsite
16395	13-02-2024	NEHRU PLACE	20 No Building	Energy	C130220240126		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 16:21	2/13/2024 4:35:53 PM	0:0:14:29			LAn cable change, issue resolved	Onsite
16396	13-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C130220240125		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-02-2024 16:12	2/13/2024 4:15:50 PM	0:0:3:48			Issue Resolved	Onsite
16397	13-02-2024	NEHRU PLACE CSO	Second Floor - B Block	Finance	C130220240124		Hardware	System	Other Software	New	LOW	Closed	13-02-2024 16:11	2/13/2024 4:15:45 PM	0:0:4:13			Issue Resolved	Onsite
16398	13-02-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C130220240123		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 16:10	2/13/2024 4:15:39 PM	0:0:5:10			Issue Resolved	Onsite
16399	13-02-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C130220240122		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-02-2024 16:09	2/13/2024 4:15:33 PM	0:0:6:5			Issue Resolved	Onsite
16400	13-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C130220240121		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 16:08	2/13/2024 4:15:27 PM	0:0:6:46			Issue Resolved	Onsite
16401	13-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C130220240119		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 16:07	2/13/2024 4:15:08 PM	0:0:8:0			Issue Resolved	Onsite
16402	13-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ADMIN	C130220240120		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	13-02-2024 16:07	2/13/2024 4:15:17 PM	0:0:7:21			Issue Resolved	Onsite
16403	13-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C130220240118		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 15:54	2/16/2024 5:24:21 PM	3:1:29:40			Call Close By Sanjay & Jitendra	Onsite
16404	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130220240117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:53	2/13/2024 3:54:10 PM	0:0:0:35			replace the drivers	Onsite
16405	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130220240116		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 15:52	2/13/2024 3:54:26 PM	0:0:2:0			install the os	Onsite
16406	13-02-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C130220240115		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 15:47	2/13/2024 4:23:42 PM	0:0:36:27			PC lan cable loose.	Onsite
16407	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	O-M	C130220240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 15:46	2/13/2024 4:23:26 PM	0:0:37:3			Lotus mail password issue.	Onsite
16408	13-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C130220240113		Hardware	System	Other Software	New	MEDIUM	Closed	13-02-2024 15:45	2/13/2024 5:10:46 PM	0:1:25:23			P92 icon created issue resolved	Remote
16409	13-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130220240112		Hardware	System	Other Software	proxy	MEDIUM	Closed	13-02-2024 15:44	2/13/2024 5:11:09 PM	0:1:26:33			After proxy setting issue resolved	Remote
16410	13-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C130220240110		Hardware	PC	TFT	Black H	LOW	Closed	13-02-2024 15:44	2/13/2024 4:22:48 PM	0:0:38:44			Complaint logged.	Onsite
16411	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240111		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 15:44	2/13/2024 5:30:54 PM	0:1:46:48			Jam paper removed.	Onsite
16412	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240108		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:43	2/13/2024 4:22:01 PM	0:0:38:40			Printer driver installed.	Onsite
16413	13-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C130220240107		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 15:43	2/13/2024 5:31:11 PM	0:1:48:10			Password reset	Onsite
16414	13-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130220240109		Hardware	System	Other Software	software	MEDIUM	Closed	13-02-2024 15:43	2/13/2024 5:11:25 PM	0:1:27:34			After reinstall chrome issue resolved	Remote
16415	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240106		Hardware	System	MS Office	File	LOW	Closed	13-02-2024 15:42	2/13/2024 4:21:39 PM	0:0:39:10			File corrupted.	Onsite
16416	13-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C130220240105		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	13-02-2024 15:41	2/13/2024 5:11:48 PM	0:1:30:0			After clean RAM and reinsert issue	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16417	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240104		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-02-2024 15:41	2/13/2024 4:21:18 PM	0:0:39:33			RAM faulty complaint logged.	Onsite
16418	13-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C130220240103		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	13-02-2024 15:41	2/13/2024 4:16:16 PM	0:0:35:6			lan cable reconnect	Onsite
16419	13-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130220240102		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:40	2/13/2024 4:20:38 PM	0:0:39:41			Printer driver installed.	Onsite
16420	13-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C130220240101		Hardware	System	Other Software	New	MEDIUM	Closed	13-02-2024 15:39	2/13/2024 4:47:10 PM	0:1:7:27			After update lisense through crack	
16421	13-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C130220240100		Hardware	System	Other Software	software	HIGH	Closed	13-02-2024 15:38	2/13/2024 4:16:47 PM	0:0:37:49			lan cable reconnect	Onsite
16422	13-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130220240098		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	13-02-2024 15:37	2/13/2024 4:45:51 PM	0:1:8:18			After remove jam paper and replaced	
16423	13-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C130220240097		Hardware	PC	Restart Problem	Others	HIGH	Closed	13-02-2024 15:37	2/13/2024 4:17:48 PM	0:0:40:47			Tft vga cable reconnect	Onsite
16424	13-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C130220240099		Hardware	System	Other Software	Adobe	HIGH	Closed	13-02-2024 15:37	2/13/2024 4:17:12 PM	0:0:39:22			pdf app install	Onsite
16425	13-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C130220240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 15:36	2/13/2024 4:02:06 PM	0:0:25:9			printer installed issue resolved	Remote
16426	13-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C130220240095		Hardware	System	Other Software	software	HIGH	Closed	13-02-2024 15:36	2/13/2024 4:18:34 PM	0:0:42:32			router reinstall	Onsite
16427	13-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C130220240094		Hardware	PC	Not working at all	Harddisk	LOW	Closed	13-02-2024 15:35	2/13/2024 4:24:30 PM	0:0:48:34			sata cable and power connector	Onsite
16428	13-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C130220240093		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	13-02-2024 15:33	2/13/2024 4:44:34 PM	0:1:10:58			IP configured and install printer call	
16429	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 15:32	2/13/2024 3:37:07 PM	0:0:4:51			Lotus software update basic to	Onsite
16430	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240091		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-02-2024 15:30	2/13/2024 3:36:04 PM	0:0:5:7			Cable change	Onsite
16431	13-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C130220240090		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-02-2024 15:30	2/13/2024 3:50:58 PM	0:0:20:36			Issue resolved	Remote
16432	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240089		Hardware	PC	System Password issue	Others	LOW	Closed	13-02-2024 15:29	2/13/2024 3:34:04 PM	0:0:4:12			Capslock issue.	Onsite
16433	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240088		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 15:24	2/13/2024 3:33:20 PM	0:0:8:49			Printer Cartdrige Replaced.	Onsite
16434	13-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130220240087		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	13-02-2024 15:20	2/13/2024 3:22:29 PM	0:0:2:18			issue resolved after change the USB	Onsite
16435	13-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130220240086		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 15:18	2/13/2024 3:23:01 PM	0:0:4:20			issue resolved after create a new	Onsite
16436	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240085		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 15:10	2/13/2024 4:20:10 PM	0:1:9:41			Printer issue	Onsite
16437	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240084		Hardware	System	MS Office	Others	LOW	Closed	13-02-2024 15:06	2/13/2024 4:20:22 PM	0:1:13:53			S/W issue	Onsite
16438	13-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C130220240083		Hardware	PC	TFT	Color	LOW	Closed	13-02-2024 15:05	2/13/2024 3:59:29 PM	0:0:54:14			Set color and brightness now working	Onsite
16439	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240082		Hardware	MOUSE	Not working	Other	LOW	Closed	13-02-2024 15:04	2/13/2024 4:20:38 PM	0:1:16:22			Mouse issue	Onsite
16440	13-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C130220240081		Hardware	System	MS Office	Others	LOW	Closed	13-02-2024 15:04	2/13/2024 4:00:09 PM	0:0:55:56			File size issue change setting now	Remote
16441	13-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C130220240080		Hardware	PC	System Password issue	Password	LOW	Closed	13-02-2024 15:03	2/13/2024 3:58:59 PM	0:0:55:42			Reset password now working fine	Onsite
16442	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240076		Hardware	System	MS Office	File Not	LOW	Closed	13-02-2024 15:02	2/13/2024 3:31:47 PM	0:0:29:39			after excel file extension change issue	Onsite
16443	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240079		Hardware	System	Other Software	proxy	LOW	Closed	13-02-2024 15:02	2/13/2024 3:33:02 PM	0:0:30:9			after host file change issue resolved	Onsite
16444	13-02-2024	JANAK PURI	Sagar Pur Grid	O-M	C130220240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 15:02	2/13/2024 3:58:36 PM	0:0:55:58			Mail reinstalled now working fine	Remote
16445	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240078		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	13-02-2024 15:02	2/13/2024 4:21:00 PM	0:1:18:6			DVD writer issue	Onsite
16446	13-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C130220240074		Network	Link	Link Connectivity Issue	Link	LOW	Closed	13-02-2024 15:01	2/13/2024 3:31:05 PM	0:0:29:31			issue resolved help with network	Onsite
16447	13-02-2024	JANAK PURI	Sagar Pur Grid	O-M	C130220240075		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	13-02-2024 15:01	2/13/2024 3:58:13 PM	0:0:56:20			Clean ram now working fine	Onsite
16448	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240073		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 15:00	2/13/2024 3:29:03 PM	0:0:28:13			after power cable reconnect issue	Onsite
16449	13-02-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C130220240072		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 14:59	2/13/2024 3:28:24 PM	0:0:29:11			after printer reinstall issue resolved	Onsite
16450	13-02-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C130220240071		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	13-02-2024 14:57	2/13/2024 3:28:06 PM	0:0:30:23			after ram change issue resolved	Onsite
16451	13-02-2024	OTHERS	IIT Grid	Enforcem	C130220240069		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 14:56	2/13/2024 4:21:31 PM	0:1:25:18			Pc shifting and installed at PLA	Onsite
16452	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C130220240070		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 14:56	2/13/2024 3:27:23 PM	0:0:31:1			after printer reinstall issue resolved	Onsite
16453	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C130220240068		Hardware	System	Other Software	proxy	LOW	Closed	13-02-2024 14:55	2/13/2024 3:26:07 PM	0:0:30:32			after proxy setting enabled issue	Onsite
16454	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 14:54	2/13/2024 3:25:20 PM	0:0:30:57			after paper jam clear issue resolved	Onsite
16455	13-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C130220240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 14:53	2/13/2024 3:24:52 PM	0:0:31:28			after mail password reset issue	Onsite
16456	13-02-2024	NEHRU PLACE	W Block GK 1	O-M	C130220240064		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 14:28	2/13/2024 3:33:13 PM	0:1:5:2			Mail location setting changed.	Onsite
16457	13-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C130220240065		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 14:28	2/13/2024 3:34:33 PM	0:1:5:43			Printer reconnect.	Onsite
16458	13-02-2024	NEHRU PLACE	W Block GK 1	Store	C130220240063		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 14:27	2/13/2024 3:32:42 PM	0:1:5:2			Printer installed with drivers.	Onsite
16459	13-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C130220240062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 14:27	2/13/2024 3:32:22 PM	0:1:5:17			Mail software Repaired.	Onsite
16460	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 14:26	2/13/2024 3:31:47 PM	0:1:5:24			Mail archived & compacted.	Onsite
16461	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240059		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	13-02-2024 14:25	2/13/2024 3:30:58 PM	0:1:5:34			Dinotes actived & temp file delete &	Onsite
16462	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240060		Hardware	PC	TFT	Power	LOW	Closed	13-02-2024 14:25	2/13/2024 3:31:24 PM	0:1:5:30			Power Cable reconnect properly.	Onsite
16463	13-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130220240058		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	13-02-2024 14:24	2/13/2024 3:29:38 PM	0:1:4:41			LAN cable reconnect to POE adaptor	Onsite
16464	13-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Enforcem	C130220240057		Hardware	Laptop	Screen Issue	Others	LOW	Closed	13-02-2024 14:06	2/13/2024 2:45:50 PM	0:0:39:40			issue resolved	Onsite
16465	13-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C130220240056		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	13-02-2024 14:05	2/13/2024 2:45:33 PM	0:0:40:23			issue resolved	Onsite
16466	13-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C130220240055		Hardware	System	Other Software	New	LOW	Closed	13-02-2024 14:04	2/13/2024 2:45:24 PM	0:0:40:38			issue resolved	Onsite
16467	13-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C130220240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 13:58	2/13/2024 2:45:17 PM	0:0:46:35			issue resolved	Onsite
16468	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240053		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	13-02-2024 13:57	2/13/2024 2:45:05 PM	0:0:47:51			RJ45 Replaced	Onsite
16469	13-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C130220240048		Hardware	Laptop	Screen Issue	Others	LOW	Closed	13-02-2024 13:56	2/13/2024 2:44:38 PM	0:0:48:17			Connected	Onsite
16470	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240051		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	13-02-2024 13:56	2/13/2024 2:44:58 PM	0:0:48:7			RJ45 Replaced	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16471	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240049		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:56	2/13/2024 2:32:03 PM	0:0:35:41			issue resolved after create a new sap	Onsite
16472	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240052		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 13:56	2/13/2024 2:37:04 PM	0:0:40:8			issue resolved after reconnect the	Onsite
16473	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240050		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 13:56	2/13/2024 2:37:15 PM	0:0:40:32			ue resolved after reconnect the same	Onsite
16474	13-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130220240047		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-02-2024 13:55	2/13/2024 2:31:18 PM	0:0:35:19			issue resolved after Create a new	Onsite
16475	13-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C130220240046		Hardware	PC	Not working at all	No power	LOW	Closed	13-02-2024 13:52	2/13/2024 2:29:20 PM	0:0:36:24			issue resolved after change the power	Onsite
16476	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240045		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 13:36	2/13/2024 2:35:38 PM	0:0:58:47			Mouse Replaced.	Onsite
16477	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240044		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 13:35	2/13/2024 2:36:04 PM	0:1:0:29			Mouse Replaced.	Onsite
16478	13-02-2024	PALAM	Mangla Puri Complaint Center	O-M	C130220240043		Hardware	System	MS Office	Others	LOW	Closed	13-02-2024 13:31	2/13/2024 2:36:34 PM	0:1:5:13			PC Restart.	Remote
16479	13-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C130220240042		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	13-02-2024 13:25	2/13/2024 1:32:50 PM	0:0:7:34			Resolved	Onsite
16480	13-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C130220240040		Hardware	PC	Not working at all	Harddisk	LOW	Closed	13-02-2024 13:24	2/13/2024 1:27:05 PM	0:0:2:45			Hdd sata port replaced now bios	Onsite
16481	13-02-2024	UTTAM NAGAR	BSES UTN Manager O&M Office , Bindapur	O-M	C130220240041		Hardware	PC	Network Not Working	Other	LOW	Closed	13-02-2024 13:24	2/13/2024 1:33:06 PM	0:0:8:15			Resolved	Onsite
16482	13-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C130220240039		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-02-2024 13:23	2/13/2024 1:33:30 PM	0:0:10:23			resolved	Onsite
16483	13-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C130220240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 13:20	2/13/2024 1:33:56 PM	0:0:12:57			Resolved	Onsite
16484	13-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C130220240037		Hardware	PC	TFT	Others	LOW	Closed	13-02-2024 13:20	2/13/2024 1:34:13 PM	0:0:13:49			Resolved	Onsite
16485	13-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C130220240032		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:19	2/13/2024 1:28:20 PM	0:0:9:13			Login issue resolved in webex.	Onsite
16486	13-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C130220240036		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 13:19	2/13/2024 1:34:27 PM	0:0:14:49			Resolved	Onsite
16487	13-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C130220240034		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-02-2024 13:19	2/13/2024 1:34:40 PM	0:0:15:14			Resolved	Onsite
16488	13-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130220240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 13:19	2/13/2024 1:26:17 PM	0:0:6:56			lotus settings done and create new	Onsite
16489	13-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C130220240035		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:19	2/13/2024 1:28:42 PM	0:0:9:12			webex issue resolved	Onsite
16490	13-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C130220240031		Hardware	System	Other Software	Browser	LOW	Closed	13-02-2024 13:18	2/13/2024 1:24:31 PM	0:0:6:4			Browser issue resolved	Onsite
16491	13-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	BUSINESS/	C130220240030		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	13-02-2024 13:16	2/13/2024 1:52:56 PM	0:0:36:54			Archive file reconfigure and problem	Remote
16492	13-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C130220240029		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	13-02-2024 13:15	2/13/2024 1:52:12 PM	0:0:37:3			LAN cable change and laptop network	Onsite
16493	13-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130220240028		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 13:14	2/13/2024 1:25:36 PM	0:0:11:35			Printer driver reinstall done & Adobe.	Onsite
16494	13-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130220240027		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 13:00	2/13/2024 1:06:09 PM	0:0:5:36			Cable issue.	Onsite
16495	13-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C130220240026		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 12:33	2/13/2024 1:21:20 PM	0:0:48:18			Create new workspace now issue	Remote
16496	13-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130220240025		Hardware	System	Other Software	software	LOW	Closed	13-02-2024 12:32	2/13/2024 1:20:46 PM	0:0:48:21			P92 password reset now issue	Remote
16497	13-02-2024	ALAKNANDA	Giri Nagar	MMG	C130220240024		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	13-02-2024 12:31	2/13/2024 1:20:13 PM	0:0:48:38			Login with extension and password	Onsite
16498	13-02-2024	ALAKNANDA	CR Park HR Office	HR	C130220240023		Hardware	PC	System Password issue	Password	LOW	Closed	13-02-2024 12:30	2/13/2024 1:19:47 PM	0:0:49:13			Reset the password now issue	Onsite
16499	13-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130220240022		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 12:29	2/13/2024 1:19:13 PM	0:0:49:39			Remove the paper from printer now	Onsite
16500	13-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130220240021		Hardware	UPS	Backup	Others	LOW	Closed	13-02-2024 12:28	2/13/2024 1:18:39 PM	0:0:50:16			By pass the power now issue resolved	Onsite
16501	13-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C130220240020		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-02-2024 12:27	2/13/2024 12:50:32 PM	0:0:23:3			Installed the printer now issue	Remote
16502	13-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C130220240019		Hardware	System	Other Software	New	LOW	Closed	13-02-2024 12:26	2/13/2024 12:50:00 PM	0:0:23:26			CRM link paste now issue resolved	Remote
16503	13-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	BUSINESS/	C130220240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 12:22	2/13/2024 1:24:13 PM	0:1:1:14			Jam Paper Removed.	Onsite
16504	13-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130220240017		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-02-2024 12:19	2/13/2024 1:25:17 PM	0:1:5:53			Ram Dust Clean.	Onsite
16505	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240016		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 12:13	2/13/2024 2:20:12 PM	0:2:7:5			ssd hardisk installed all data copied	Onsite
16506	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240015		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 12:12	2/13/2024 2:19:57 PM	0:2:7:0			ssd hardisk installed all data copied	Onsite
16507	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130220240014		Hardware	MOUSE	Not working	Other	LOW	Closed	13-02-2024 12:09	2/13/2024 12:09:35 PM	0:0:0:28			mouse faulty	Onsite
16508	13-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	BUSINESS/	C130220240013		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-02-2024 12:03	2/13/2024 12:09:53 PM	0:0:5:59			change the ram	Onsite
16509	13-02-2024	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C130220240012		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 12:00	2/13/2024 12:10:19 PM	0:0:9:22			repair the windows	Onsite
16510	13-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C130220240011		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-02-2024 11:48	2/13/2024 11:49:10 AM	0:0:0:29			repair the os	Onsite
16511	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 11:29	2/13/2024 11:53:19 AM	0:0:23:30			All Mails Archived & Compact Mails	Onsite
16512	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240009		Hardware	PC	Restart Problem	Others	LOW	Closed	13-02-2024 11:29	2/13/2024 11:51:28 AM	0:0:22:12			CD Writer Drivers Reinstalled Now	Onsite
16513	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240008		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 11:28	2/13/2024 11:50:45 AM	0:0:22:5			Removed Jam Paper Now Working	Onsite
16514	13-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130220240007		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-02-2024 11:28	2/13/2024 11:50:10 AM	0:0:21:57			Removed Jam Paper Now Working	Onsite
16515	13-02-2024	OTHERS	Andrews Ganj	Enforcem	C130220240006		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 10:46	2/15/2024 5:31:01 PM	2:6:44:6			Call Close By Sanjay & Subhash	Onsite
16516	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240005		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 10:31	2/13/2024 10:44:57 AM	0:0:13:7			FYI	Onsite
16517	13-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C130220240004		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-02-2024 10:31	2/13/2024 10:45:14 AM	0:0:13:44			FYI	Onsite
16518	13-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130220240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-02-2024 10:00	2/13/2024 10:05:34 AM	0:0:5:4			printer reconnected issue resolved	Onsite
16519	13-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C130220240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 09:13	2/13/2024 10:39:14 AM	0:1:25:15			issue has been resolved after installed	Onsite
16520	13-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C130220240001		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-02-2024 09:10	2/13/2024 10:38:58 AM	0:1:28:14			issue has been resolved after installed	Onsite
16521	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240159		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-02-2024 17:45	2/14/2024 6:29:42 PM	0:0:44:31			Printer Software installation.	Onsite
16522	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240158		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	14-02-2024 17:43	2/14/2024 6:30:14 PM	0:0:46:31			Mail installation & configuration.	Onsite
16523	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:39	2/14/2024 6:30:54 PM	0:0:51:19			New OS Installation.	Onsite
16524	14-02-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C140220240156		Network	Link	Link Connectivity Issue	Others	LOW	Closed	14-02-2024 17:37	2/14/2024 6:31:15 PM	0:0:53:30			FLT Done.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16525	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC/CCC	C140220240155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 17:33	2/14/2024 5:34:51 PM	0:0:1:47			resolved	Onsite
16526	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/BPT	C140220240154		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	14-02-2024 17:32	2/14/2024 5:34:36 PM	0:0:2:34			resolved	Onsite
16527	14-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C140220240154		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	14-02-2024 17:32	2/14/2024 5:34:36 PM	0:0:2:34			resolved	Onsite
16528	14-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C140220240153		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:31	2/14/2024 5:33:14 PM	0:0:1:47			issue resolved	Onsite
16529	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C140220240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:30	2/14/2024 5:33:56 PM	0:0:3:5			resolved	Onsite
16530	14-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CES	C140220240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 17:30	2/14/2024 5:33:07 PM	0:0:2:18			issue resolved	Onsite
16531	14-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C140220240150		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:29	2/14/2024 5:32:58 PM	0:0:3:31			issue resolved	Onsite
16532	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140220240149		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:28	2/14/2024 5:32:50 PM	0:0:4:12			issue resolved	Onsite
16533	14-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C140220240148		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	14-02-2024 17:28	2/14/2024 5:33:36 PM	0:0:5:27			resolved	Onsite
16534	14-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C140220240147		Hardware	System	Other Software	New	LOW	Closed	14-02-2024 17:25	2/14/2024 5:49:17 PM	0:0:23:49			Oracle installed and CAS created	Onsite
16535	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C140220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 17:23	2/14/2024 5:47:48 PM	0:0:23:56			Printer driver update	Onsite
16536	14-02-2024	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C140220240142		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 17:22	2/14/2024 5:43:19 PM	0:0:21:18			after mail password reset issue	Onsite
16537	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C140220240143		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	14-02-2024 17:22	2/14/2024 5:24:22 PM	0:0:2:20			Scanner preference settings change.	Onsite
16538	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C140220240145		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 17:22	2/14/2024 5:47:06 PM	0:0:24:19			Adobe reinstalled	Onsite
16539	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C140220240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:22	2/14/2024 5:24:41 PM	0:0:2:8			Create new replica.	Onsite
16540	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Data	C140220240141		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 17:21	2/14/2024 5:46:19 PM	0:0:24:23			Mail sent to lotus team for reset	Remote
16541	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C140220240140		Hardware	PC	Not working at all	Others	LOW	Closed	14-02-2024 17:20	2/14/2024 5:45:07 PM	0:0:24:49			HDD set as primary boot	Onsite
16542	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C140220240139		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	14-02-2024 17:19	2/14/2024 5:24:03 PM	0:0:4:4			Printer tray setting change.	Onsite
16543	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C140220240138		Hardware	System	MS Office	Others	LOW	Closed	14-02-2024 17:17	2/14/2024 5:23:42 PM	0:0:6:23			MS office update.	Onsite
16544	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/BPT	C140220240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:15	2/14/2024 5:23:11 PM	0:0:7:32			All mail archive and restart mail	Onsite
16545	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C140220240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:11	2/14/2024 5:13:19 PM	0:0:2:0			Archive mapped	Onsite
16546	14-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C140220240135		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 17:07	2/14/2024 5:42:46 PM	0:0:34:59			after mail password reset issue	Onsite
16547	14-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/CCC	C140220240134		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-02-2024 17:02	2/14/2024 5:05:28 PM	0:0:3:2			Drive security change, issue resolved	Onsite
16548	14-02-2024	OTHERS	VSNL	RCM	C140220240133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 17:01	2/14/2024 6:19:57 PM	0:1:18:41			Printer driver installed issue resolve	Remote
16549	14-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC/CCC	C140220240132		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-02-2024 17:00	2/14/2024 5:04:52 PM	0:0:4:1			Drive security change, issue resolved	Onsite
16550	14-02-2024	OTHERS	VSNL	RCM	C140220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 17:00	2/14/2024 6:19:39 PM	0:1:19:13			Printer driver installed issue resolve	Remote
16551	14-02-2024	OTHERS	VSNL	RCM	C140220240130		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:59	2/14/2024 6:19:00 PM	0:1:19:23			Excel Micro setting enable	Remote
16552	14-02-2024	OTHERS	VSNL	RCM	C140220240129		Hardware	PC	TFT	Others	LOW	Closed	14-02-2024 16:58	2/14/2024 6:18:15 PM	0:1:20:13			Complaint Logged	Remote
16553	14-02-2024	SAKET	Adchini	Enforcem	C140220240128		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 16:56	2/14/2024 5:03:21 PM	0:0:6:25			RJ45 Crimp	Onsite
16554	14-02-2024	OTHERS	VSNL	RCM	C140220240127		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:54	2/14/2024 6:17:51 PM	0:1:23:30			Ado9be re-installed issue resolve	Remote
16555	14-02-2024	OTHERS	VSNL	MMG	C140220240126		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	14-02-2024 16:53	2/14/2024 6:17:07 PM	0:1:24:5			Power Cable replaced issue resolve	Onsite
16556	14-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C140220240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:45	2/14/2024 5:42:19 PM	0:0:56:42			after mail archived issue resolved	Onsite
16557	14-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C140220240124		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	14-02-2024 16:40	2/14/2024 5:41:31 PM	0:1:0:39			after all mail archived issue resolved	Onsite
16558	14-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C140220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 16:39	2/14/2024 5:40:22 PM	0:1:0:59			after paper jam clear issue resolved	Onsite
16559	14-02-2024	SAKET	Chhatarpur CC	O-M	C140220240122		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 16:35	2/14/2024 4:50:20 PM	0:0:14:37			Mail password issue	Remote
16560	14-02-2024	OTHERS	Andrews Ganj	Enforcem	C140220240121		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:35	2/14/2024 5:04:10 PM	0:0:28:46			Image uploader issue	Onsite
16561	14-02-2024	OTHERS	Andrews Ganj	Enforcem	C140220240119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:34	2/14/2024 5:04:50 PM	0:0:30:32			Lotus issue	Onsite
16562	14-02-2024	OTHERS	Andrews Ganj	Enforcem	C140220240120		Hardware	PC	Restart Problem	Others	LOW	Closed	14-02-2024 16:34	2/14/2024 5:04:32 PM	0:0:29:39			DVD writer issue	Onsite
16563	14-02-2024	OTHERS	HUDCO Grid	PROTECTION	C140220240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:33	2/14/2024 5:05:28 PM	0:0:32:18			mail issue	Onsite
16564	14-02-2024	OTHERS	HUDCO Grid	PROTECTION	C140220240118		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	14-02-2024 16:33	2/14/2024 5:05:06 PM	0:0:31:19			scanner issue	Onsite
16565	14-02-2024	OTHERS	HUDCO Grid	PROTECTION	C140220240116		Network	Link	Link Connectivity Issue	Link	LOW	Closed	14-02-2024 16:32	2/14/2024 5:05:49 PM	0:0:33:23			Link issue	Onsite
16566	14-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C140220240115		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-02-2024 16:31	2/14/2024 5:06:06 PM	0:0:34:17			Pc issue	Onsite
16567	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140220240113		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	14-02-2024 16:30	2/14/2024 4:35:19 PM	0:0:4:54			s/w installed	Onsite
16568	14-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/CCC	C140220240114		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 16:30	2/14/2024 5:33:08 PM	0:1:2:25			Printer issue resolved	Remote
16569	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140220240112		Hardware	System	MS Office	File Not	LOW	Closed	14-02-2024 16:29	2/14/2024 4:35:32 PM	0:0:5:42			s/w installed	Onsite
16570	14-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C140220240111		Hardware	System	Other Software	Browser	LOW	Closed	14-02-2024 16:28	2/14/2024 5:32:43 PM	0:1:4:19			Issue resolved	Onsite
16571	14-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C140220240110		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-02-2024 16:26	2/15/2024 5:07:24 PM	1:0:41:13			Multiple process running in	Remote
16572	14-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C140220240108		Hardware	System	Other Software	New	MEDIUM	Closed	14-02-2024 16:24	2/15/2024 5:09:14 PM	1:0:45:0			after running update license issue	Remote
16573	14-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C140220240109		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	14-02-2024 16:24	2/15/2024 5:08:20 PM	1:0:43:26			After remove paper and replace	Onsite
16574	14-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C140220240106		Hardware	System	Other Software	New	LOW	Closed	14-02-2024 16:22	2/14/2024 4:28:59 PM	0:0:6:40			Issue resolved	Onsite
16575	14-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C140220240107		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	14-02-2024 16:22	2/15/2024 5:09:54 PM	1:0:47:5			After remove temp file and change	Remote
16576	14-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BPT	C140220240104		Hardware	System	Other Software	New	MEDIUM	Closed	14-02-2024 16:21	2/15/2024 5:11:16 PM	1:0:49:59			After login with right password issue	Remote
16577	14-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C140220240103		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 16:21	2/14/2024 5:25:57 PM	0:1:4:57			Issue has been resolved after reset	Onsite
16578	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BPT	C140220240105		Hardware	MOUSE	Not working	Hardware	LOW	Closed	14-02-2024 16:21	2/14/2024 4:41:53 PM	0:0:20:4			Complaint logged.	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16579	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C140220240102		Telecome	Instrumen	Not working	Hardware	LOW	Closed	14-02-2024 16:19	2/14/2024 5:25:31 PM	0:1:5:33			Issue has been resolved after changed	Onsite
16580	14-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Enforcem	C140220240101		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	14-02-2024 16:18	2/14/2024 4:28:52 PM	0:0:10:14			Issue resolved	Onsite
16581	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C140220240100		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	14-02-2024 16:17	2/14/2024 5:24:52 PM	0:1:7:28			Issue has been resolved after	Onsite
16582	14-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C140220240099		Hardware	Laptop	Screen Issue	Others	LOW	Closed	14-02-2024 16:17	2/14/2024 4:28:43 PM	0:0:11:21			Issue resolved	Onsite
16583	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240097		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:16	2/14/2024 4:41:38 PM	0:0:24:54			Lotus mail repaired.	Onsite
16584	14-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C140220240096		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:16	2/14/2024 4:28:25 PM	0:0:12:16			Issue resolved	Onsite
16585	14-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C140220240098		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 16:16	2/14/2024 4:28:33 PM	0:0:11:45			Issue resolved	Onsite
16586	14-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C140220240095		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-02-2024 16:15	2/14/2024 4:28:14 PM	0:0:12:26			Issue resolved	Onsite
16587	14-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C140220240094		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	14-02-2024 16:15	2/14/2024 4:27:55 PM	0:0:12:30			Issue resolved	Onsite
16588	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C140220240093		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	14-02-2024 16:14	2/14/2024 4:27:43 PM	0:0:12:46			Issue resolved	Onsite
16589	14-02-2024	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C140220240092		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	14-02-2024 16:14	2/14/2024 4:27:33 PM	0:0:13:20			Issue resolved	Onsite
16590	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 16:13	2/14/2024 4:39:08 PM	0:0:25:24			Printer lan cable loose.	Onsite
16591	14-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C140220240089		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 16:12	2/14/2024 5:24:26 PM	0:1:11:48			Issue has been resolved after clear the	Onsite
16592	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C140220240088		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	14-02-2024 16:12	2/14/2024 4:26:59 PM	0:0:14:30			Issue resolved	Onsite
16593	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C140220240090		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 16:12	2/14/2024 4:27:17 PM	0:0:14:23			Issue resolved	Onsite
16594	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C140220240087		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 16:11	2/14/2024 5:23:52 PM	0:1:12:21			Issue has been resolved after clear the	Onsite
16595	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C140220240086		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:10	2/14/2024 5:22:51 PM	0:1:12:12			Issue has been resolved after	Remote
16596	14-02-2024	SAKET	Adchini	BUSINESS/	C140220240084		Hardware	System	Other Software	proxy	LOW	Closed	14-02-2024 16:07	2/14/2024 4:29:37 PM	0:0:21:56			Proxy settings changed	Onsite
16597	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240085		Hardware	System	MS Office	Software	LOW	Closed	14-02-2024 16:07	2/14/2024 4:34:26 PM	0:0:26:38			MS office 2007 installed.	Onsite
16598	14-02-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C140220240083		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-02-2024 16:06	2/14/2024 4:33:50 PM	0:0:27:12			LAN connector replaced.	Onsite
16599	14-02-2024	SAKET	Adchini	BUSINESS/	C140220240082		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 16:00	2/14/2024 4:28:50 PM	0:0:28:49			File extn. changed	Onsite
16600	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240081		Hardware	Printer	Image Issue	Light	LOW	Closed	14-02-2024 15:39	2/14/2024 4:11:00 PM	0:0:31:54			Cartage Change Issue Resolved	Onsite
16601	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 15:37	2/14/2024 4:10:41 PM	0:0:33:39			Reset Password Issue Resolved	Onsite
16602	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240079		Hardware	System	MS Office	File Not	LOW	Closed	14-02-2024 15:35	2/14/2024 4:10:19 PM	0:0:35:7			File Name Change Now Open Issue	Onsite
16603	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240078		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 15:33	2/14/2024 4:09:39 PM	0:0:36:17			Removed jam Paper Now Working	Onsite
16604	14-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C140220240076		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-02-2024 15:29	2/14/2024 4:12:08 PM	0:0:42:46			change keyboard	Onsite
16605	14-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C140220240077		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	14-02-2024 15:29	2/14/2024 4:14:44 PM	0:0:44:58			replaced the telephone set issue	Onsite
16606	14-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C140220240075		Hardware	System	Other Software	Browser	HIGH	Closed	14-02-2024 15:27	2/14/2024 4:12:57 PM	0:0:45:5			browser reinstall	Onsite
16607	14-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C140220240074		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-02-2024 15:26	2/14/2024 4:13:27 PM	0:0:46:46			printer jam cline	Onsite
16608	14-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C140220240073		Hardware	System	Other Software	Browser	HIGH	Closed	14-02-2024 15:25	2/14/2024 4:14:29 PM	0:0:49:3			browser reinstall	Onsite
16609	14-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C140220240071		Network	Internet	Internet Issue	Internet	LOW	Closed	14-02-2024 15:24	2/14/2024 4:14:27 PM	0:0:49:58			change the lan usb port issue resolved	Onsite
16610	14-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C140220240070		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-02-2024 15:24	2/14/2024 4:15:11 PM	0:0:50:47			Printer size setting	Onsite
16611	14-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140220240072		Hardware	System	Other Software	proxy	LOW	Closed	14-02-2024 15:24	2/14/2024 4:41:21 PM	0:1:16:33			Change proxy setting now working	Remote
16612	14-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C140220240069		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 15:23	2/14/2024 4:13:53 PM	0:0:50:24			replaced the rz45 issue resolved	Onsite
16613	14-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C140220240068		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	14-02-2024 15:22	2/14/2024 4:13:36 PM	0:0:50:37			clamp the rz45 issue resolved	Onsite
16614	14-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C140220240067		Hardware	PC	Not working at all	Others	LOW	Closed	14-02-2024 15:22	2/14/2024 4:12:34 PM	0:0:50:9			change the server entry in host file	Onsite
16615	14-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C140220240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 15:21	2/14/2024 4:12:09 PM	0:0:50:32			reset the mail id password issue	Onsite
16616	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 15:20	2/14/2024 4:08:21 PM	0:0:47:48			Create new repilca now issue resolved	Remote
16617	14-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C140220240064		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	14-02-2024 15:20	2/14/2024 4:11:37 PM	0:0:51:19			change the charger from nehru place	Onsite
16618	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240063		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 15:19	2/14/2024 4:07:25 PM	0:0:48:7			Remove the paper now issue resolved	Onsite
16619	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240062		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 15:18	2/14/2024 4:06:52 PM	0:0:48:26			Password change now issue resolved	Remote
16620	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240061		Hardware	System	Other Software	Browser	LOW	Closed	14-02-2024 15:17	2/14/2024 4:05:53 PM	0:0:48:9			DSK portal password reset now issue	Remote
16621	14-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C140220240060		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 15:16	2/14/2024 4:04:59 PM	0:0:48:6			Crimp the cable now issue resolved	Onsite
16622	14-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C140220240058		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	14-02-2024 15:15	2/14/2024 4:04:40 PM	0:0:49:13			Re-installed the scanner now issue	Onsite
16623	14-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C140220240059		Hardware	OTHERS	VPN ISSUE	software	MEDIUM	Closed	14-02-2024 15:15	2/14/2024 4:09:01 PM	0:0:53:26			Reinstall VPN Software Now Working	Remote
16624	14-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C140220240057		Hardware	System	Other Software	Browser	LOW	Closed	14-02-2024 15:13	2/14/2024 4:02:42 PM	0:0:49:34			ESS password reset.	Onsite
16625	14-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C140220240056		Hardware	PC	System Password issue	Others	LOW	Closed	14-02-2024 15:12	2/14/2024 4:02:25 PM	0:0:49:58			Login with admin account & then	Onsite
16626	14-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C140220240055		Hardware	PC	TFT	Color	MEDIUM	Closed	14-02-2024 15:11	2/14/2024 4:08:12 PM	0:0:56:16			VGA Cable Change Issue Resolved	Onsite
16627	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C140220240054		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 15:11	2/14/2024 4:01:44 PM	0:0:50:7			USB cable reconnect to printer.	Onsite
16628	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CPC	C140220240053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 15:11	2/14/2024 4:01:22 PM	0:0:50:18			paper remove from printer.	Onsite
16629	14-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C140220240052		Hardware	System	Other Software	New	MEDIUM	Closed	14-02-2024 15:09	2/14/2024 4:07:26 PM	0:0:57:38			Reinstall Google Chrome Working Fine	Remote
16630	14-02-2024	NEHRU PLACE	20 No Building	Billing	C140220240051		Hardware	PC	System Password issue	Password	LOW	Closed	14-02-2024 15:05	2/14/2024 4:23:43 PM	0:1:18:11			Password Reset done	Onsite
16631	14-02-2024	NEHRU PLACE	20 No Building	Energy	C140220240050		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-02-2024 15:04	2/14/2024 4:23:21 PM	0:1:18:41			clean temp & prefetch and restart	Onsite
16632	14-02-2024	NEHRU PLACE	20 No Building	Billing	C140220240049		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 15:03	2/14/2024 4:22:51 PM	0:1:19:12			MAP drive connect	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16633	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240047		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 15:02	2/14/2024 4:31:48 PM	0:1:29:42			Ms office not working issue resolved	Onsite
16634	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240048		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 15:02	2/14/2024 4:32:04 PM	0:1:29:7			Ms office not working issue resolved	Onsite
16635	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240046		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 15:01	2/14/2024 4:31:31 PM	0:1:29:52			pdf not working issue resolved	Onsite
16636	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240045		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 15:01	2/14/2024 4:31:15 PM	0:1:30:2			Ms office not working issue resolved	Onsite
16637	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240044		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 14:59	2/14/2024 4:31:00 PM	0:1:31:32			Ms office not working issue resolved	Onsite
16638	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240043		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	14-02-2024 14:57	2/14/2024 4:30:42 PM	0:1:33:29			Email not working issue resolved	Onsite
16639	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240042		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 14:56	2/14/2024 4:30:26 PM	0:1:33:47			Ms excel not working issue resolved	Onsite
16640	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C140220240041		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	14-02-2024 14:56	2/14/2024 5:29:11 PM	0:2:33:1			resolved	Remote
16641	14-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C140220240040		Network	Link	Link Connectivity Issue	Link	LOW	Closed	14-02-2024 14:55	2/14/2024 4:40:59 PM	0:1:45:18			Done network troubleshootings steps	Onsite
16642	14-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140220240039		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	14-02-2024 14:53	2/14/2024 4:40:19 PM	0:1:46:34			Power cable replace now working fine	Onsite
16643	14-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 14:52	2/14/2024 4:39:54 PM	0:1:46:58			Archive mails now working fine	Remote
16644	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240037		Hardware	Printer	Image Issue	Black Line	LOW	Closed	14-02-2024 14:40	2/14/2024 4:30:10 PM	0:1:49:40			Printing issue resolved	Onsite
16645	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240036		Hardware	Printer	Image Issue	Black Spot	LOW	Closed	14-02-2024 14:38	2/14/2024 4:29:55 PM	0:1:51:21			Printer cartridge issue resolved	Onsite
16646	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240035		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 14:37	2/14/2024 4:29:35 PM	0:1:51:51			IP msg not working issue resolved	Onsite
16647	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240034		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 14:36	2/14/2024 4:29:17 PM	0:1:52:34			Ms office not working issue resolved	Onsite
16648	14-02-2024	SAKET	D-Block Saket	O-M	C140220240033		Hardware	PC	TFT	Half	LOW	Closed	14-02-2024 13:55	2/14/2024 3:58:11 PM	0:2:2:22			Changed the settings from TFT Menu	Onsite
16649	14-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C140220240031		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 13:30	2/14/2024 3:24:51 PM	0:1:54:49			Mail issue resolved	
16650	14-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C140220240032		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 13:30	2/14/2024 3:25:31 PM	0:1:54:56			Printer issue resolved	
16651	14-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C140220240030		Hardware	PC	System Password issue	Password	LOW	Closed	14-02-2024 13:28	2/14/2024 1:47:42 PM	0:0:18:59			login issue resolved as reqd.	Onsite
16652	14-02-2024	SAKET	C Dot Grid	O-M	C140220240029		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	14-02-2024 12:48	2/14/2024 12:50:44 PM	0:0:2:19			VPN issue	Onsite
16653	14-02-2024	SAKET	Adchini	O-M	C140220240028		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	14-02-2024 12:45	2/14/2024 12:49:51 PM	0:0:4:12			very slow	Onsite
16654	14-02-2024	SAKET	Adchini	Recovery	C140220240026		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 12:44	2/14/2024 12:49:00 PM	0:0:4:51			LAN connector broken	Onsite
16655	14-02-2024	SAKET	Adchini	BUSINESS/	C140220240027		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	14-02-2024 12:44	2/14/2024 12:49:33 PM	0:0:4:52			LAN not work	Onsite
16656	14-02-2024	SAKET	Adchini	CHD	C140220240025		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	14-02-2024 12:40	2/15/2024 4:02:34 PM	1:3:22:13			As discussed on call instrument	Onsite
16657	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140220240024		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 12:36	2/14/2024 3:28:37 PM	0:2:51:56			New Win 10 installed Data backup	Onsite
16658	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C140220240023		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	14-02-2024 12:34	2/14/2024 1:01:43 PM	0:0:27:2			SIP phone LAN cable reconnect .	Onsite
16659	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C140220240022		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 12:33	2/14/2024 1:01:05 PM	0:0:27:6			Mail restart & delete temp, file ,	Onsite
16660	14-02-2024	NEHRU PLACE	W Block GK 1	O-M	C140220240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:33	2/14/2024 1:00:15 PM	0:0:27:6			Mail software reapiring.	Onsite
16661	14-02-2024	NEHRU PLACE	W Block GK 1	Store	C140220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:32	2/14/2024 12:59:45 PM	0:0:27:16			Archived created.	Onsite
16662	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C140220240019		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-02-2024 12:29	2/14/2024 12:34:56 PM	0:0:5:8			backbone cable jack slot replaced now	Onsite
16663	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C140220240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 12:28	2/14/2024 12:35:14 PM	0:0:6:27			drivers installed and paper removed in	Onsite
16664	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:27	2/14/2024 1:30:29 PM	0:1:2:42			Do mail Archive & compact	Onsite
16665	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140220240016		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 12:27	2/14/2024 12:34:35 PM	0:0:6:50			Add printer ip again now print comes	Onsite
16666	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140220240015		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 12:24	2/14/2024 12:34:17 PM	0:0:9:29			Unlock mail send to admin with snap	Onsite
16667	14-02-2024	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/	C140220240014		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-02-2024 12:19	2/14/2024 1:31:25 PM	0:1:11:53			Staple pin removed from keyboard.	Onsite
16668	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240013		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 12:18	2/14/2024 1:31:54 PM	0:1:13:27			New Archive Create	Onsite
16669	14-02-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C140220240012		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	14-02-2024 12:06	2/14/2024 1:21:15 PM	0:1:14:44			IP Address configured	
16670	14-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140220240011		Hardware	Printer	Image Issue	Others	LOW	Closed	14-02-2024 12:05	2/14/2024 1:22:54 PM	0:1:17:22			Unchecked the file printing from the	
16671	14-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140220240010		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 12:03	2/14/2024 1:19:24 PM	0:1:15:34			Windows 10 installed	
16672	14-02-2024	SAKET	D-Block Saket	O-M	C140220240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:03	2/14/2024 1:18:42 PM	0:1:15:39			Email configured	
16673	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C140220240008		Network	Link	Link Connectivity Issue	Others	HIGH	Closed	14-02-2024 11:35	2/14/2024 2:51:13 PM	0:3:15:27			resolved	Onsite
16674	14-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C140220240007		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	14-02-2024 11:30	2/14/2024 11:31:25 AM	0:0:1:9			repair the os	Onsite
16675	14-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C140220240006		Network	Link	Link Connectivity Issue	Preventive	LOW	Closed	14-02-2024 11:28	2/14/2024 11:33:17 AM	0:0:4:21			checkthe earthing and clean the rack	Onsite
16676	14-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140220240005		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 11:27	2/14/2024 11:33:46 AM	0:0:6:4			configure again	Remote
16677	14-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140220240004		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-02-2024 11:26	2/14/2024 11:34:16 AM	0:0:7:38			reaplce the keyboard	Remote
16678	14-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140220240003		Hardware	Printer	Image Issue	Others	LOW	Closed	14-02-2024 11:24	2/14/2024 11:39:46 AM	0:0:14:52			set the tonner	Remote
16679	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Energy	C140220240002		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	14-02-2024 10:43	2/14/2024 10:46:40 AM	0:0:3:20			FRI	Onsite
16680	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C140220240001		Hardware	Laptop	Hanging/Slow processing	Heating	HIGH	Closed	14-02-2024 10:19	2/14/2024 10:45:26 AM	0:0:25:29			tEMP FILE DELETED	Remote
16681	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240159		Hardware	Printer	Paper Pickup	Others	LOW	Closed	14-02-2024 17:45	2/14/2024 6:29:42 PM	0:0:44:31			Printer Software installation.	Onsite
16682	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240158		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	14-02-2024 17:43	2/14/2024 6:30:14 PM	0:0:46:31			Mail installation & configuration.	Onsite
16683	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:39	2/14/2024 6:30:54 PM	0:0:51:19			New OS Installation.	Onsite
16684	14-02-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C140220240156		Network	Link	Link Connectivity Issue	Others	LOW	Closed	14-02-2024 17:37	2/14/2024 6:31:15 PM	0:0:53:30			FLT Done.	Onsite
16685	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C140220240155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 17:33	2/14/2024 5:34:51 PM	0:0:1:47			resolved	Onsite
16686	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C140220240154		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	14-02-2024 17:32	2/14/2024 5:34:36 PM	0:0:2:34			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16687	14-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C140220240154		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	14-02-2024 17:32	2/14/2024 5:34:36 PM	0:0:2:34			resolved	Onsite
16688	14-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C140220240153		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:31	2/14/2024 5:33:14 PM	0:0:1:47			issue resolved	Onsite
16689	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C140220240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:30	2/14/2024 5:33:56 PM	0:0:3:5			resolved	Onsite
16690	14-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CES	C140220240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 17:30	2/14/2024 5:33:07 PM	0:0:2:18			issue resolved	Onsite
16691	14-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C140220240150		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:29	2/14/2024 5:32:58 PM	0:0:3:31			issue resolved	Onsite
16692	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140220240149		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 17:28	2/14/2024 5:32:50 PM	0:0:4:12			issue resolved	Onsite
16693	14-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C140220240148		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	14-02-2024 17:28	2/14/2024 5:33:36 PM	0:0:5:27			resolved	Onsite
16694	14-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C140220240147		Hardware	System	Other Software	New	LOW	Closed	14-02-2024 17:25	2/14/2024 5:49:17 PM	0:0:23:49			Oracle installed and CAS created	Onsite
16695	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C140220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 17:23	2/14/2024 5:47:48 PM	0:0:23:56			Printer driver update	Onsite
16696	14-02-2024	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C140220240142		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 17:22	2/14/2024 5:43:19 PM	0:0:21:18			after mail password reset issue	Onsite
16697	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140220240143		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	14-02-2024 17:22	2/14/2024 5:24:22 PM	0:0:2:20			Scanner preference settings change.	Onsite
16698	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C140220240145		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 17:22	2/14/2024 5:47:06 PM	0:0:24:19			Adobe reinstalled	Onsite
16699	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140220240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:22	2/14/2024 5:24:41 PM	0:0:2:8			Create new replica.	Onsite
16700	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Data	C140220240141		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 17:21	2/14/2024 5:46:19 PM	0:0:24:23			Mail sent to lotus team for reset	Remote
16701	14-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C140220240140		Hardware	PC	Not working at all	Others	LOW	Closed	14-02-2024 17:20	2/14/2024 5:45:07 PM	0:0:24:49			HDD set as primary boot	Onsite
16702	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140220240139		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	14-02-2024 17:19	2/14/2024 5:24:03 PM	0:0:4:4			Printer tray setting change.	Onsite
16703	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140220240138		Hardware	System	MS Office	Others	LOW	Closed	14-02-2024 17:17	2/14/2024 5:23:42 PM	0:0:6:23			MS office update.	Onsite
16704	14-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140220240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:15	2/14/2024 5:23:11 PM	0:0:7:32			All mail archive and restart mail	Onsite
16705	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C140220240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 17:11	2/14/2024 5:13:19 PM	0:0:2:0			Archive mapped	Onsite
16706	14-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C140220240135		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 17:07	2/14/2024 5:42:46 PM	0:0:34:59			after mail password reset issue	Onsite
16707	14-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C140220240134		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-02-2024 17:02	2/14/2024 5:05:28 PM	0:0:3:2			Drive security change, issue resolved	Onsite
16708	14-02-2024	OTHERS	VSNL	RCM	C140220240133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 17:01	2/14/2024 6:19:57 PM	0:1:18:41			Printer driver installed issue resolve	Remote
16709	14-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C140220240132		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-02-2024 17:00	2/14/2024 5:04:52 PM	0:0:4:1			Drive security change, issue resolved	Onsite
16710	14-02-2024	OTHERS	VSNL	RCM	C140220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 17:00	2/14/2024 6:19:39 PM	0:1:19:13			Printer driver installed issue resolve	Remote
16711	14-02-2024	OTHERS	VSNL	RCM	C140220240130		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:59	2/14/2024 6:19:00 PM	0:1:19:23			Excel Micro setting enable	Remote
16712	14-02-2024	OTHERS	VSNL	RCM	C140220240129		Hardware	PC	TFT	Others	LOW	Closed	14-02-2024 16:58	2/14/2024 6:18:15 PM	0:1:20:13			Complaint Logged	Remote
16713	14-02-2024	SAKET	Adchini	Enforcem	C140220240128		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 16:56	2/14/2024 5:03:21 PM	0:0:6:25			RJ45 Crimp	Onsite
16714	14-02-2024	OTHERS	VSNL	RCM	C140220240127		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:54	2/14/2024 6:17:51 PM	0:1:23:30			Ado9be re-installed issue resolve	Remote
16715	14-02-2024	OTHERS	VSNL	MMG	C140220240126		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	14-02-2024 16:53	2/14/2024 6:17:07 PM	0:1:24:5			Power Cable replaced issue resolve	Onsite
16716	14-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C140220240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:45	2/14/2024 5:42:19 PM	0:0:56:42			after mail archived issue resolved	Onsite
16717	14-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C140220240124		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	14-02-2024 16:40	2/14/2024 5:41:31 PM	0:1:0:39			after all mail archived issue resolved	Onsite
16718	14-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C140220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 16:39	2/14/2024 5:40:22 PM	0:1:0:59			after paper jam clear issue resolved	Onsite
16719	14-02-2024	SAKET	Chhatarpur CC	O-M	C140220240122		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 16:35	2/14/2024 4:50:20 PM	0:0:14:37			Mail password issue	Remote
16720	14-02-2024	OTHERS	Andrews Ganj	Enforcem	C140220240121		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:35	2/14/2024 5:04:10 PM	0:0:28:46			Image uploader issue	Onsite
16721	14-02-2024	OTHERS	Andrews Ganj	Enforcem	C140220240119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:34	2/14/2024 5:04:50 PM	0:0:30:32			Lotus issue	Onsite
16722	14-02-2024	OTHERS	Andrews Ganj	Enforcem	C140220240120		Hardware	PC	Restart Problem	Others	LOW	Closed	14-02-2024 16:34	2/14/2024 5:04:32 PM	0:0:29:39			DVD writer issue	Onsite
16723	14-02-2024	OTHERS	HUDCO Grid	PROTECTI	C140220240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:33	2/14/2024 5:05:28 PM	0:0:32:18			mail issue	Onsite
16724	14-02-2024	OTHERS	HUDCO Grid	PROTECTI	C140220240118		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	14-02-2024 16:33	2/14/2024 5:05:06 PM	0:0:31:19			scanner issue	Onsite
16725	14-02-2024	OTHERS	HUDCO Grid	PROTECTI	C140220240116		Network	Link	Link Connectivity Issue	Link	LOW	Closed	14-02-2024 16:32	2/14/2024 5:05:49 PM	0:0:33:23			Link issue	Onsite
16726	14-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C140220240115		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-02-2024 16:31	2/14/2024 5:06:06 PM	0:0:34:17			Pc issue	Onsite
16727	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140220240113		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	14-02-2024 16:30	2/14/2024 4:35:19 PM	0:0:4:54			s/w installed	Onsite
16728	14-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C140220240114		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 16:30	2/14/2024 5:33:08 PM	0:1:2:25			Printer issue resolved	Remote
16729	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140220240112		Hardware	System	MS Office	File Not	LOW	Closed	14-02-2024 16:29	2/14/2024 4:35:32 PM	0:0:5:42			s/w installed	Onsite
16730	14-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C140220240111		Hardware	System	Other Software	Browser	LOW	Closed	14-02-2024 16:28	2/14/2024 5:32:43 PM	0:1:4:19			Issue resolved	Onsite
16731	14-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C140220240110		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-02-2024 16:26	2/15/2024 5:07:24 PM	1:0:41:13			Multiple process running in	Remote
16732	14-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C140220240108		Hardware	System	Other Software	New	MEDIUM	Closed	14-02-2024 16:24	2/15/2024 5:09:14 PM	1:0:45:0			after running update license issue	Remote
16733	14-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C140220240109		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	14-02-2024 16:24	2/15/2024 5:08:20 PM	1:0:43:26			After remove paper and replace	Onsite
16734	14-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C140220240106		Hardware	System	Other Software	New	LOW	Closed	14-02-2024 16:22	2/14/2024 4:28:59 PM	0:0:6:40			Issue resolved	Onsite
16735	14-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C140220240107		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	14-02-2024 16:22	2/15/2024 5:09:54 PM	1:0:47:5			After remove temp file and change	Remote
16736	14-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C140220240104		Hardware	System	Other Software	New	MEDIUM	Closed	14-02-2024 16:21	2/15/2024 5:11:16 PM	1:0:49:59			After login with right password issue	Remote
16737	14-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C140220240103		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 16:21	2/14/2024 5:25:57 PM	0:1:4:57			Issue has been resolved after reset	Onsite
16738	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240105		Hardware	MOUSE	Not working	Hardware	LOW	Closed	14-02-2024 16:21	2/14/2024 4:41:53 PM	0:0:20:4			Complaint logged.	Onsite
16739	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C140220240102		Telecome	Instrumen	Not working	Hardware	LOW	Closed	14-02-2024 16:19	2/14/2024 5:25:31 PM	0:1:5:33			Issue has been resolved after changed	Onsite
16740	14-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Enforcem	C140220240101		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	14-02-2024 16:18	2/14/2024 4:28:52 PM	0:0:10:14			Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16741	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C140220240100		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	14-02-2024 16:17	2/14/2024 5:24:52 PM	0:1:7:28			Issue has been resolved after	Onsite
16742	14-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	IT	C140220240099		Hardware	Laptop	Screen Issue	Others	LOW	Closed	14-02-2024 16:17	2/14/2024 4:28:43 PM	0:0:11:21			Issue resolved	Onsite
16743	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240097		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 16:16	2/14/2024 4:41:38 PM	0:0:24:54			Lotus mail repaired.	Onsite
16744	14-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C140220240096		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:16	2/14/2024 4:28:25 PM	0:0:12:16			Issue resolved	Onsite
16745	14-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C140220240098		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 16:16	2/14/2024 4:28:33 PM	0:0:11:45			Issue resolved	Onsite
16746	14-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C140220240095		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-02-2024 16:15	2/14/2024 4:28:14 PM	0:0:12:26			Issue resolved	Onsite
16747	14-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C140220240094		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	14-02-2024 16:15	2/14/2024 4:27:55 PM	0:0:12:30			Issue resolved	Onsite
16748	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C140220240093		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	14-02-2024 16:14	2/14/2024 4:27:43 PM	0:0:12:46			Issue resolved	Onsite
16749	14-02-2024	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C140220240092		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	14-02-2024 16:14	2/14/2024 4:27:33 PM	0:0:13:20			Issue resolved	Onsite
16750	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 16:13	2/14/2024 4:39:08 PM	0:0:25:24			Printer lan cable loose.	Onsite
16751	14-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C140220240089		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 16:12	2/14/2024 5:24:26 PM	0:1:11:48			Issue has been resolved after clear the	Onsite
16752	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C140220240088		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	14-02-2024 16:12	2/14/2024 4:26:59 PM	0:0:14:30			Issue resolved	Onsite
16753	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C140220240090		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 16:12	2/14/2024 4:27:17 PM	0:0:14:23			Issue resolved	Onsite
16754	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C140220240087		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 16:11	2/14/2024 5:23:52 PM	0:1:12:21			Issue has been resolved after clear the	Onsite
16755	14-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C140220240086		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 16:10	2/14/2024 5:22:51 PM	0:1:12:12			Issue has been resolved after	Remote
16756	14-02-2024	SAKET	Adchini	BUSINESS/	C140220240084		Hardware	System	Other Software	proxy	LOW	Closed	14-02-2024 16:07	2/14/2024 4:29:37 PM	0:0:21:56			Proxy settings changed	Onsite
16757	14-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140220240085		Hardware	System	MS Office	Software	LOW	Closed	14-02-2024 16:07	2/14/2024 4:34:26 PM	0:0:26:38			MS office 2007 installed.	Onsite
16758	14-02-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C140220240083		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-02-2024 16:06	2/14/2024 4:33:50 PM	0:0:27:12			LAN connector replaced.	Onsite
16759	14-02-2024	SAKET	Adchini	BUSINESS/	C140220240082		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 16:00	2/14/2024 4:28:50 PM	0:0:28:49			File extn. changed	Onsite
16760	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240081		Hardware	Printer	Image Issue	Light	LOW	Closed	14-02-2024 15:39	2/14/2024 4:11:00 PM	0:0:31:54			Cartage Change Issue Resolved	Onsite
16761	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 15:37	2/14/2024 4:10:41 PM	0:0:33:39			Reset Password Issue Resolved	Onsite
16762	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240079		Hardware	System	MS Office	File Not	LOW	Closed	14-02-2024 15:35	2/14/2024 4:10:19 PM	0:0:35:7			File Name Change Now Open Issue	Onsite
16763	14-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140220240078		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 15:33	2/14/2024 4:09:39 PM	0:0:36:17			Removed jam Paper Now Working	Onsite
16764	14-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C140220240076		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-02-2024 15:29	2/14/2024 4:12:08 PM	0:0:42:46			change keyboard	Onsite
16765	14-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C140220240077		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	14-02-2024 15:29	2/14/2024 4:14:44 PM	0:0:44:58			replaced the telephone set issue	Onsite
16766	14-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C140220240075		Hardware	System	Other Software	Browser	HIGH	Closed	14-02-2024 15:27	2/14/2024 4:12:57 PM	0:0:45:5			browser reinstall	Onsite
16767	14-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C140220240074		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-02-2024 15:26	2/14/2024 4:13:27 PM	0:0:46:46			printer jam cline	Onsite
16768	14-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C140220240073		Hardware	System	Other Software	Browser	HIGH	Closed	14-02-2024 15:25	2/14/2024 4:14:29 PM	0:0:49:3			browser reinstall	Onsite
16769	14-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C140220240071		Network	Internet	Internet Issue	Internet	LOW	Closed	14-02-2024 15:24	2/14/2024 4:14:27 PM	0:0:49:58			change the lan usb port issue resolved	Onsite
16770	14-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C140220240070		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-02-2024 15:24	2/14/2024 4:15:11 PM	0:0:50:47			Printer size setting	Onsite
16771	14-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140220240072		Hardware	System	Other Software	proxy	LOW	Closed	14-02-2024 15:24	2/14/2024 4:41:21 PM	0:1:16:33			Change proxy setting now working	Remote
16772	14-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C140220240069		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 15:23	2/14/2024 4:13:53 PM	0:0:50:24			replaced the rz45 issue resolved	Onsite
16773	14-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C140220240068		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	14-02-2024 15:22	2/14/2024 4:13:36 PM	0:0:50:37			clamp the rz45 issue resolved	Onsite
16774	14-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C140220240067		Hardware	PC	Not working at all	Others	LOW	Closed	14-02-2024 15:22	2/14/2024 4:12:34 PM	0:0:50:9			change the server entry in host file	Onsite
16775	14-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C140220240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 15:21	2/14/2024 4:12:09 PM	0:0:50:32			reset the mail id password issue	Onsite
16776	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 15:20	2/14/2024 4:08:21 PM	0:0:47:48			Create new repilca now issue resolved	Remote
16777	14-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C140220240064		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	14-02-2024 15:20	2/14/2024 4:11:37 PM	0:0:51:19			change the charger from nehru place	Onsite
16778	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240063		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 15:19	2/14/2024 4:07:25 PM	0:0:48:7			Remove the paper now issue resolved	Onsite
16779	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240062		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 15:18	2/14/2024 4:06:52 PM	0:0:48:26			Password change now issue resolved	Remote
16780	14-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140220240061		Hardware	System	Other Software	Browser	LOW	Closed	14-02-2024 15:17	2/14/2024 4:05:53 PM	0:0:48:9			DSK portal password reset now issue	Remote
16781	14-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C140220240060		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 15:16	2/14/2024 4:04:59 PM	0:0:48:6			Crimp the cable now issue resolved	Onsite
16782	14-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C140220240058		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	14-02-2024 15:15	2/14/2024 4:04:40 PM	0:0:49:13			Re-installed the scanner now issue	Onsite
16783	14-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C140220240059		Hardware	OTHERS	VPN ISSUE	software	MEDIUM	Closed	14-02-2024 15:15	2/14/2024 4:09:01 PM	0:0:53:26			Reinstall VPN Software Now Working	Remote
16784	14-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C140220240057		Hardware	System	Other Software	Browser	LOW	Closed	14-02-2024 15:13	2/14/2024 4:02:42 PM	0:0:49:34			ESS password reset.	Onsite
16785	14-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C140220240056		Hardware	PC	System Password issue	Others	LOW	Closed	14-02-2024 15:12	2/14/2024 4:02:25 PM	0:0:49:58			Login with admin account & then	Onsite
16786	14-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C140220240055		Hardware	PC	TFT	Color	MEDIUM	Closed	14-02-2024 15:11	2/14/2024 4:08:12 PM	0:0:56:16			VGA Cable Change Issue Resolved	Onsite
16787	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C140220240054		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 15:11	2/14/2024 4:01:44 PM	0:0:50:7			USB cable reconnect to printer.	Onsite
16788	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CPC	C140220240053		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 15:11	2/14/2024 4:01:22 PM	0:0:50:18			paper remove from printer.	Onsite
16789	14-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C140220240052		Hardware	System	Other Software	New	MEDIUM	Closed	14-02-2024 15:09	2/14/2024 4:07:26 PM	0:0:57:38			Reinstall Google Chrome Working Fine	Remote
16790	14-02-2024	NEHRU PLACE	20 No Building	Billing	C140220240051		Hardware	PC	System Password issue	Password	LOW	Closed	14-02-2024 15:05	2/14/2024 4:23:43 PM	0:1:18:11			Password Reset done	Onsite
16791	14-02-2024	NEHRU PLACE	20 No Building	Energy	C140220240050		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-02-2024 15:04	2/14/2024 4:23:21 PM	0:1:18:41			clean temp & prefetch and restart	Onsite
16792	14-02-2024	NEHRU PLACE	20 No Building	Billing	C140220240049		Hardware	System	Other Software	software	LOW	Closed	14-02-2024 15:03	2/14/2024 4:22:51 PM	0:1:19:12			MAP drive connect	Onsite
16793	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240047		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 15:02	2/14/2024 4:31:48 PM	0:1:29:42			Ms office not working issue resolved	Onsite
16794	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240048		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 15:02	2/14/2024 4:32:04 PM	0:1:29:7			Ms office not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16795	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240046		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 15:01	2/14/2024 4:31:31 PM	0:1:29:52			pdf not working issue resolved	Onsite
16796	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240045		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 15:01	2/14/2024 4:31:15 PM	0:1:30:2			Ms office not working issue resolved	Onsite
16797	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240044		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 14:59	2/14/2024 4:31:00 PM	0:1:31:32			Ms office not working issue resolved	Onsite
16798	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240043		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	14-02-2024 14:57	2/14/2024 4:30:42 PM	0:1:33:29			Email not working issue resolved	Onsite
16799	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240042		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 14:56	2/14/2024 4:30:26 PM	0:1:33:47			Ms excel not working issue resolved	Onsite
16800	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C140220240041		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	14-02-2024 14:56	2/14/2024 5:29:11 PM	0:2:33:1			resolved	Remote
16801	14-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C140220240040		Network	Link	Link Connectivity Issue	Link	LOW	Closed	14-02-2024 14:55	2/14/2024 4:40:59 PM	0:1:45:18			Done network troubleshootings steps	Onsite
16802	14-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140220240039		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	14-02-2024 14:53	2/14/2024 4:40:19 PM	0:1:46:34			Power cable replace now working fine	Onsite
16803	14-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 14:52	2/14/2024 4:39:54 PM	0:1:46:58			Archive mails now working fine	Remote
16804	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240037		Hardware	Printer	Image Issue	Black Line	LOW	Closed	14-02-2024 14:40	2/14/2024 4:30:10 PM	0:1:49:40			Printing issue resolved	Onsite
16805	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240036		Hardware	Printer	Image Issue	Black Spot	LOW	Closed	14-02-2024 14:38	2/14/2024 4:29:55 PM	0:1:51:21			Printer cartridge issue resolved	Onsite
16806	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240035		Hardware	System	Other Software	Adobe	LOW	Closed	14-02-2024 14:37	2/14/2024 4:29:35 PM	0:1:51:51			IP msg not working issue resolved	Onsite
16807	14-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140220240034		Hardware	System	MS Office	File	LOW	Closed	14-02-2024 14:36	2/14/2024 4:29:17 PM	0:1:52:34			Ms office not working issue resolved	Onsite
16808	14-02-2024	SAKET	D-Block Saket	O-M	C140220240033		Hardware	PC	TFT	Half	LOW	Closed	14-02-2024 13:55	2/14/2024 3:58:11 PM	0:2:2:22			Changed the settings from TFT Menu	Onsite
16809	14-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C140220240031		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 13:30	2/14/2024 3:24:51 PM	0:1:54:49			Mail issue resolved	
16810	14-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C140220240032		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-02-2024 13:30	2/14/2024 3:25:31 PM	0:1:54:56			Printer issue resolved	
16811	14-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C140220240030		Hardware	PC	System Password issue	Password	LOW	Closed	14-02-2024 13:28	2/14/2024 1:47:42 PM	0:0:18:59			login issue resolved as reqd.	Onsite
16812	14-02-2024	SAKET	C Dot Grid	O-M	C140220240029		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	14-02-2024 12:48	2/14/2024 12:50:44 PM	0:0:2:19			VPN issue	Onsite
16813	14-02-2024	SAKET	Adchini	O-M	C140220240028		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	14-02-2024 12:45	2/14/2024 12:49:51 PM	0:0:4:12			very slow	Onsite
16814	14-02-2024	SAKET	Adchini	Recovery	C140220240026		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-02-2024 12:44	2/14/2024 12:49:00 PM	0:0:4:51			LAN connector broken	Onsite
16815	14-02-2024	SAKET	Adchini	BUSINESS/	C140220240027		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	14-02-2024 12:44	2/14/2024 12:49:33 PM	0:0:4:52			LAN not work	Onsite
16816	14-02-2024	SAKET	Adchini	CHD	C140220240025		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	14-02-2024 12:40	2/15/2024 4:02:34 PM	1:3:22:13			As discussed on call instrument	Onsite
16817	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140220240024		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 12:36	2/14/2024 3:28:37 PM	0:2:51:56			New Win 10 installed Data backup	Onsite
16818	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C140220240023		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	14-02-2024 12:34	2/14/2024 1:01:43 PM	0:0:27:2			SIP phone LAN cable reconnect .	Onsite
16819	14-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C140220240022		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 12:33	2/14/2024 1:01:05 PM	0:0:27:6			Mail restart & delete temp, file ,	Onsite
16820	14-02-2024	NEHRU PLACE	W Block GK 1	O-M	C140220240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:33	2/14/2024 1:00:15 PM	0:0:27:6			Mail software reapiring.	Onsite
16821	14-02-2024	NEHRU PLACE	W Block GK 1	Store	C140220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:32	2/14/2024 12:59:45 PM	0:0:27:16			Archived created.	Onsite
16822	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C140220240019		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-02-2024 12:29	2/14/2024 12:34:56 PM	0:0:5:8			backbone cable jack slot replaced now	Onsite
16823	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C140220240018		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-02-2024 12:28	2/14/2024 12:35:14 PM	0:0:6:27			drivers installed and paper removed in	Onsite
16824	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:27	2/14/2024 1:30:29 PM	0:1:2:42			Do mail Archive & compact	Onsite
16825	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140220240016		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-02-2024 12:27	2/14/2024 12:34:35 PM	0:0:6:50			Add printer ip again now print comes	Onsite
16826	14-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140220240015		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-02-2024 12:24	2/14/2024 12:34:17 PM	0:0:9:29			Unlock mail send to admin with snap	Onsite
16827	14-02-2024	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/	C140220240014		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-02-2024 12:19	2/14/2024 1:31:25 PM	0:1:11:53			Staple pin removed from keyboard.	Onsite
16828	14-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140220240013		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 12:18	2/14/2024 1:31:54 PM	0:1:13:27			New Archive Create	Onsite
16829	14-02-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C140220240012		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	14-02-2024 12:06	2/14/2024 1:21:15 PM	0:1:14:44			IP Address configured	
16830	14-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140220240011		Hardware	Printer	Image Issue	Others	LOW	Closed	14-02-2024 12:05	2/14/2024 1:22:54 PM	0:1:17:22			Unchecked the file printing from the	
16831	14-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140220240010		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	14-02-2024 12:03	2/14/2024 1:19:24 PM	0:1:15:34			Windows 10 installed	
16832	14-02-2024	SAKET	D-Block Saket	O-M	C140220240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-02-2024 12:03	2/14/2024 1:18:42 PM	0:1:15:39			Email configured	
16833	14-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C140220240008		Network	Link	Link Connectivity Issue	Others	HIGH	Closed	14-02-2024 11:35	2/14/2024 2:51:13 PM	0:3:15:27			resolved	Onsite
16834	14-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C140220240007		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	14-02-2024 11:30	2/14/2024 11:31:25 AM	0:0:1:9			repair the os	Onsite
16835	14-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C140220240006		Network	Link	Link Connectivity Issue	Preventive	LOW	Closed	14-02-2024 11:28	2/14/2024 11:33:17 AM	0:0:4:21			checkthe earthing and clean the rack	Onsite
16836	14-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140220240005		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-02-2024 11:27	2/14/2024 11:33:46 AM	0:0:6:4			configure again	Remote
16837	14-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140220240004		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-02-2024 11:26	2/14/2024 11:34:16 AM	0:0:7:38			reaplce the keyboard	Remote
16838	14-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140220240003		Hardware	Printer	Image Issue	Others	LOW	Closed	14-02-2024 11:24	2/14/2024 11:39:46 AM	0:0:14:52			set the tonner	Remote
16839	14-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Energy	C140220240002		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	14-02-2024 10:43	2/14/2024 10:46:40 AM	0:0:3:20			FRI	Onsite
16840	14-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C140220240001		Hardware	Laptop	Hanging/Slow processing	Heating	HIGH	Closed	14-02-2024 10:19	2/14/2024 10:45:26 AM	0:0:25:29			tEMP FILE DELETED	Remote
16841	15-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C150220240174		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:38	2/15/2024 5:43:33 PM	0:0:4:49			issue resolved	Onsite
16842	15-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C150220240173		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:37	2/15/2024 5:43:16 PM	0:0:6:0			issue resolved	Onsite
16843	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240172		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:27	2/15/2024 5:43:04 PM	0:0:15:34			issue resolved	Onsite
16844	15-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C150220240171		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-02-2024 17:25	2/15/2024 5:28:18 PM	0:0:3:13			After clear stuck mails and compact	Remote
16845	15-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C150220240170		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 17:24	2/15/2024 5:42:45 PM	0:0:18:17			issue resolved	Onsite
16846	15-02-2024	SAKET	Malviya Nagar Grid	OM-EHV	C150220240169		Hardware	PC	Not working at all	No power	LOW	Closed	15-02-2024 17:20	2/15/2024 5:23:55 PM	0:0:3:29			Bois reset	Onsite
16847	15-02-2024	OTHERS	VSNL	RCM	C150220240168		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 17:20	2/15/2024 6:36:05 PM	0:1:15:56			TNS replaced issue resolve	Onsite
16848	15-02-2024	OTHERS	VSNL	RCM	C150220240167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 17:19	2/15/2024 6:35:40 PM	0:1:16:31			Printer re-installed	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16849	15-02-2024	OTHERS	VSNL	KCC/MLCC /CCC	C150220240164		Hardware	System	MS Office	Others	LOW	Closed	15-02-2024 17:17	2/15/2024 6:34:42 PM	0:1:17:39			MS office Remove and re-installed	Onsite
16850	15-02-2024	NEHRU PLACE CSO	Ground Floor	IT	C150220240165		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 17:17	2/15/2024 5:19:25 PM	0:0:1:59			issue resolved	Remote
16851	15-02-2024	OTHERS	VSNL	KCC/MLCC /CCC	C150220240166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 17:17	2/15/2024 6:35:21 PM	0:1:17:35			Replicate error new replication Create	Onsite
16852	15-02-2024	OTHERS	VSNL	KCC/MLCC /CCC	C150220240163		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	15-02-2024 17:16	2/15/2024 6:34:11 PM	0:1:17:58			USB Driver Re-installed issue resolve	Onsite
16853	15-02-2024	OTHERS	VSNL	KCC/MLCC /CCC	C150220240162		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 17:15	2/15/2024 6:33:49 PM	0:1:18:25			New Shortcut create issue resolve	Onsite
16854	15-02-2024	OTHERS	VSNL	KCC/MLCC /CCC	C150220240161		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 17:14	2/15/2024 6:33:18 PM	0:1:18:29			genus remove restart and re-installed	Onsite
16855	15-02-2024	OTHERS	VSNL	O-M	C150220240160		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-02-2024 17:13	2/15/2024 6:32:45 PM	0:1:19:30			Driver Re-installed issue resolve	Onsite
16856	15-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C150220240159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 17:11	2/15/2024 5:46:12 PM	0:0:34:41			Mail configured as reqd	Remote
16857	15-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C150220240158		Hardware	PC	TFT	Black Spot	HIGH	Closed	15-02-2024 17:10	2/15/2024 5:19:03 PM	0:0:8:17			Call logged to vendor	Onsite
16858	15-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C150220240157		Hardware	PC	Restart Problem	Physical	LOW	Closed	15-02-2024 17:09	2/16/2024 5:23:24 PM	1:0:14:4			Hdd has been replaced now its	Onsite
16859	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240156		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 17:06	2/15/2024 5:08:48 PM	0:0:2:9			done issue resolved	Onsite
16860	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150220240155		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:05	2/15/2024 5:06:28 PM	0:0:0:42			issue resolved	Onsite
16861	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150220240154		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:04	2/15/2024 5:06:20 PM	0:0:2:18			issue resolved	Onsite
16862	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240153		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 17:02	2/15/2024 5:06:09 PM	0:0:4:5			issue resolved	Onsite
16863	15-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C150220240152		Hardware	PC	System Password issue	Others	LOW	Closed	15-02-2024 17:01	2/15/2024 5:45:47 PM	0:0:43:48			Login issue resolved	Onsite
16864	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C150220240151		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:59	2/15/2024 5:05:54 PM	0:0:6:44			issue resolved	Onsite
16865	15-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C150220240150		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:58	2/15/2024 5:05:44 PM	0:0:7:6			issue resolved	Onsite
16866	15-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C150220240149		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:57	2/15/2024 5:05:32 PM	0:0:7:40			issue resolved	Onsite
16867	15-02-2024	NEHRU PLACE CSO	Third Floor - D Block	LEGAL	C150220240148		Hardware	MOUSE	Not working	Working	LOW	Closed	15-02-2024 16:56	2/15/2024 5:05:21 PM	0:0:8:23			issue resolved	Onsite
16868	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150220240147		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 16:56	2/15/2024 5:05:07 PM	0:0:8:56			issue resolved	Onsite
16869	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C150220240146		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:55	2/15/2024 5:04:59 PM	0:0:9:40			issue resolved	Onsite
16870	15-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C150220240145		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:54	2/15/2024 5:04:43 PM	0:0:9:48			issue resolved	Onsite
16871	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C150220240143		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:53	2/15/2024 5:04:13 PM	0:0:11:1			issue resolved	Onsite
16872	15-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	CSR	C150220240142		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:53	2/15/2024 5:04:03 PM	0:0:11:3			issue resolved	Onsite
16873	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C150220240144		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-02-2024 16:53	2/15/2024 5:04:26 PM	0:0:10:36			issue resolved	Onsite
16874	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 16:52	2/15/2024 5:03:54 PM	0:0:11:14			issue resolved	Onsite
16875	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240141		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:52	2/15/2024 5:00:17 PM	0:0:7:23			issue resolved	Onsite
16876	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:52	2/15/2024 5:03:42 PM	0:0:11:41			issue resolved	Onsite
16877	15-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA TE	C150220240137		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	15-02-2024 16:51	2/15/2024 5:03:22 PM	0:0:12:14			issue resolved	Onsite
16878	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA TE	C150220240138		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 16:51	2/15/2024 5:03:33 PM	0:0:11:48			issue resolved	Onsite
16879	15-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C150220240136		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:49	2/15/2024 5:33:08 PM	0:0:44:0			Network driver updated	Onsite
16880	15-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C150220240135		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 16:45	2/15/2024 5:32:08 PM	0:0:46:30			Share file added on the windows	Onsite
16881	15-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C150220240134		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:42	2/15/2024 5:03:05 PM	0:0:21:3			issue resolved	Onsite
16882	15-02-2024	OTHERS	Andrews Ganj	Enforcem	C150220240133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 16:33	2/15/2024 4:34:35 PM	0:0:1:6			Printer installed	Onsite
16883	15-02-2024	HAUZ KHAAS	Green Park Market	O-M	C150220240132		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-02-2024 16:33	2/15/2024 4:40:23 PM	0:0:7:14			Complaint logged.	Onsite
16884	15-02-2024	OTHERS	Andrews Ganj	Enforcem	C150220240131		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 16:32	2/15/2024 4:34:53 PM	0:0:2:1			Data backup taken	Onsite
16885	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240129		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-02-2024 16:25	2/15/2024 5:21:46 PM	0:0:56:43			Printer software installation.	Onsite
16886	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240130		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 16:25	2/15/2024 5:21:17 PM	0:0:55:26			Cas software installation.	Onsite
16887	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240128		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 16:24	2/15/2024 5:22:16 PM	0:0:58:1			Orclae software installation.	Onsite
16888	15-02-2024	SAKET	Jonapur CC	O-M	C150220240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-02-2024 16:23	2/15/2024 5:17:45 PM	0:0:53:50			New Laptop configuration done at Aya	Onsite
16889	15-02-2024	SAKET	Chhatarpur CC	O-M	C150220240126		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:22	2/15/2024 5:17:03 PM	0:0:54:48			Windows 10 Installed	Onsite
16890	15-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C150220240123		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 16:21	2/15/2024 4:21:55 PM	0:0:0:51			Issue resolved	Onsite
16891	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240124		Hardware	System	MS Office	File	LOW	Closed	15-02-2024 16:21	2/15/2024 5:03:33 PM	0:0:42:19			Ms office not working issue resolved	Onsite
16892	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240125		Hardware	System	MS Office	File	LOW	Closed	15-02-2024 16:21	2/15/2024 5:03:51 PM	0:0:42:7			Ms excel not working issue resolved	Onsite
16893	15-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C150220240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:20	2/15/2024 5:03:14 PM	0:0:42:26			Email not working issue resolved	Onsite
16894	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240121		Hardware	System	Other Software	Adobe	LOW	Closed	15-02-2024 16:19	2/15/2024 5:02:56 PM	0:0:43:5			Ms office not working issue resolved	Onsite
16895	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240120		Hardware	System	Other Software	Adobe	LOW	Closed	15-02-2024 16:19	2/15/2024 5:02:40 PM	0:0:43:25			Google chrome not working issue	Onsite
16896	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:18	2/15/2024 5:02:23 PM	0:0:43:40			Email not working issue resolved	Onsite
16897	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240118		Hardware	System	MS Office	File	LOW	Closed	15-02-2024 16:18	2/15/2024 5:02:04 PM	0:0:43:51			Ms excel not working issue resolved	Onsite
16898	15-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C150220240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:18	2/15/2024 4:18:47 PM	0:0:0:34			resolved	Onsite
16899	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:17	2/15/2024 5:22:36 PM	0:1:4:39			Mail installation & configuration.	Onsite
16900	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240115		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:16	2/15/2024 5:22:55 PM	0:1:6:37			New OS Installation.	Onsite
16901	15-02-2024	VIKAS PURI	Shiv Vihar Complaint Center,JJ Colony Shiv	OM-DIV	C150220240114		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:14	2/15/2024 5:44:58 PM	0:1:30:51			Login issue resolved	Onsite
16902	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C150220240113		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 16:12	2/15/2024 5:07:30 PM	0:0:54:36			Login with username & password.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16903	15-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C150220240112		Network	Link	Link Connectivity Issue	Link	LOW	Closed	15-02-2024 16:12	2/15/2024 5:08:10 PM	0:0:55:49			Power issue resolved then link up	Onsite
16904	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150220240111		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-02-2024 16:12	2/15/2024 5:44:39 PM	0:1:32:18			Needful done, working fine now.	Onsite
16905	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:11	2/15/2024 4:20:55 PM	0:0:9:50			Recreate Archive Path.	Onsite
16906	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:08	2/15/2024 4:20:40 PM	0:0:11:55			Recreate Archive Path.	Onsite
16907	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240108		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 16:06	2/15/2024 4:19:55 PM	0:0:13:14			Teamviewer settings change.	Onsite
16908	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240107		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	15-02-2024 16:03	2/15/2024 4:19:28 PM	0:0:15:46			PRinter slow printing	Onsite
16909	15-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C150220240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 16:02	2/15/2024 4:27:51 PM	0:0:24:53			Issue has been resolved after changed	Remote
16910	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240105		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-02-2024 16:02	2/15/2024 4:19:08 PM	0:0:16:16			8 GB RAM Install.	Onsite
16911	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240104		Hardware	PC	Hanging/Slow processing	Harddisk	LOW	Closed	15-02-2024 16:01	2/15/2024 4:18:45 PM	0:0:17:3			Remove HDD and install SSD on pc	Onsite
16912	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240103		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-02-2024 15:59	2/15/2024 4:01:56 PM	0:0:2:51			Instrument faulty please replace	Onsite
16913	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240101		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-02-2024 15:58	2/15/2024 4:07:12 PM	0:0:9:4			Instrument faulty please replace	Onsite
16914	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240102		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-02-2024 15:58	2/15/2024 4:07:03 PM	0:0:8:27			Instrument faulty please replace	Onsite
16915	15-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C150220240100		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-02-2024 15:55	2/15/2024 4:51:48 PM	0:0:56:2			Run diagnostic and clean temp files	Onsite
16916	15-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150220240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:55	2/15/2024 4:27:08 PM	0:0:31:43			Issue has been resolved after repair	Onsite
16917	15-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150220240097		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:53	2/15/2024 4:26:36 PM	0:0:33:28			Issue has been resolved after create	Onsite
16918	15-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C150220240098		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:53	2/15/2024 4:43:47 PM	0:0:49:57			Browser changed ESS working fine	Remote
16919	15-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C150220240096		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 15:52	2/15/2024 4:25:32 PM	0:0:33:18			Issue has been resolved after changed	Onsite
16920	15-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C150220240095		Telecome	Instrumen	IP	Others	LOW	Closed	15-02-2024 15:51	2/15/2024 4:42:55 PM	0:0:51:53			Power issue resolved	Onsite
16921	15-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C150220240094		Hardware	PC	Restart Problem	Physical	LOW	Closed	15-02-2024 15:50	2/15/2024 4:25:05 PM	0:0:34:33			Issue has been resolved after cleaning	Onsite
16922	15-02-2024	HAUZ KHAAS	Green Park Market	BUSINESS/	C150220240093		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	15-02-2024 15:47	2/15/2024 4:40:02 PM	0:0:52:5			Complaint logged.	Onsite
16923	15-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150220240092		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-02-2024 15:46	2/15/2024 4:23:55 PM	0:0:37:18			Issue has been resolved after changed	Onsite
16924	15-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150220240091		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:46	2/15/2024 4:39:24 PM	0:0:52:56			User forget the password.	Onsite
16925	15-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150220240089		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-02-2024 15:45	2/15/2024 4:37:53 PM	0:0:52:28			New keyboard replaced.	Onsite
16926	15-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150220240090		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:45	2/15/2024 4:38:59 PM	0:0:53:2			Some file missing.	Onsite
16927	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-02-2024 15:36	2/15/2024 4:28:55 PM	0:0:52:1			Clear paper jam now working fine	Onsite
16928	15-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C150220240087		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	15-02-2024 15:32	2/15/2024 4:25:45 PM	0:0:53:0			change the host entry issue resolved	Remote
16929	15-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150220240086		Hardware	PC	Restart Problem	Others	LOW	Closed	15-02-2024 15:31	2/15/2024 4:35:21 PM	0:1:3:51			System uninstalled and generate gate	Onsite
16930	15-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150220240084		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:30	2/15/2024 4:29:48 PM	0:0:59:33			Change setting now working fine	Remote
16931	15-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C150220240085		Telecome	CCTV	Not working	Sent to	LOW	Closed	15-02-2024 15:30	2/15/2024 4:25:23 PM	0:0:54:31			replaced the mouse issue resolved	Remote
16932	15-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C150220240083		Hardware	System	MS Office	Software	MEDIUM	Closed	15-02-2024 15:30	2/15/2024 4:17:59 PM	0:0:47:55			Reinstall ms office.	Onsite
16933	15-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150220240082		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 15:29	2/15/2024 4:29:16 PM	0:1:0:11			Change proxy setting now working	Remote
16934	15-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C150220240081		Telecome	CCTV	Camera	Others	LOW	Closed	15-02-2024 15:28	2/15/2024 4:25:04 PM	0:0:56:43			change the power socket issue	Remote
16935	15-02-2024	OTHERS	HUDCO Grid	PROTECTI	C150220240080		Hardware	PC	Restart Problem	Hardware	LOW	Closed	15-02-2024 15:28	2/15/2024 4:35:14 PM	0:1:6:56			Pc booting issue	Onsite
16936	15-02-2024	OTHERS	HUDCO Grid	PROTECTI	C150220240078		Network	Link	Link Connectivity Issue	Link	LOW	Closed	15-02-2024 15:27	2/15/2024 4:34:18 PM	0:1:7:15			Network issue	Onsite
16937	15-02-2024	OTHERS	HUDCO Grid	PROTECTI	C150220240079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:27	2/15/2024 4:35:30 PM	0:1:7:50			mail issue	Onsite
16938	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C150220240077		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	15-02-2024 15:26	2/15/2024 4:17:44 PM	0:0:51:28			Keyboard replaced.	Onsite
16939	15-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C150220240076		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	15-02-2024 15:25	2/16/2024 5:23:18 PM	1:1:57:41			Call Close By Sanjay & Jitendra	Onsite
16940	15-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C150220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:24	2/15/2024 4:24:44 PM	0:1:0:14			created new folder in rule issue	Remote
16941	15-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C150220240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:24	2/15/2024 4:21:26 PM	0:0:57:22			created new archived folder issue	Remote
16942	15-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C150220240073		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	15-02-2024 15:23	2/15/2024 4:17:29 PM	0:0:53:34			Lan cable change.	Onsite
16943	15-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C150220240072		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:23	2/15/2024 4:21:06 PM	0:0:57:29			configured new crm link issue	Remote
16944	15-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C150220240071		Network	Internet	Internet Issue	Internet	LOW	Closed	15-02-2024 15:23	2/15/2024 4:20:43 PM	0:0:57:33			given the rights from server issue	Remote
16945	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C150220240070		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-02-2024 15:22	2/15/2024 4:16:10 PM	0:0:53:46			recreate workspace file name	Onsite
16946	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240069		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	15-02-2024 15:21	2/15/2024 4:13:07 PM	0:0:51:59			Scanner installation now issue	Onsite
16947	15-02-2024	ALAKNANDA	CR Park HR Office	HR	C150220240068		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	15-02-2024 15:20	2/15/2024 4:12:24 PM	0:0:51:59			Change the paper tray size now issue	Onsite
16948	15-02-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C150220240067		Hardware	PC	Not working at all	No power	MEDIUM	Closed	15-02-2024 15:20	2/15/2024 4:15:36 PM	0:0:55:19			Power cord replace.	Onsite
16949	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240066		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 15:19	2/15/2024 4:11:03 PM	0:0:51:27			Create new cas software now issue	Remote
16950	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C150220240064		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	15-02-2024 15:18	2/15/2024 4:15:18 PM	0:0:56:40			Delete temp and prefetch file	Onsite
16951	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:18	2/15/2024 4:10:41 PM	0:0:51:43			Archive all mail now issue resolved	Remote
16952	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C150220240062		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	15-02-2024 15:17	2/15/2024 4:13:42 PM	0:0:56:39			Remove jam paper	Onsite
16953	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C150220240063		Hardware	Scanner	Scaning issue	No Power	MEDIUM	Closed	15-02-2024 15:17	2/15/2024 4:14:42 PM	0:0:56:55			Power adapter loose	Onsite
16954	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C150220240060		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-02-2024 15:16	2/15/2024 4:21:44 PM	0:1:5:3			Issue resolved	Onsite
16955	15-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C150220240061		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-02-2024 15:16	2/15/2024 4:10:12 PM	0:0:53:23			OS Installed with software now issue	Onsite
16956	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C150220240059		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	15-02-2024 15:16	2/15/2024 4:21:38 PM	0:1:5:26			Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
16957	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C150220240057		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-02-2024 15:15	2/15/2024 4:21:32 PM	0:1:5:48			Issue resolved	Onsite
16958	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240058		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:15	2/15/2024 4:09:48 PM	0:0:53:50			Reset the P92 password now issue	Remote
16959	15-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	MMG	C150220240056		Hardware	MOUSE	Not working	Other	LOW	Closed	15-02-2024 15:11	2/15/2024 3:11:52 PM	0:0:0:43			mouse usb not plugged	Onsite
16960	15-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C150220240055		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	15-02-2024 15:07	2/15/2024 3:12:12 PM	0:0:4:36			resolved	Onsite
16961	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150220240054		Hardware	MOUSE	Not working	Other	LOW	Closed	15-02-2024 15:02	2/15/2024 3:58:59 PM	0:0:56:34			Wireless mouse, (battery weak)	Onsite
16962	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C150220240053		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	15-02-2024 15:01	2/15/2024 3:57:47 PM	0:0:56:1			Scanner issue resolved	Onsite
16963	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150220240052		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:00	2/15/2024 3:57:18 PM	0:0:56:20			sound issue resolved	Remote
16964	15-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150220240051		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-02-2024 14:59	2/15/2024 3:55:18 PM	0:0:55:53			Printer configured as reqd	Remote
16965	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C150220240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-02-2024 14:58	2/15/2024 3:54:45 PM	0:0:56:16			Printer issue resolved	Onsite
16966	15-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C150220240049		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	15-02-2024 14:41	2/15/2024 3:21:22 PM	0:0:39:26			Lan cable faulty now replaced also	Onsite
16967	15-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C150220240048		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-02-2024 14:38	2/15/2024 3:44:14 PM	0:1:6:14			Paper remove from printer.	Onsite
16968	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C150220240047		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	15-02-2024 14:37	2/15/2024 3:21:25 PM	0:0:43:40			Trend micro full scan done and	Onsite
16969	15-02-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C150220240046		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-02-2024 14:37	2/15/2024 3:43:02 PM	0:1:5:34			Restart the mail & temp. file , cookies	Onsite
16970	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C150220240045		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 14:36	2/15/2024 3:39:12 PM	0:1:2:47			Proxy setting changed.	Onsite
16971	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150220240044		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 14:36	2/15/2024 3:21:09 PM	0:0:45:2			Proxy settings done and hosts file	Onsite
16972	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C150220240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 14:35	2/15/2024 3:37:57 PM	0:1:2:31			Mail archived & compact.	Onsite
16973	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C150220240043		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 14:35	2/15/2024 3:38:51 PM	0:1:2:56			Printer reconfigured.	Onsite
16974	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C150220240041		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 14:34	2/15/2024 3:37:30 PM	0:1:2:40			Sharing PC security setting changed.	Onsite
16975	15-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C150220240039		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	15-02-2024 14:33	2/15/2024 3:20:18 PM	0:0:47:16			pc restart issue cpu fan heat removed	Onsite
16976	15-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C150220240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 14:33	2/15/2024 3:20:41 PM	0:0:46:53			laptop printer connect done and lotus	Onsite
16977	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150220240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 14:27	2/15/2024 3:19:36 PM	0:0:51:46			Printer drivers install done	Onsite
16978	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150220240037		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 14:26	2/15/2024 3:19:10 PM	0:0:52:33			win 10 installed in SSD 500 gb sata all	Onsite
16979	15-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C150220240036		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	15-02-2024 14:22	2/15/2024 2:38:58 PM	0:0:16:52			Check trend scan done , removed	Onsite
16980	15-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	DSK	C150220240035		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 14:21	2/15/2024 2:50:55 PM	0:0:29:47			Enter New Host File Now Working	Onsite
16981	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240034		Hardware	System	MS Office	File Not	LOW	Closed	15-02-2024 14:17	2/15/2024 2:21:05 PM	0:0:3:42			issue resolved after repair the file	Onsite
16982	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240033		Hardware	System	MS Office	File Not	LOW	Closed	15-02-2024 14:16	2/15/2024 2:20:48 PM	0:0:4:48			issue resolved after repair the file	Onsite
16983	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240032		Hardware	PC	TFT	Black Spot	LOW	Closed	15-02-2024 14:15	2/15/2024 2:20:30 PM	0:0:4:50			issue resolved after change the vga	Onsite
16984	15-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150220240029		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 14:14	2/15/2024 2:19:09 PM	0:0:5:3			issue resolved after change the proxy	Onsite
16985	15-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150220240031		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 14:14	2/15/2024 2:20:09 PM	0:0:5:29			issue resolved after change the sap	Onsite
16986	15-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150220240030		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 14:14	2/15/2024 2:19:32 PM	0:0:5:14			issue resolved after change the proxy	Onsite
16987	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240027		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 14:13	2/15/2024 2:18:29 PM	0:0:5:21			issue resolved after reinstall the same	Onsite
16988	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240028		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-02-2024 14:13	2/15/2024 2:18:47 PM	0:0:5:9			mouse change and issue resolved	Onsite
16989	15-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C150220240026		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-02-2024 14:11	2/15/2024 2:18:03 PM	0:0:6:18			issue resolved after change the	Onsite
16990	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C150220240025		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	15-02-2024 13:50	2/15/2024 2:48:13 PM	0:0:57:46			REINSTALLED MAIL SOFTWARE AND	Onsite
16991	15-02-2024	SAKET	Adchini	CIVIL	C150220240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 13:49	2/15/2024 1:50:54 PM	0:0:1:15			Mail password forget	Remote
16992	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C150220240023		Hardware	Printer	Connectivity Issue	Lan Port	HIGH	Closed	15-02-2024 13:48	2/15/2024 2:46:26 PM	0:0:58:12			PRINTER LAN CABLE CHANGE AND	Onsite
16993	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C150220240022		NON-SAP	Consumer	Consumer App	Others	HIGH	Closed	15-02-2024 13:46	2/15/2024 2:45:38 PM	0:0:58:39			SAP SOFTWARE REINSTALLED AND	Remote
16994	15-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C150220240021		Hardware	PC	Restart Problem	Others	HIGH	Closed	15-02-2024 13:45	2/15/2024 2:44:09 PM	0:0:58:28			power but clean and reconnect the	Onsite
16995	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C150220240020		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	15-02-2024 13:42	2/15/2024 2:41:06 PM	0:0:58:53			Mail Software reinstalled and mail	Onsite
16996	15-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C150220240019		Hardware	PC	Restart Problem	Physical	HIGH	Closed	15-02-2024 13:41	2/15/2024 2:40:24 PM	0:0:58:53			pc ram slot clean and RAM inset to	Onsite
16997	15-02-2024	SAKET	Adchini	Recovery	C150220240018		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 13:21	2/15/2024 1:25:54 PM	0:0:4:27			printer not work	Onsite
16998	15-02-2024	SAKET	Shivalik Grid	OM-EHV	C150220240017		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-02-2024 13:19	2/15/2024 1:25:34 PM	0:0:5:54			IP Installed	Onsite
16999	15-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150220240016		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 13:18	2/15/2024 2:01:17 PM	0:0:42:46			done issue resolved	Onsite
17000	15-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150220240015		Hardware	System	MS Office	File Not	LOW	Closed	15-02-2024 13:17	2/15/2024 2:02:06 PM	0:0:44:52			restart the pc now issue resolved	Onsite
17001	15-02-2024	SAKET	Adchini	BUSINESS/	C150220240014		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 13:17	2/15/2024 1:24:54 PM	0:0:7:44			VPN not work	Onsite
17002	15-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150220240013		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 13:16	2/15/2024 2:01:40 PM	0:0:44:54			all software IP installed in pc now	Onsite
17003	15-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C150220240012		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 13:00	2/15/2024 2:38:34 PM	0:1:37:35			SAP reinstallation done	Onsite
17004	15-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150220240011		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 12:01	2/15/2024 12:47:06 PM	0:0:46:2			Oracle installed	Onsite
17005	15-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150220240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 12:00	2/15/2024 12:47:38 PM	0:0:47:9			all mail archive	Onsite
17006	15-02-2024	SAKET	Adchini	SAFETY	C150220240009		Hardware	Printer	Image Issue	Others	LOW	Closed	15-02-2024 11:59	2/15/2024 12:20:39 PM	0:0:21:34			Print Area setting issue, Done	Onsite
17007	15-02-2024	SAKET	Adchini	BUSINESS/	C150220240008		Hardware	OTHERS	VPN ISSUE	software	LOW	Closed	15-02-2024 11:58	2/15/2024 12:19:58 PM	0:0:21:41			Uninstall the VPN with Administrator	Onsite
17008	15-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C150220240007		Hardware	Laptop	KEYPAD	HW	HIGH	Closed	15-02-2024 11:09	2/15/2024 12:55:58 PM	0:1:46:28			issue resolved	Onsite
17009	15-02-2024	NEHRU PLACE	20 No Building	PLANNING	C150220240006		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	15-02-2024 10:48	2/15/2024 11:40:35 AM	0:0:51:58			workspace folder name change, issue	Onsite
17010	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240005		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	15-02-2024 10:46	2/15/2024 11:01:06 AM	0:0:14:24			port interchange with cleaning now	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17011	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240004		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 10:46	2/15/2024 11:01:34 AM	0:0:15:15			cas reinstalled issue resolved	Onsite
17012	15-02-2024	NEHRU PLACE	20 No Building	Energy	C150220240003		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-02-2024 10:45	2/20/2024 11:37:31 AM	5:0:52:19			wall port not working	Onsite
17013	15-02-2024	NEHRU PLACE	20 No Building	HR	C150220240002		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 10:40	2/15/2024 11:40:08 AM	0:0:59:33			team viewer connected done	Onsite
17014	15-02-2024	SAKET	MMTC CC	O-M	C150220240001		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 09:20	2/15/2024 9:54:26 AM	0:0:33:35			Windows password reset	Onsite
17015	15-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C150220240174		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:38	2/15/2024 5:43:33 PM	0:0:4:49			issue resolved	Onsite
17016	15-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C150220240173		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:37	2/15/2024 5:43:16 PM	0:0:6:0			issue resolved	Onsite
17017	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240172		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:27	2/15/2024 5:43:04 PM	0:0:15:34			issue resolved	Onsite
17018	15-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C150220240171		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-02-2024 17:25	2/15/2024 5:28:18 PM	0:0:3:13			After clear stuck mails and compact	Remote
17019	15-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C150220240170		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 17:24	2/15/2024 5:42:45 PM	0:0:18:17			issue resolved	Onsite
17020	15-02-2024	SAKET	Malviya Nagar Grid	OM-EHV	C150220240169		Hardware	PC	Not working at all	No power	LOW	Closed	15-02-2024 17:20	2/15/2024 5:23:55 PM	0:0:3:29			Bois reset	Onsite
17021	15-02-2024	OTHERS	VSNL	RCM	C150220240168		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 17:20	2/15/2024 6:36:05 PM	0:1:15:56			TNS replaced issue resolve	Onsite
17022	15-02-2024	OTHERS	VSNL	RCM	C150220240167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 17:19	2/15/2024 6:35:40 PM	0:1:16:31			Printer re-installed	Onsite
17023	15-02-2024	OTHERS	VSNL	KCC/MLCC	C150220240164		Hardware	System	MS Office	Others	LOW	Closed	15-02-2024 17:17	2/15/2024 6:34:42 PM	0:1:17:39			MS office Remove and re-installed	Onsite
17024	15-02-2024	NEHRU PLACE CSO	Ground Floor	IT	C150220240165		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 17:17	2/15/2024 5:19:25 PM	0:0:1:59			issue resolved	Remote
17025	15-02-2024	OTHERS	VSNL	KCC/MLCC	C150220240166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 17:17	2/15/2024 6:35:21 PM	0:1:17:35			Replicate error new replication Create	Onsite
17026	15-02-2024	OTHERS	VSNL	KCC/MLCC	C150220240163		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	15-02-2024 17:16	2/15/2024 6:34:11 PM	0:1:17:58			USB Driver Re-installed issue resolve	Onsite
17027	15-02-2024	OTHERS	VSNL	KCC/MLCC	C150220240162		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 17:15	2/15/2024 6:33:49 PM	0:1:18:25			New Shortcut create issue resolve	Onsite
17028	15-02-2024	OTHERS	VSNL	KCC/MLCC	C150220240161		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 17:14	2/15/2024 6:33:18 PM	0:1:18:29			genus remove restart and re-installed	Onsite
17029	15-02-2024	OTHERS	VSNL	O-M	C150220240160		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-02-2024 17:13	2/15/2024 6:32:45 PM	0:1:19:30			Driver Re-installed issue resolve	Onsite
17030	15-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C150220240159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 17:11	2/15/2024 5:46:12 PM	0:0:34:41			Mail configured as reqd	Remote
17031	15-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C150220240158		Hardware	PC	TFT	Black Spot	HIGH	Closed	15-02-2024 17:10	2/15/2024 5:19:03 PM	0:0:8:17			Call logged to vendor	Onsite
17032	15-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C150220240157		Hardware	PC	Restart Problem	Physical	LOW	Closed	15-02-2024 17:09	2/16/2024 5:23:24 PM	1:0:14:4			Hdd has been replaced now its	Onsite
17033	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240156		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 17:06	2/15/2024 5:08:48 PM	0:0:2:9			done issue resolved	Onsite
17034	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150220240155		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:05	2/15/2024 5:06:28 PM	0:0:0:42			issue resolved	Onsite
17035	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150220240154		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 17:04	2/15/2024 5:06:20 PM	0:0:2:18			issue resolved	Onsite
17036	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240153		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 17:02	2/15/2024 5:06:09 PM	0:0:4:5			issue resolved	Onsite
17037	15-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C150220240152		Hardware	PC	System Password issue	Others	LOW	Closed	15-02-2024 17:01	2/15/2024 5:45:47 PM	0:0:43:48			Login issue resolved	Onsite
17038	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C150220240151		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:59	2/15/2024 5:05:54 PM	0:0:6:44			issue resolved	Onsite
17039	15-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C150220240150		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:58	2/15/2024 5:05:44 PM	0:0:7:6			issue resolved	Onsite
17040	15-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C150220240149		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:57	2/15/2024 5:05:32 PM	0:0:7:40			issue resolved	Onsite
17041	15-02-2024	NEHRU PLACE CSO	Third Floor - D Block	LEGAL	C150220240148		Hardware	MOUSE	Not working	Working	LOW	Closed	15-02-2024 16:56	2/15/2024 5:05:21 PM	0:0:8:23			issue resolved	Onsite
17042	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C150220240147		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 16:56	2/15/2024 5:05:07 PM	0:0:8:56			issue resolved	Onsite
17043	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C150220240146		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:55	2/15/2024 5:04:59 PM	0:0:9:40			issue resolved	Onsite
17044	15-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C150220240145		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:54	2/15/2024 5:04:43 PM	0:0:9:48			issue resolved	Onsite
17045	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C150220240143		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:53	2/15/2024 5:04:13 PM	0:0:11:1			issue resolved	Onsite
17046	15-02-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	CSR	C150220240142		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:53	2/15/2024 5:04:03 PM	0:0:11:3			issue resolved	Onsite
17047	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C150220240144		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-02-2024 16:53	2/15/2024 5:04:26 PM	0:0:10:36			issue resolved	Onsite
17048	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 16:52	2/15/2024 5:03:54 PM	0:0:11:14			issue resolved	Onsite
17049	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240141		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:52	2/15/2024 5:00:17 PM	0:0:7:23			issue resolved	Onsite
17050	15-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150220240139		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:52	2/15/2024 5:03:42 PM	0:0:11:41			issue resolved	Onsite
17051	15-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C150220240137		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	15-02-2024 16:51	2/15/2024 5:03:22 PM	0:0:12:14			issue resolved	Onsite
17052	15-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C150220240138		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 16:51	2/15/2024 5:03:33 PM	0:0:11:48			issue resolved	Onsite
17053	15-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C150220240136		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 16:49	2/15/2024 5:33:08 PM	0:0:44:0			Network driver updated	Onsite
17054	15-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C150220240135		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 16:45	2/15/2024 5:32:08 PM	0:0:46:30			Share file added on the windows	Onsite
17055	15-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C150220240134		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:42	2/15/2024 5:03:05 PM	0:0:21:3			issue resolved	Onsite
17056	15-02-2024	OTHERS	Andrews Ganj	Enforcem	C150220240133		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 16:33	2/15/2024 4:34:35 PM	0:0:1:6			Printer installed	Onsite
17057	15-02-2024	HAUZ KHAAS	Green Park Market	O-M	C150220240132		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-02-2024 16:33	2/15/2024 4:40:23 PM	0:0:7:14			Complaint logged.	Onsite
17058	15-02-2024	OTHERS	Andrews Ganj	Enforcem	C150220240131		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 16:32	2/15/2024 4:34:53 PM	0:0:2:1			Data backup taken	Onsite
17059	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240129		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-02-2024 16:25	2/15/2024 5:21:46 PM	0:0:56:43			Printer software installation.	Onsite
17060	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240130		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 16:25	2/15/2024 5:21:17 PM	0:0:55:26			Cas software installation.	Onsite
17061	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240128		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 16:24	2/15/2024 5:22:16 PM	0:0:58:1			Orclae software installation.	Onsite
17062	15-02-2024	SAKET	Jonapur CC	O-M	C150220240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-02-2024 16:23	2/15/2024 5:17:45 PM	0:0:53:50			New Laptop configuration done at Aya	Onsite
17063	15-02-2024	SAKET	Chhatarpur CC	O-M	C150220240126		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:22	2/15/2024 5:17:03 PM	0:0:54:48			Windows 10 Installed	Onsite
17064	15-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C150220240123		Hardware	Laptop	System Password issue	Password	LOW	Closed	15-02-2024 16:21	2/15/2024 4:21:55 PM	0:0:0:51			Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17065	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240124		Hardware	System	MS Office	File	LOW	Closed	15-02-2024 16:21	2/15/2024 5:03:33 PM	0:0:42:19			Ms office not working issue resolved	Onsite
17066	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240125		Hardware	System	MS Office	File	LOW	Closed	15-02-2024 16:21	2/15/2024 5:03:51 PM	0:0:42:7			Ms excel not working issue resolved	Onsite
17067	15-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C150220240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:20	2/15/2024 5:03:14 PM	0:0:42:26			Email not working issue resolved	Onsite
17068	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240121		Hardware	System	Other Software	Adobe	LOW	Closed	15-02-2024 16:19	2/15/2024 5:02:56 PM	0:0:43:5			Ms office not working issue resolved	Onsite
17069	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240120		Hardware	System	Other Software	Adobe	LOW	Closed	15-02-2024 16:19	2/15/2024 5:02:40 PM	0:0:43:25			Google chrome not working issue	Onsite
17070	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:18	2/15/2024 5:02:23 PM	0:0:43:40			Email not working issue resolved	Onsite
17071	15-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150220240118		Hardware	System	MS Office	File	LOW	Closed	15-02-2024 16:18	2/15/2024 5:02:04 PM	0:0:43:51			Ms excel not working issue resolved	Onsite
17072	15-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C150220240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:18	2/15/2024 4:18:47 PM	0:0:0:34			resolved	Onsite
17073	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:17	2/15/2024 5:22:36 PM	0:1:4:39			Mail installation & configuration.	Onsite
17074	15-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150220240115		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 16:16	2/15/2024 5:22:55 PM	0:1:6:37			New OS Installation.	Onsite
17075	15-02-2024	VIKAS PURI	Shiv Vihar Complaint Center,JJ Colony Shiv	OM-DIV	C150220240114		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 16:14	2/15/2024 5:44:58 PM	0:1:30:51			Login issue resolved	Onsite
17076	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C150220240113		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 16:12	2/15/2024 5:07:30 PM	0:0:54:36			Login with username & password.	Onsite
17077	15-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C150220240112		Network	Link	Link Connectivity Issue	Link	LOW	Closed	15-02-2024 16:12	2/15/2024 5:08:10 PM	0:0:55:49			Power issue resolved then link up	Onsite
17078	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150220240111		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-02-2024 16:12	2/15/2024 5:44:39 PM	0:1:32:18			Needful done, working fine now.	Onsite
17079	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:11	2/15/2024 4:20:55 PM	0:0:9:50			Recreate Archive Path.	Onsite
17080	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 16:08	2/15/2024 4:20:40 PM	0:0:11:55			Recreate Archive Path.	Onsite
17081	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240108		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 16:06	2/15/2024 4:19:55 PM	0:0:13:14			Teamviewer settings change.	Onsite
17082	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240107		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	15-02-2024 16:03	2/15/2024 4:19:28 PM	0:0:15:46			PRinter slow printing	Onsite
17083	15-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C150220240106		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 16:02	2/15/2024 4:27:51 PM	0:0:24:53			Issue has been resolved after changed	Remote
17084	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240105		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-02-2024 16:02	2/15/2024 4:19:08 PM	0:0:16:16			8 GB RAM Install.	Onsite
17085	15-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150220240104		Hardware	PC	Hanging/Slow processing	Harddisk	LOW	Closed	15-02-2024 16:01	2/15/2024 4:18:45 PM	0:0:17:3			Remove HDD and install SSD on pc	Onsite
17086	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240103		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-02-2024 15:59	2/15/2024 4:01:56 PM	0:0:2:51			Instrument faulty please replace	Onsite
17087	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240101		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-02-2024 15:58	2/15/2024 4:07:12 PM	0:0:9:4			Instrument faulty please replace	Onsite
17088	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240102		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	15-02-2024 15:58	2/15/2024 4:07:03 PM	0:0:8:27			Instrument faulty please replace	Onsite
17089	15-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C150220240100		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	15-02-2024 15:55	2/15/2024 4:51:48 PM	0:0:56:2			Run diagnostic and clean temp files	Onsite
17090	15-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150220240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:55	2/15/2024 4:27:08 PM	0:0:31:43			Issue has been resolved after repair	Onsite
17091	15-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150220240097		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:53	2/15/2024 4:26:36 PM	0:0:33:28			Issue has been resolved after create	Onsite
17092	15-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C150220240098		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:53	2/15/2024 4:43:47 PM	0:0:49:57			Browser changed ESS working fine	Remote
17093	15-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C150220240096		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 15:52	2/15/2024 4:25:32 PM	0:0:33:18			Issue has been resolved after changed	Onsite
17094	15-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C150220240095		Telecome	Instrumen	IP	Others	LOW	Closed	15-02-2024 15:51	2/15/2024 4:42:55 PM	0:0:51:53			Power issue resolved	Onsite
17095	15-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C150220240094		Hardware	PC	Restart Problem	Physical	LOW	Closed	15-02-2024 15:50	2/15/2024 4:25:05 PM	0:0:34:33			Issue has been resolved after cleaning	Onsite
17096	15-02-2024	HAUZ KHAAS	Green Park Market	BUSINESS/	C150220240093		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	15-02-2024 15:47	2/15/2024 4:40:02 PM	0:0:52:5			Complaint logged.	Onsite
17097	15-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150220240092		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-02-2024 15:46	2/15/2024 4:23:55 PM	0:0:37:18			Issue has been resolved after changed	Onsite
17098	15-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150220240091		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:46	2/15/2024 4:39:24 PM	0:0:52:56			User forget the password.	Onsite
17099	15-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150220240089		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	15-02-2024 15:45	2/15/2024 4:37:53 PM	0:0:52:28			New keyboard replaced.	Onsite
17100	15-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150220240090		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:45	2/15/2024 4:38:59 PM	0:0:53:2			Some file missing.	Onsite
17101	15-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150220240088		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-02-2024 15:36	2/15/2024 4:28:55 PM	0:0:52:1			Clear paper jam now working fine	Onsite
17102	15-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C150220240087		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	15-02-2024 15:32	2/15/2024 4:25:45 PM	0:0:53:0			change the host entry issue resolved	Remote
17103	15-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150220240086		Hardware	PC	Restart Problem	Others	LOW	Closed	15-02-2024 15:31	2/15/2024 4:35:21 PM	0:1:3:51			System uninstalled and generate gate	Onsite
17104	15-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150220240084		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:30	2/15/2024 4:29:48 PM	0:0:59:33			Change setting now working fine	Remote
17105	15-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C150220240085		Telecome	CCTV	Not working	Sent to	LOW	Closed	15-02-2024 15:30	2/15/2024 4:25:23 PM	0:0:54:31			replaced the mouse issue resolved	Remote
17106	15-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C150220240083		Hardware	System	MS Office	Software	MEDIUM	Closed	15-02-2024 15:30	2/15/2024 4:17:59 PM	0:0:47:55			Reinstall ms office.	Onsite
17107	15-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150220240082		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 15:29	2/15/2024 4:29:16 PM	0:1:0:11			Change proxy setting now working	Remote
17108	15-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C150220240081		Telecome	CCTV	Camera	Others	LOW	Closed	15-02-2024 15:28	2/15/2024 4:25:04 PM	0:0:56:43			change the power socket issue	Remote
17109	15-02-2024	OTHERS	HUDCO Grid	PROTECTI	C150220240080		Hardware	PC	Restart Problem	Hardware	LOW	Closed	15-02-2024 15:28	2/15/2024 4:35:14 PM	0:1:6:56			Pc booting issue	Onsite
17110	15-02-2024	OTHERS	HUDCO Grid	PROTECTI	C150220240078		Network	Link	Link Connectivity Issue	Link	LOW	Closed	15-02-2024 15:27	2/15/2024 4:34:18 PM	0:1:7:15			Network issue	Onsite
17111	15-02-2024	OTHERS	HUDCO Grid	PROTECTI	C150220240079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:27	2/15/2024 4:35:30 PM	0:1:7:50			mail issue	Onsite
17112	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C150220240077		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	15-02-2024 15:26	2/15/2024 4:17:44 PM	0:0:51:28			Keyboard replaced.	Onsite
17113	15-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C150220240076		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	15-02-2024 15:25	2/16/2024 5:23:18 PM	1:1:57:41			Call Close By Sanjay & Jitendra	Onsite
17114	15-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C150220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:24	2/15/2024 4:24:44 PM	0:1:0:14			created new folder in rule issue	Remote
17115	15-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C150220240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:24	2/15/2024 4:21:26 PM	0:0:57:22			created new archived folder issue	Remote
17116	15-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C150220240073		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	15-02-2024 15:23	2/15/2024 4:17:29 PM	0:0:53:34			Lan cable change.	Onsite
17117	15-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C150220240072		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:23	2/15/2024 4:21:06 PM	0:0:57:29			configured new crm link issue	Remote
17118	15-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C150220240071		Network	Internet	Internet Issue	Internet	LOW	Closed	15-02-2024 15:23	2/15/2024 4:20:43 PM	0:0:57:33			given the rights from server issue	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17119	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C150220240070		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-02-2024 15:22	2/15/2024 4:16:10 PM	0:0:53:46			recreate workspace file name	Onsite
17120	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240069		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	15-02-2024 15:21	2/15/2024 4:13:07 PM	0:0:51:59			Scanner installation now issue	Onsite
17121	15-02-2024	ALAKNANDA	CR Park HR Office	HR	C150220240068		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	15-02-2024 15:20	2/15/2024 4:12:24 PM	0:0:51:59			Change the paper tray size now issue	Onsite
17122	15-02-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C150220240067		Hardware	PC	Not working at all	No power	MEDIUM	Closed	15-02-2024 15:20	2/15/2024 4:15:36 PM	0:0:55:19			Power cord replace.	Onsite
17123	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240066		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 15:19	2/15/2024 4:11:03 PM	0:0:51:27			Create new cas software now issue	Remote
17124	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C150220240064		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	15-02-2024 15:18	2/15/2024 4:15:18 PM	0:0:56:40			Delete temp and prefetch file	Onsite
17125	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 15:18	2/15/2024 4:10:41 PM	0:0:51:43			Archive all mail now issue resolved	Remote
17126	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C150220240062		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	15-02-2024 15:17	2/15/2024 4:13:42 PM	0:0:56:39			Remove jam paper	Onsite
17127	15-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C150220240063		Hardware	Scanner	Scaning issue	No Power	MEDIUM	Closed	15-02-2024 15:17	2/15/2024 4:14:42 PM	0:0:56:55			Power adapter loose	Onsite
17128	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C150220240060		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-02-2024 15:16	2/15/2024 4:21:44 PM	0:1:5:3			Issue resolved	Onsite
17129	15-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C150220240061		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-02-2024 15:16	2/15/2024 4:10:12 PM	0:0:53:23			OS Installed with software now issue	Onsite
17130	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C150220240059		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	15-02-2024 15:16	2/15/2024 4:21:38 PM	0:1:5:26			Issue resolved	Onsite
17131	15-02-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C150220240057		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-02-2024 15:15	2/15/2024 4:21:32 PM	0:1:5:48			Issue resolved	Onsite
17132	15-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150220240058		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 15:15	2/15/2024 4:09:48 PM	0:0:53:50			Reset the P92 password now issue	Remote
17133	15-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	MMG	C150220240056		Hardware	MOUSE	Not working	Other	LOW	Closed	15-02-2024 15:11	2/15/2024 3:11:52 PM	0:0:0:43			mouse usb not plugged	Onsite
17134	15-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C150220240055		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	15-02-2024 15:07	2/15/2024 3:12:12 PM	0:0:4:36			resolved	Onsite
17135	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150220240054		Hardware	MOUSE	Not working	Other	LOW	Closed	15-02-2024 15:02	2/15/2024 3:58:59 PM	0:0:56:34			Wireless mouse, (battery weak)	Onsite
17136	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C150220240053		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	15-02-2024 15:01	2/15/2024 3:57:47 PM	0:0:56:1			Scanner issue resolved	Onsite
17137	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C150220240052		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 15:00	2/15/2024 3:57:18 PM	0:0:56:20			sound issue resolved	Remote
17138	15-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150220240051		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-02-2024 14:59	2/15/2024 3:55:18 PM	0:0:55:53			Printer configured as reqd	Remote
17139	15-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C150220240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-02-2024 14:58	2/15/2024 3:54:45 PM	0:0:56:16			Printer issue resolved	Onsite
17140	15-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C150220240049		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	15-02-2024 14:41	2/15/2024 3:21:22 PM	0:0:39:26			Lan cable faulty now replaced also	Onsite
17141	15-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C150220240048		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-02-2024 14:38	2/15/2024 3:44:14 PM	0:1:6:14			Paper remove from printer.	Onsite
17142	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C150220240047		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	15-02-2024 14:37	2/15/2024 3:21:25 PM	0:0:43:40			Trend micro full scan done and	Onsite
17143	15-02-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C150220240046		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-02-2024 14:37	2/15/2024 3:43:02 PM	0:1:5:34			Restart the mail & temp. file , cookies	Onsite
17144	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C150220240045		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 14:36	2/15/2024 3:39:12 PM	0:1:2:47			Proxy setting changed.	Onsite
17145	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150220240044		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 14:36	2/15/2024 3:21:09 PM	0:0:45:2			Proxy settings done and hosts file	Onsite
17146	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C150220240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 14:35	2/15/2024 3:37:57 PM	0:1:2:31			Mail archived & compact.	Onsite
17147	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C150220240043		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 14:35	2/15/2024 3:38:51 PM	0:1:2:56			Printer reconfigured.	Onsite
17148	15-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C150220240041		Hardware	System	Other Software	Browser	LOW	Closed	15-02-2024 14:34	2/15/2024 3:37:30 PM	0:1:2:40			Sharing PC security setting changed.	Onsite
17149	15-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C150220240039		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	15-02-2024 14:33	2/15/2024 3:20:18 PM	0:0:47:16			pc restart issue cpu fan heat removed	Onsite
17150	15-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C150220240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 14:33	2/15/2024 3:20:41 PM	0:0:46:53			laptop printer connect done and lotus	Onsite
17151	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150220240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 14:27	2/15/2024 3:19:36 PM	0:0:51:46			Printer drivers install done	Onsite
17152	15-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C150220240037		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 14:26	2/15/2024 3:19:10 PM	0:0:52:33			win 10 installed in SSD 500 gb sata all	Onsite
17153	15-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C150220240036		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	15-02-2024 14:22	2/15/2024 2:38:58 PM	0:0:16:52			Check trend scan done , removed	Onsite
17154	15-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	DSK	C150220240035		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 14:21	2/15/2024 2:50:55 PM	0:0:29:47			Enter New Host File Now Working	Onsite
17155	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240034		Hardware	System	MS Office	File Not	LOW	Closed	15-02-2024 14:17	2/15/2024 2:21:05 PM	0:0:3:42			issue resolved after repair the file	Onsite
17156	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240033		Hardware	System	MS Office	File Not	LOW	Closed	15-02-2024 14:16	2/15/2024 2:20:48 PM	0:0:4:48			issue resolved after repair the file	Onsite
17157	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240032		Hardware	PC	TFT	Black Spot	LOW	Closed	15-02-2024 14:15	2/15/2024 2:20:30 PM	0:0:4:50			issue resolved after change the vga	Onsite
17158	15-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150220240029		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 14:14	2/15/2024 2:19:09 PM	0:0:5:3			issue resolved after change the proxy	Onsite
17159	15-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150220240031		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 14:14	2/15/2024 2:20:09 PM	0:0:5:29			issue resolved after change the sap	Onsite
17160	15-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C150220240030		Hardware	System	Other Software	proxy	LOW	Closed	15-02-2024 14:14	2/15/2024 2:19:32 PM	0:0:5:14			issue resolved after change the proxy	Onsite
17161	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240027		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 14:13	2/15/2024 2:18:29 PM	0:0:5:21			issue resolved after reinstall the same	Onsite
17162	15-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150220240028		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-02-2024 14:13	2/15/2024 2:18:47 PM	0:0:5:9			mouse change and issue resolved	Onsite
17163	15-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C150220240026		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-02-2024 14:11	2/15/2024 2:18:03 PM	0:0:6:18			issue resolved after change the	Onsite
17164	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C150220240025		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	15-02-2024 13:50	2/15/2024 2:48:13 PM	0:0:57:46			REINSTALLED MAIL SOFTWARE AND	Onsite
17165	15-02-2024	SAKET	Adchini	CIVIL	C150220240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 13:49	2/15/2024 1:50:54 PM	0:0:1:15			Mail password forget	Remote
17166	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C150220240023		Hardware	Printer	Connectivity Issue	Lan Port	HIGH	Closed	15-02-2024 13:48	2/15/2024 2:46:26 PM	0:0:58:12			PRINTER LAN CABLE CHANGE AND	Onsite
17167	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C150220240022		NON-SAP	Consumer	Consumer App	Others	HIGH	Closed	15-02-2024 13:46	2/15/2024 2:45:38 PM	0:0:58:39			SAP SOFTWARE REINSTALLED AND	Remote
17168	15-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C150220240021		Hardware	PC	Restart Problem	Others	HIGH	Closed	15-02-2024 13:45	2/15/2024 2:44:09 PM	0:0:58:28			power but clean and reconnect the	Onsite
17169	15-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C150220240020		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	15-02-2024 13:42	2/15/2024 2:41:06 PM	0:0:58:53			Mail Software reinstalled and mail	Onsite
17170	15-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C150220240019		Hardware	PC	Restart Problem	Physical	HIGH	Closed	15-02-2024 13:41	2/15/2024 2:40:24 PM	0:0:58:53			pc ram slot clean and RAM inset to	Onsite
17171	15-02-2024	SAKET	Adchini	Recovery	C150220240018		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-02-2024 13:21	2/15/2024 1:25:54 PM	0:0:4:27			printer not work	Onsite
17172	15-02-2024	SAKET	Shivalik Grid	OM-EHV	C150220240017		Network	LAN Issue	LAN Issue	Others	LOW	Closed	15-02-2024 13:19	2/15/2024 1:25:34 PM	0:0:5:54			IP Installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17173	15-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150220240016		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 13:18	2/15/2024 2:01:17 PM	0:0:42:46			done issue resolved	Onsite
17174	15-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150220240015		Hardware	System	MS Office	File Not	LOW	Closed	15-02-2024 13:17	2/15/2024 2:02:06 PM	0:0:44:52			restart the pc now issue resolved	Onsite
17175	15-02-2024	SAKET	Adchini	BUSINESS/	C150220240014		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 13:17	2/15/2024 1:24:54 PM	0:0:7:44			VPN not work	Onsite
17176	15-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150220240013		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-02-2024 13:16	2/15/2024 2:01:40 PM	0:0:44:54			all software IP installed in pc now	Onsite
17177	15-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C150220240012		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 13:00	2/15/2024 2:38:34 PM	0:1:37:35			SAP reinstallation done	Onsite
17178	15-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150220240011		Hardware	System	Other Software	New	LOW	Closed	15-02-2024 12:01	2/15/2024 12:47:06 PM	0:0:46:2			Oracle installed	Onsite
17179	15-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150220240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-02-2024 12:00	2/15/2024 12:47:38 PM	0:0:47:9			all mail archive	Onsite
17180	15-02-2024	SAKET	Adchini	SAFETY	C150220240009		Hardware	Printer	Image Issue	Others	LOW	Closed	15-02-2024 11:59	2/15/2024 12:20:39 PM	0:0:21:34			Print Area setting issue, Done	Onsite
17181	15-02-2024	SAKET	Adchini	BUSINESS/	C150220240008		Hardware	OTHERS	VPN ISSUE	software	LOW	Closed	15-02-2024 11:58	2/15/2024 12:19:58 PM	0:0:21:41			Uninstall the VPN with Administrator	Onsite
17182	15-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C150220240007		Hardware	Laptop	KEYPAD	HW	HIGH	Closed	15-02-2024 11:09	2/15/2024 12:55:58 PM	0:1:46:28			issue resolved	Onsite
17183	15-02-2024	NEHRU PLACE	20 No Building	PLANNING	C150220240006		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	15-02-2024 10:48	2/15/2024 11:40:35 AM	0:0:51:58			workspace folder name change, issue	Onsite
17184	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240005		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	15-02-2024 10:46	2/15/2024 11:01:06 AM	0:0:14:24			port interchange with cleaning now	Onsite
17185	15-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C150220240004		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 10:46	2/15/2024 11:01:34 AM	0:0:15:15			cas reinstalled issue resolved	Onsite
17186	15-02-2024	NEHRU PLACE	20 No Building	Energy	C150220240003		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-02-2024 10:45	2/20/2024 11:37:31 AM	5:0:52:19			wall port not working	Onsite
17187	15-02-2024	NEHRU PLACE	20 No Building	HR	C150220240002		Hardware	System	Other Software	software	LOW	Closed	15-02-2024 10:40	2/15/2024 11:40:08 AM	0:0:59:33			team viewer connected done	Onsite
17188	15-02-2024	SAKET	MMTC CC	O-M	C150220240001		Hardware	PC	System Password issue	Password	LOW	Closed	15-02-2024 09:20	2/15/2024 9:54:26 AM	0:0:33:35			Windows password reset	Onsite
17189	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C160220240247		Hardware	PC	TFT	Dim	LOW	Closed	16-02-2024 21:51	2/16/2024 10:11:03 PM	0:0:19:26			Issue has been resolved after changed	Onsite
17190	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C160220240246		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 21:51	2/16/2024 10:10:40 PM	0:0:19:30			Issue has been resolved after changed	Onsite
17191	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C160220240245		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 21:50	2/16/2024 10:10:05 PM	0:0:19:42			Issue has been resolved after reset	Onsite
17192	16-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C160220240244		Hardware	MOUSE	Not working	Hardware	LOW	Closed	16-02-2024 21:44	2/16/2024 10:09:18 PM	0:0:24:45			Issue has been resolved after changed	Onsite
17193	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C160220240243		Hardware	Printer	Image Issue	Light	LOW	Closed	16-02-2024 21:43	2/16/2024 10:08:52 PM	0:0:25:36			Issue has been resolved after changed	Onsite
17194	16-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C160220240242		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 19:32	2/16/2024 7:34:29 PM	0:0:1:40			issue resolved	Onsite
17195	16-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C160220240241		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 19:31	2/16/2024 7:34:19 PM	0:0:2:41			issue resolved	Onsite
17196	16-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C160220240239		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 19:30	2/16/2024 7:34:05 PM	0:0:3:51			issue resolved	Onsite
17197	16-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C160220240240		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:30	2/16/2024 7:34:13 PM	0:0:3:30			issue resolved	Onsite
17198	16-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C160220240237		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 19:29	2/16/2024 7:33:47 PM	0:0:4:46			issue resolved	Onsite
17199	16-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C160220240238		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:29	2/16/2024 7:33:54 PM	0:0:4:16			issue resolved	Onsite
17200	16-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C160220240236		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 19:27	2/16/2024 7:33:40 PM	0:0:5:55			issue resolved	Onsite
17201	16-02-2024	NEHRU PLACE CSO	Second Floor - D Block	CES	C160220240235		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:26	2/16/2024 7:33:33 PM	0:0:7:10			issue resolved	Onsite
17202	16-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C160220240234		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:25	2/16/2024 7:33:26 PM	0:0:7:49			issue resolved	Onsite
17203	16-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C160220240233		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 19:24	2/16/2024 7:33:19 PM	0:0:8:45			issue resolved	Onsite
17204	16-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C160220240232		Hardware	PC	Restart Problem	Hardware	LOW	Closed	16-02-2024 17:52	2/16/2024 5:55:27 PM	0:0:3:18			resolved	Onsite
17205	16-02-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C160220240231		Hardware	Printer	Image Issue	Image	LOW	Closed	16-02-2024 17:51	2/16/2024 5:55:10 PM	0:0:4:8			resolved	Onsite
17206	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240230		Hardware	PC	Restart Problem	Heating	LOW	Closed	16-02-2024 17:49	2/16/2024 5:54:42 PM	0:0:5:37			resolved	Onsite
17207	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C160220240229		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 17:46	2/16/2024 5:54:24 PM	0:0:7:27			resolved	Onsite
17208	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240228		Hardware	Scanner	Scaning issue	Ticket	LOW	Closed	16-02-2024 17:44	2/16/2024 5:54:07 PM	0:0:9:47			resolved	Onsite
17209	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240227		Hardware	Printer	Image Issue	Hardware	LOW	Closed	16-02-2024 17:42	2/16/2024 5:53:52 PM	0:0:11:1			resolved	Onsite
17210	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240226		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 17:41	2/16/2024 5:53:39 PM	0:0:11:52			resolved	Onsite
17211	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240225		Hardware	PC	Restart Problem	Hardware	LOW	Closed	16-02-2024 17:40	2/16/2024 5:53:27 PM	0:0:12:40			resolved	Onsite
17212	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240224		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	16-02-2024 17:38	2/16/2024 5:53:12 PM	0:0:14:15			resolved	Onsite
17213	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240223		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 17:37	2/16/2024 5:52:54 PM	0:0:15:7			resolved	Remote
17214	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C160220240222		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-02-2024 17:36	2/16/2024 5:52:39 PM	0:0:15:53			resolved	Remote
17215	16-02-2024	OTHERS	VSNL	RCM	C160220240221		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 17:34	2/16/2024 6:08:24 PM	0:0:33:50			Password Change issue resolve	Onsite
17216	16-02-2024	OTHERS	VSNL	RCM	C160220240220		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 17:33	2/16/2024 6:08:14 PM	0:0:35:6			Password Change issue resolve	Onsite
17217	16-02-2024	SAKET	Adchini	CHD	C160220240219		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 17:04	2/16/2024 5:07:27 PM	0:0:2:38			User Password issue	Onsite
17218	16-02-2024	SAKET	Adchini	BUSINESS/	C160220240218		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 17:00	2/16/2024 5:07:17 PM	0:0:6:51			User Password issue	Onsite
17219	16-02-2024	SAKET	Adchini	SAFETY	C160220240216		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:59	2/16/2024 5:07:07 PM	0:0:8:0			User Password issue	Onsite
17220	16-02-2024	SAKET	Adchini	CIVIL	C160220240217		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 16:59	2/16/2024 5:08:22 PM	0:0:8:30			display driver issue	Onsite
17221	16-02-2024	SAKET	Adchini	CIVIL	C160220240214		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:58	2/16/2024 5:06:52 PM	0:0:8:47			User Password issue	Onsite
17222	16-02-2024	SAKET	Adchini	CIVIL	C160220240215		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 16:58	2/16/2024 5:08:01 PM	0:0:9:25			Mail not work	Onsite
17223	16-02-2024	SAKET	Adchini	LEGAL	C160220240212		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-02-2024 16:57	2/16/2024 5:07:43 PM	0:0:10:43			LAN not work	Onsite
17224	16-02-2024	SAKET	Adchini	CIVIL	C160220240213		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:57	2/16/2024 5:06:43 PM	0:0:9:10			User Password issue	Onsite
17225	16-02-2024	SAKET	Adchini	BUSINESS/	C160220240211		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:56	2/16/2024 5:06:31 PM	0:0:10:25			User Password issue	Onsite
17226	16-02-2024	SAKET	Adchini	DTC	C160220240210		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:55	2/16/2024 5:06:22 PM	0:0:10:46			User Password issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17227	16-02-2024	SAKET	Adchini	BUSINESS/	C160220240208		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 16:54	2/16/2024 5:05:46 PM	0:0:11:29			printer not work	Onsite
17228	16-02-2024	SAKET	Adchini	SAFETY	C160220240209		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:54	2/16/2024 5:06:07 PM	0:0:11:8			User Password issue	Onsite
17229	16-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C160220240207		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 16:41	2/16/2024 6:59:01 PM	0:2:17:40			Software issue resolved as required	
17230	16-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C160220240206		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:40	2/16/2024 6:58:23 PM	0:2:17:33			Issue resolved	
17231	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240205		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	16-02-2024 16:37	2/16/2024 4:46:54 PM	0:0:9:2			Laptop shifted.	Remote
17232	16-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C160220240204		Hardware	System	Other Software	Browser	MEDIUM	Closed	16-02-2024 16:35	2/16/2024 4:48:35 PM	0:0:13:18			After reinstall Mozilla browser issue	Remote
17233	16-02-2024	SAKET	Chhatarpur CC	O-M	C160220240203		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 16:31	2/16/2024 4:32:24 PM	0:0:1:15			Printing issue	Remote
17234	16-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C160220240202		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 16:28	2/16/2024 4:49:01 PM	0:0:20:31			After clean stuck mails and compact	Remote
17235	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240201		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	16-02-2024 16:28	2/16/2024 4:48:05 PM	0:0:20:4			Pc not working issue resolved	Onsite
17236	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240200		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	16-02-2024 16:27	2/16/2024 4:47:37 PM	0:0:20:32			Scanner not working issue resolved	Onsite
17237	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240198		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	16-02-2024 16:26	2/16/2024 4:47:09 PM	0:0:20:36			ram not working issue resolved	Onsite
17238	16-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C160220240199		Hardware	System	MS Office	File Not	MEDIUM	Closed	16-02-2024 16:26	2/16/2024 4:49:43 PM	0:0:22:58			After change file extension issue	Remote
17239	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240196		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 16:25	2/16/2024 4:46:14 PM	0:0:20:47			google chrome not working issue	Onsite
17240	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240197		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 16:25	2/16/2024 4:46:41 PM	0:0:20:47			Ms office not working issue resolved	Onsite
17241	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240195		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 16:24	2/16/2024 4:45:41 PM	0:0:20:47			Ms office not working issue resolved	Onsite
17242	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240194		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:24	2/16/2024 4:35:18 PM	0:0:10:26			done issue resolved	Onsite
17243	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240193		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:23	2/16/2024 4:35:50 PM	0:0:12:30			done issue resolved	Onsite
17244	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240191		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:22	2/16/2024 4:36:20 PM	0:0:14:3			done issue resolved	Onsite
17245	16-02-2024	NEHRU PLACE	20 No Building	PLANNING	C160220240192		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 16:22	2/16/2024 4:38:21 PM	0:0:15:35			issue has been resolved after rejoin	Onsite
17246	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240190		Hardware	System	MS Office	File	LOW	Closed	16-02-2024 16:21	2/16/2024 4:45:21 PM	0:0:23:55			Ms excel not working issue resolved	Onsite
17247	16-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C160220240189		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 16:20	2/16/2024 4:52:23 PM	0:0:32:2			After replace local replica issue	Remote
17248	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160220240188		Hardware	System	Other Software	software	MEDIUM	Closed	16-02-2024 16:19	2/16/2024 4:52:53 PM	0:0:33:16			After reinstall sap issue resolved	Remote
17249	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160220240187		Hardware	PC	Not working at all	No power	MEDIUM	Closed	16-02-2024 16:18	2/16/2024 4:54:16 PM	0:0:35:31			After hold power button for 10	Remote
17250	16-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C160220240185		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	16-02-2024 16:16	2/16/2024 4:55:07 PM	0:0:38:58			After change Patch cable issue	Onsite
17251	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160220240186		Hardware	System	Other Software	New	MEDIUM	Closed	16-02-2024 16:16	2/16/2024 4:54:40 PM	0:0:37:48			After recreate cas.exe issue resolved	Remote
17252	16-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C160220240184		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	16-02-2024 16:15	2/16/2024 4:55:33 PM	0:0:40:28			After update printer driver issue	Remote
17253	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160220240183		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 16:14	2/16/2024 4:55:59 PM	0:0:41:33			After archive mails and compact issue	Remote
17254	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240182		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:12	2/16/2024 4:13:44 PM	0:0:0:46			done issue resolved	Onsite
17255	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	KCC/MLCC	C160220240181		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	16-02-2024 16:06	2/16/2024 4:09:04 PM	0:0:2:54			installed	Onsite
17256	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	KCC/MLCC	C160220240180		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 16:05	2/16/2024 4:09:21 PM	0:0:3:44			mail configured	Onsite
17257	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C160220240179		Hardware	PC	System Password issue	Others	LOW	Closed	16-02-2024 15:58	2/16/2024 4:20:09 PM	0:0:22:8			PC password changed.	Onsite
17258	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C160220240178		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 15:57	2/16/2024 4:19:52 PM	0:0:22:35			By default printer setting changed.	Onsite
17259	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C160220240177		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	16-02-2024 15:56	2/16/2024 4:19:27 PM	0:0:23:21			Delete temp. file , cache & cookies.	Onsite
17260	16-02-2024	OTHERS	Andrews Ganj	Enforcem	C160220240176		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 15:55	2/16/2024 4:06:02 PM	0:0:10:14			OS issue	Onsite
17261	16-02-2024	OTHERS	Andrews Ganj	Enforcem	C160220240173		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 15:55	2/16/2024 4:06:21 PM	0:0:11:8			Printer connection issue	Onsite
17262	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C160220240174		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 15:55	2/16/2024 4:58:55 PM	0:1:3:39			New Archive file create and working	Remote
17263	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C160220240175		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	16-02-2024 15:55	2/16/2024 4:18:27 PM	0:0:22:54			RAM cleaning after that reinsert the	Onsite
17264	16-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C160220240170		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:54	2/16/2024 4:17:50 PM	0:0:23:30			Password reset with the help of ADS	Onsite
17265	16-02-2024	OTHERS	HUDCO Grid	PROTECTI	C160220240171		Hardware	Laptop	Restart Problem	Others	LOW	Closed	16-02-2024 15:54	2/16/2024 4:06:43 PM	0:0:12:23			Laptop booting issue	Onsite
17266	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C160220240172		Hardware	PC	Not working at all	No power	LOW	Closed	16-02-2024 15:54	2/16/2024 4:19:03 PM	0:0:24:8			Power cable reconnect then PC ON.	Onsite
17267	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160220240168		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	16-02-2024 15:53	2/16/2024 4:58:00 PM	0:1:4:33			Printer driver software reinstalled and	Remote
17268	16-02-2024	OTHERS	HUDCO Grid	PROTECTI	C160220240167		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 15:53	2/16/2024 4:06:57 PM	0:0:13:33			PC add on ADS	Onsite
17269	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C160220240169		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:53	2/16/2024 4:17:42 PM	0:0:24:15			Password reset with the help of ADS	Onsite
17270	16-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C160220240164		Hardware	System	Other Software	Browser	MEDIUM	Closed	16-02-2024 15:52	2/16/2024 4:56:44 PM	0:1:4:26			Google Chrome software update and	Remote
17271	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C160220240166		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:17:33 PM	0:0:24:43			Password reset with the help of ADS	Onsite
17272	16-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C160220240165		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-02-2024 15:52	2/16/2024 4:05:48 PM	0:0:13:18			Pc booting issue	Onsite
17273	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C160220240163		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:04:35 PM	0:0:12:23			reset the ads login password issue	Onsite
17274	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240162		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:02:39 PM	0:0:10:30			done issue resolved	Onsite
17275	16-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C160220240161		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:17:23 PM	0:0:25:13			Password reset with the help of ADS	Onsite
17276	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160220240160		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	16-02-2024 15:34	2/16/2024 4:31:37 PM	0:0:57:5			Dienotes software run and mail hang	Remote
17277	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C160220240159		Hardware	Scanner	Scaning issue	No Power	MEDIUM	Closed	16-02-2024 15:33	2/16/2024 4:23:39 PM	0:0:50:10			POWER EXCITATION BOARD NOT	Onsite
17278	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240157		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 15:32	2/16/2024 3:36:45 PM	0:0:4:39			RJ45 connector Replace.	Onsite
17279	16-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C160220240158		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 15:32	2/16/2024 3:37:09 PM	0:0:4:16			RJ45 connector change	Onsite
17280	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240156		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:30	2/16/2024 3:36:01 PM	0:0:5:56			PC password change.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17281	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C160220240155		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-02-2024 15:28	2/16/2024 3:30:55 PM	0:0:2:10			updated	Remote
17282	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C160220240154		Hardware	System	Other Software	proxy	LOW	Closed	16-02-2024 15:28	2/16/2024 3:30:44 PM	0:0:2:25			ip configured	Remote
17283	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240153		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:26	2/16/2024 3:35:23 PM	0:0:8:56			PC password change.	Onsite
17284	16-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C160220240152		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 15:26	2/16/2024 4:37:13 PM	0:1:11:0			Host file updated.	Onsite
17285	16-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C160220240149		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	16-02-2024 15:25	2/16/2024 4:36:56 PM	0:1:11:26			Complaint logged.	Onsite
17286	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240148		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:25	2/16/2024 3:34:04 PM	0:0:9:4			Change Password	Onsite
17287	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 15:25	2/16/2024 3:34:42 PM	0:0:9:4			Mail installation and Configuration.	Onsite
17288	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C160220240151		Hardware	PC	Internet Issue	Internet	LOW	Closed	16-02-2024 15:25	2/16/2024 4:04:30 PM	0:0:38:51			updated the wifi driver issue resolved	Onsite
17289	16-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C160220240147		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:24	2/16/2024 3:30:29 PM	0:0:6:8			passowrd reset	Remote
17290	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240146		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 3:26:08 PM	0:0:2:15			done issue resolved	Onsite
17291	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240145		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 3:33:44 PM	0:0:9:59			Change PC password.	Onsite
17292	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C160220240143		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 4:04:10 PM	0:0:40:58			reset the ads login password issue	Onsite
17293	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240144		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 3:27:27 PM	0:0:4:9			done issue resolved	Onsite
17294	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240142		Hardware	System	MS Office	Software	LOW	Closed	16-02-2024 15:22	2/16/2024 3:33:29 PM	0:0:10:42			Reinstall MS office	Onsite
17295	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240141		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:22	2/16/2024 3:26:42 PM	0:0:4:13			done issue resolved	Onsite
17296	16-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	C-M	C160220240140		Hardware	System	MS Office	File	LOW	Closed	16-02-2024 15:21	2/16/2024 4:04:01 PM	0:0:42:50			repair ms office issue resolved	Onsite
17297	16-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C160220240139		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	16-02-2024 15:20	2/16/2024 4:03:45 PM	0:0:43:26			clean the trace file and run the	Onsite
17298	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C160220240138		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	16-02-2024 15:16	2/16/2024 4:03:16 PM	0:0:46:19			shifted the pc to other room issue	Onsite
17299	16-02-2024	ALAKNANDA	I Block CR Park	O-M	C160220240137		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 15:16	2/16/2024 5:22:42 PM	0:2:6:13			Call Close By Sanjay & Jitendra	Onsite
17300	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C160220240136		Hardware	PC	Internet Issue	Internet	LOW	Closed	16-02-2024 15:16	2/16/2024 4:02:44 PM	0:0:46:42			given the acess of zoom meeting	Onsite
17301	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C160220240135		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:15	2/16/2024 4:02:24 PM	0:0:47:8			reset the ads login password issue	Onsite
17302	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C160220240134		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 15:14	2/16/2024 4:02:16 PM	0:0:48:10			cleared the paper issue resolved	Onsite
17303	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C160220240133		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:13	2/16/2024 3:53:52 PM	0:0:40:23			reset the ads login password issue	Onsite
17304	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C160220240130		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:12	2/16/2024 3:53:38 PM	0:0:41:32			reset the ads login password issue	Onsite
17305	16-02-2024	SAKET	Chhatarpur CC	BUSINESS/	C160220240131		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:12	2/16/2024 3:16:01 PM	0:0:3:40			Password expire issue	Remote
17306	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C160220240132		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:12	2/16/2024 3:53:46 PM	0:0:40:55			reset the ads login password issue	Onsite
17307	16-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C160220240129		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 15:10	2/16/2024 4:05:21 PM	0:0:55:4			Paper jam has been removed	Onsite
17308	16-02-2024	KHANPUR	RPS Colony Near Mother Dairy	O-M	C160220240128		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	16-02-2024 15:09	2/16/2024 4:07:39 PM	0:0:58:35			After reinserted the LAN cable	Onsite
17309	16-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C160220240127		Hardware	PC	System Password issue	Others	LOW	Closed	16-02-2024 15:08	2/16/2024 3:16:46 PM	0:0:8:4			Pdf reinstall	Onsite
17310	16-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C160220240126		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	16-02-2024 15:07	2/16/2024 3:17:26 PM	0:0:9:40			cartage changed	Onsite
17311	16-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C160220240125		Hardware	System	MS Office	File	HIGH	Closed	16-02-2024 15:07	2/16/2024 3:18:02 PM	0:0:10:56			MS office reinstall	Onsite
17312	16-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C160220240123		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	16-02-2024 15:06	2/16/2024 3:18:20 PM	0:0:12:4			usb changed	Onsite
17313	16-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C160220240124		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 15:06	2/16/2024 4:11:11 PM	0:1:4:17			Sharing file added on windows	Onsite
17314	16-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C160220240122		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:06	2/16/2024 3:30:21 PM	0:0:24:19			passowrd reset	Remote
17315	16-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C160220240121		Hardware	PC	Restart Problem	Virus issue	HIGH	Closed	16-02-2024 15:05	2/16/2024 3:16:16 PM	0:0:10:43			win reset pc start	Onsite
17316	16-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C160220240120		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:05	2/16/2024 3:30:14 PM	0:0:24:50			passowrd reset	Remote
17317	16-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C160220240117		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:04	2/16/2024 3:30:08 PM	0:0:25:45			passowrd reset	Remote
17318	16-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C160220240118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 15:04	2/16/2024 4:08:35 PM	0:1:3:42			Printer driver installed	Onsite
17319	16-02-2024	SAKET	Adchini	CIVIL	C160220240119		Hardware	PC	TFT	Others	LOW	Closed	16-02-2024 15:04	2/16/2024 3:15:41 PM	0:0:10:48			Display driver re-installed	Onsite
17320	16-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C160220240116		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:03	2/16/2024 3:29:59 PM	0:0:26:19			passowrd reset	Remote
17321	16-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C160220240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 15:02	2/16/2024 3:25:18 PM	0:0:22:47			mail setting change, issue resolved	Onsite
17322	16-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C160220240115		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:02	2/16/2024 3:29:53 PM	0:0:27:4			passowrd reset	Remote
17323	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C160220240111		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:01	2/16/2024 3:29:39 PM	0:0:28:19			passowrd reset	Remote
17324	16-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C160220240113		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:01	2/16/2024 3:29:46 PM	0:0:27:48			passowrd reset	Remote
17325	16-02-2024	SAKET	Adchini	DSS	C160220240112		Hardware	PC	TFT	Flickering	LOW	Closed	16-02-2024 15:01	2/16/2024 3:15:08 PM	0:0:13:23			TFT faulty, Call Logged to vendor	Onsite
17326	16-02-2024	SAKET	Chhatarpur CC	BUSINESS/	C160220240110		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-02-2024 15:00	2/16/2024 3:14:28 PM	0:0:13:30			Cash Counter LAN is not working	Onsite
17327	16-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C160220240109		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	16-02-2024 15:00	2/16/2024 3:29:28 PM	0:0:28:40			Issue resolved	Remote
17328	16-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C160220240108		Hardware	PC	System Password issue	Others	LOW	Closed	16-02-2024 14:51	2/16/2024 3:13:09 PM	0:0:21:56			Desktop password has been changed	Remote
17329	16-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C160220240107		Hardware	UPS	Backup	Others	LOW	Closed	16-02-2024 14:45	2/16/2024 3:00:20 PM	0:0:15:4			issue resolved after doing basic	Onsite
17330	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C160220240105		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:44	2/16/2024 2:59:43 PM	0:0:15:39			issue resolved after reset and change	Onsite
17331	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C160220240106		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:44	2/16/2024 2:59:36 PM	0:0:15:8			issue resolved after reset and change	Onsite
17332	16-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C160220240104		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 14:43	2/16/2024 3:12:23 PM	0:0:28:27			Sharing printer reconnected	Remote
17333	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240103		Hardware	Scanner	Scaning issue	Others	LOW	Closed	16-02-2024 14:43	2/16/2024 3:00:34 PM	0:0:17:20			issue resolved after clean the scanner	Onsite
17334	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240101		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:08 PM	0:0:16:32			issue resolved after reset and change	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17335	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240100		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:18 PM	0:0:16:52			issue resolved after reset and change	Onsite
17336	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240099		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:00 PM	0:0:16:43			issue resolved after reset and change	Onsite
17337	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240102		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:28 PM	0:0:16:37			issue resolved after reset and change	Onsite
17338	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240098		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	16-02-2024 14:40	2/16/2024 3:02:16 PM	0:0:21:26			issue resolved after change the	Onsite
17339	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240097		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 14:39	2/16/2024 3:01:57 PM	0:0:22:24			issue resolved after shift and install	Onsite
17340	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240095		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:38	2/16/2024 2:58:43 PM	0:0:20:23			issue resolved after reset and change	Onsite
17341	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240094		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:38	2/16/2024 2:58:31 PM	0:0:20:24			issue resolved after reset and change	Onsite
17342	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240096		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-02-2024 14:38	2/16/2024 3:01:37 PM	0:0:23:2			issue resolved after unblock the	Onsite
17343	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240091		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:57:49 PM	0:0:20:29			issue resolved after reset and change	Onsite
17344	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240090		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:57:34 PM	0:0:20:34			issue resolved after reset and change	Onsite
17345	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240092		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:58:01 PM	0:0:20:24			issue resolved after reset and change	Onsite
17346	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240093		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:58:13 PM	0:0:20:20			issue resolved after reset and change	Onsite
17347	16-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C160220240088		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	16-02-2024 14:35	2/16/2024 4:06:40 PM	0:1:31:31			Ram Replaced	Onsite
17348	16-02-2024	NEHRU PLACE	20 No Building	O-M	C160220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 14:35	2/16/2024 3:24:59 PM	0:0:49:35			printer driver change	Onsite
17349	16-02-2024	NEHRU PLACE	20 No Building	O-M	C160220240087		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	16-02-2024 14:34	2/16/2024 3:24:43 PM	0:0:50:10			4 GB ram upgrade done	Onsite
17350	16-02-2024	NEHRU PLACE	20 No Building	C-M	C160220240086		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	16-02-2024 14:32	2/16/2024 3:24:34 PM	0:0:51:50			4 GB ram upgrade done	Onsite
17351	16-02-2024	NEHRU PLACE	20 No Building	C-M	C160220240085		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 14:31	2/16/2024 3:24:06 PM	0:0:52:39			paper remove from printer	Onsite
17352	16-02-2024	VASANT KUNJ	Kapashera	O-M	C160220240084		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:17	2/16/2024 2:41:31 PM	0:0:24:3			CAS PC password has been changed	Onsite
17353	16-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160220240083		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:15	2/16/2024 3:10:24 PM	0:0:54:52			Change the password now issue	Onsite
17354	16-02-2024	ALAKNANDA	Giri Nagar	MMG	C160220240082		Telecome	Instrumen	IP	Network	LOW	Closed	16-02-2024 14:14	2/16/2024 3:10:08 PM	0:0:55:19			IP Conflict change the IP now issue	Onsite
17355	16-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160220240081		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 14:11	2/16/2024 3:09:42 PM	0:0:57:44			Remove paper from printer now issue	Onsite
17356	16-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C160220240080		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:09	2/16/2024 3:09:19 PM	0:0:59:57			Reset password now issue resolved	Onsite
17357	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240078		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:06	2/16/2024 3:23:13 PM	0:1:17:8			Password unlocked working fine.	Onsite
17358	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240079		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:06	2/16/2024 3:23:32 PM	0:1:16:40			Password unlocked. working fine.	Onsite
17359	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240076		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:05	2/16/2024 3:22:57 PM	0:1:17:30			Password reset working fine.	Onsite
17360	16-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160220240077		Hardware	System	MS Office	Software	LOW	Closed	16-02-2024 14:05	2/16/2024 3:09:01 PM	0:1:3:6			Re-installed MS Office now issue	Remote
17361	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240075		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:04	2/16/2024 3:22:47 PM	0:1:18:39			Password reset working fine.	Onsite
17362	16-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160220240074		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:03	2/16/2024 3:08:38 PM	0:1:5:12			Reset the password now issue	Onsite
17363	16-02-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C160220240073		Network	LAN Issue	LAN Issue	Others	LOW	Closed	16-02-2024 13:31	2/16/2024 2:45:58 PM	0:1:14:6			LAN issue resolved	Onsite
17364	16-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C160220240072		Telecome	Instrumen	SIP	Others	LOW	Closed	16-02-2024 13:30	2/16/2024 1:41:43 PM	0:0:11:3			After Login, working fine.	Onsite
17365	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	DSS	C160220240071		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 13:29	2/16/2024 1:30:46 PM	0:0:1:0			Adobe files not open is sap downloads	Onsite
17366	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	DSS	C160220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 13:27	2/16/2024 1:30:32 PM	0:0:3:4			Compacting done archives done and	Onsite
17367	16-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C160220240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 12:44	2/16/2024 1:39:59 PM	0:0:55:57			Jam Paper removed.	Onsite
17368	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C160220240068		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:43	2/16/2024 12:43:37 PM	0:0:0:37			resolved	Onsite
17369	16-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C160220240067		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:42	2/16/2024 1:40:27 PM	0:0:58:7			ADS Password reset.	Onsite
17370	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C160220240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-02-2024 12:41	2/16/2024 12:43:45 PM	0:0:2:0			resolved	Onsite
17371	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240065		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:40	2/16/2024 1:40:38 PM	0:0:59:41			ADS Password reset.	Onsite
17372	16-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	DSK	C160220240063		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 12:40	2/16/2024 12:44:08 PM	0:0:3:43			resolved	Onsite
17373	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C160220240064		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 12:40	2/16/2024 12:43:59 PM	0:0:3:4			resolved	Onsite
17374	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C160220240062		Hardware	PC	TFT	Others	LOW	Closed	16-02-2024 12:39	2/16/2024 12:44:16 PM	0:0:4:21			resolved	Onsite
17375	16-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C160220240060		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:39	2/16/2024 1:40:49 PM	0:1:1:18			ADS Password reset.	Onsite
17376	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C160220240061		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:39	2/16/2024 12:44:32 PM	0:0:4:56			resolved	Onsite
17377	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C160220240059		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:39	2/16/2024 12:44:43 PM	0:0:5:23			resolved	Onsite
17378	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240058		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:37	2/16/2024 1:41:00 PM	0:1:3:6			ADS Password reset.	Onsite
17379	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160220240057		Hardware	PC	TFT	Black Spot	LOW	Closed	16-02-2024 12:35	2/16/2024 12:44:56 PM	0:0:9:40			resolved	Onsite
17380	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160220240056		Hardware	PC	TFT	Others	LOW	Closed	16-02-2024 12:34	2/16/2024 12:45:04 PM	0:0:10:13			resolved	Onsite
17381	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160220240055		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:34	2/16/2024 12:45:12 PM	0:0:10:53			resolved	Onsite
17382	16-02-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C160220240054		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:33	2/16/2024 1:29:57 PM	0:0:56:1			Login issue resolved	Onsite
17383	16-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	O-M	C160220240053		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 12:24	2/16/2024 12:25:01 PM	0:0:0:19			testing done	Onsite
17384	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C160220240052		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 12:23	2/16/2024 12:25:12 PM	0:0:1:36			testing done	Onsite
17385	16-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	BUSINESS/	C160220240051		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	16-02-2024 12:17	2/16/2024 1:01:10 PM	0:0:44:0			printer paper removed and printer	Onsite
17386	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C160220240050		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	16-02-2024 12:16	2/16/2024 1:00:31 PM	0:0:44:19			Mail password reset and Mail working	Remote
17387	16-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C160220240049		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	16-02-2024 12:08	2/16/2024 1:28:59 PM	0:1:20:22			Keyboard replaced as reqd	Onsite
17388	16-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C160220240048		Network	Link	Link Connectivity Issue	Link	LOW	Closed	16-02-2024 12:06	2/16/2024 1:15:03 PM	0:1:8:47			Network issue resolved as reqd.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17389	16-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C160220240047		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 12:05	2/16/2024 12:22:42 PM	0:0:17:34			Login issue resolved as reqd.	Remote
17390	16-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C160220240046		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:04	2/16/2024 12:22:31 PM	0:0:18:9			Login issue resolved as reqd.	Remote
17391	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Data	C160220240045		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	16-02-2024 11:45	2/16/2024 11:50:35 AM	0:0:5:3			Data backup given and install & config	Onsite
17392	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Data	C160220240044		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 11:43	2/16/2024 11:50:17 AM	0:0:6:59			Printer share done another pc now	Onsite
17393	16-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C160220240042		Hardware	System	Other Software	proxy	LOW	Closed	16-02-2024 11:41	2/16/2024 11:49:13 AM	0:0:8:6			System settings issue unable to access	Onsite
17394	16-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	Billing	C160220240043		Hardware	PC	Not working at all	HW	LOW	Closed	16-02-2024 11:41	2/16/2024 11:49:57 AM	0:0:8:0			Cashier User Niti , PC booting issue	Onsite
17395	16-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C160220240041		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 11:40	2/16/2024 11:48:13 AM	0:0:8:12			unable to login with ADS password	Onsite
17396	16-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C160220240040		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:39	2/16/2024 11:47:40 AM	0:0:8:26			unable to login with ADS password	Onsite
17397	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Billing	C160220240039		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 11:38	2/16/2024 11:47:26 AM	0:0:9:20			unable to login with ADS password	Onsite
17398	16-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C160220240038		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:36	2/16/2024 11:47:07 AM	0:0:10:24			unable to login with ADS password	Onsite
17399	16-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C160220240037		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 11:35	2/16/2024 11:46:26 AM	0:0:10:53			unable to login with ADS password	Onsite
17400	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240036		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:34	2/16/2024 11:37:15 AM	0:0:2:29			done issue resolved	Onsite
17401	16-02-2024	OTHERS	VSNL	KCC/MLCC	C160220240035		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:25	2/16/2024 11:25:27 AM	0:0:0:16			Password change issue resolve	Onsite
17402	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240033		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:02	2/16/2024 11:11:11 AM	0:0:9:1			done issue resolved	Onsite
17403	16-02-2024	SAKET	Adchini	SCADA	C160220240034		Hardware	System	Internet Issue	Internet	LOW	Closed	16-02-2024 11:02	2/16/2024 11:51:07 AM	0:0:48:26			Proxy settings enabled	Remote
17404	16-02-2024	SAKET	Chhatarpur CC	O-M	C160220240032		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 11:00	2/16/2024 11:49:44 AM	0:0:49:7			Microsoft Silverlight uninstalled	Remote
17405	16-02-2024	SAKET	Fatehpur Beri CC	O-M	C160220240031		Hardware	System	MS Office	File Saving	LOW	Closed	16-02-2024 10:59	2/16/2024 11:49:01 AM	0:0:49:7			File Extn. changed	Remote
17406	16-02-2024	SAKET	Malviya Nagar CC	O-M	C160220240030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 10:58	2/16/2024 11:48:35 AM	0:0:49:51			Re-installed the printer driver	Remote
17407	16-02-2024	SAKET	MIG CC	O-M	C160220240029		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:56	2/16/2024 11:47:58 AM	0:0:51:8			Password reset From Server Site	Remote
17408	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C160220240028		Hardware	QMS	Hardware Issue	Ticket	HIGH	Closed	16-02-2024 10:55	2/16/2024 12:22:53 PM	0:1:27:43			Check and found cable issue	
17409	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240027		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:53	2/16/2024 11:12:22 AM	0:0:19:7			password Reset Done Issue resolved	Onsite
17410	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240025		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 10:52	2/16/2024 11:13:09 AM	0:0:21:3			Removed Jam Paper Now Working	Onsite
17411	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240026		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	16-02-2024 10:52	2/16/2024 11:13:54 AM	0:0:21:10			LAN cable Disconnected Connect LAN	Onsite
17412	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240024		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:51	2/16/2024 11:12:12 AM	0:0:20:42			password Reset Done Issue resolved	Onsite
17413	16-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C160220240023		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 10:49	2/16/2024 12:20:04 PM	0:1:30:27			Resolved	Onsite
17414	16-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C160220240022		Hardware	PC	Network Not Working	Other	LOW	Closed	16-02-2024 10:47	2/16/2024 12:19:29 PM	0:1:32:3			Resolved	Onsite
17415	16-02-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C160220240021		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 10:46	2/16/2024 12:18:51 PM	0:1:32:12			Resolved	Onsite
17416	16-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C160220240020		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:41	2/16/2024 10:48:37 AM	0:0:6:57			password reset issue resolved	Onsite
17417	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240019		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	16-02-2024 10:41	2/16/2024 11:31:34 AM	0:0:50:16			Trend antivirus installation.	Onsite
17418	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240018		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 10:39	2/16/2024 11:32:06 AM	0:0:52:22			ADS Password reset.	Onsite
17419	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240017		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 10:38	2/16/2024 11:32:19 AM	0:0:53:42			ADS Password reset.	Onsite
17420	16-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C160220240016		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-02-2024 10:32	2/16/2024 10:33:33 AM	0:0:1:1			repair the os and clean the cache	Onsite
17421	16-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C160220240015		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	16-02-2024 10:31	2/16/2024 10:34:02 AM	0:0:2:37			resolved	Onsite
17422	16-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C160220240014		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	16-02-2024 10:30	2/16/2024 10:32:57 AM	0:0:2:38			check the pc and log the call	Onsite
17423	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240013		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 10:30	2/16/2024 11:32:33 AM	0:1:2:15			ADS Password reset.	Onsite
17424	16-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160220240012		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	16-02-2024 10:28	2/16/2024 10:34:18 AM	0:0:5:31			set the tonner	Onsite
17425	16-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160220240011		NON-SAP	Others	Others	Others	LOW	Closed	16-02-2024 10:27	2/16/2024 10:35:16 AM	0:0:7:17			backup the data	Onsite
17426	16-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160220240010		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 10:27	2/16/2024 10:35:51 AM	0:0:8:29			install the drivers	Remote
17427	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160220240008		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-02-2024 10:22	2/29/2024 6:10:08 AM	12:19:48:6			LAN not working	Onsite
17428	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240009		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	16-02-2024 10:22	2/16/2024 10:27:58 AM	0:0:5:24			printer lan port change from switch	Onsite
17429	16-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C160220240007		Hardware	PC	Network Not Working	PC	LOW	Closed	16-02-2024 10:21	2/16/2024 10:42:20 AM	0:0:20:47			lan card enable in bios now issue	Onsite
17430	16-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C160220240006		Telecome	Instrumen	Coil cord	Coil Cord	LOW	Closed	16-02-2024 10:20	2/16/2024 3:58:02 PM	0:5:37:46			FYI	Onsite
17431	16-02-2024	OTHERS	VSNL	KCC/MLCC	C160220240005		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:19	2/16/2024 11:24:30 AM	0:1:5:6			Password change issue resolve	Onsite
17432	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240004		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:15	2/16/2024 10:15:39 AM	0:0:0:36			done issue resolved	Onsite
17433	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240003		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:06	2/16/2024 10:15:30 AM	0:0:8:38			done issue resolved	Onsite
17434	16-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160220240002		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 09:58	2/16/2024 5:23:04 PM	0:7:24:13			Cash Counter LAN not working	Onsite
17435	16-02-2024	OTHERS	VSNL	MMG	C160220240001		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 09:49	2/16/2024 10:18:36 AM	0:0:29:15			Reset Password user login issue	Onsite
17436	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C160220240247		Hardware	PC	TFT	Dim	LOW	Closed	16-02-2024 21:51	2/16/2024 10:11:03 PM	0:0:19:26			Issue has been resolved after changed	Onsite
17437	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C160220240246		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 21:51	2/16/2024 10:10:40 PM	0:0:19:30			Issue has been resolved after changed	Onsite
17438	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C160220240245		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 21:50	2/16/2024 10:10:05 PM	0:0:19:42			Issue has been resolved after reset	Onsite
17439	16-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C160220240244		Hardware	MOUSE	Not working	Hardware	LOW	Closed	16-02-2024 21:44	2/16/2024 10:09:18 PM	0:0:24:45			Issue has been resolved after changed	Onsite
17440	16-02-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C160220240243		Hardware	Printer	Image Issue	Light	LOW	Closed	16-02-2024 21:43	2/16/2024 10:08:52 PM	0:0:25:36			Issue has been resolved after changed	Onsite
17441	16-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C160220240242		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 19:32	2/16/2024 7:34:29 PM	0:0:1:40			issue resolved	Onsite
17442	16-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C160220240241		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 19:31	2/16/2024 7:34:19 PM	0:0:2:41			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17443	16-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C160220240239		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 19:30	2/16/2024 7:34:05 PM	0:0:3:51			issue resolved	Onsite
17444	16-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C160220240240		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:30	2/16/2024 7:34:13 PM	0:0:3:30			issue resolved	Onsite
17445	16-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORATE	C160220240237		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 19:29	2/16/2024 7:33:47 PM	0:0:4:46			issue resolved	Onsite
17446	16-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C160220240238		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:29	2/16/2024 7:33:54 PM	0:0:4:16			issue resolved	Onsite
17447	16-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORATE	C160220240236		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 19:27	2/16/2024 7:33:40 PM	0:0:5:55			issue resolved	Onsite
17448	16-02-2024	NEHRU PLACE CSO	Second Floor - D Block	CES	C160220240235		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:26	2/16/2024 7:33:33 PM	0:0:7:10			issue resolved	Onsite
17449	16-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C160220240234		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 19:25	2/16/2024 7:33:26 PM	0:0:7:49			issue resolved	Onsite
17450	16-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C160220240233		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 19:24	2/16/2024 7:33:19 PM	0:0:8:45			issue resolved	Onsite
17451	16-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C160220240232		Hardware	PC	Restart Problem	Hardware	LOW	Closed	16-02-2024 17:52	2/16/2024 5:55:27 PM	0:0:3:18			resolved	Onsite
17452	16-02-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C160220240231		Hardware	Printer	Image Issue	Image	LOW	Closed	16-02-2024 17:51	2/16/2024 5:55:10 PM	0:0:4:8			resolved	Onsite
17453	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240230		Hardware	PC	Restart Problem	Heating	LOW	Closed	16-02-2024 17:49	2/16/2024 5:54:42 PM	0:0:5:37			resolved	Onsite
17454	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C160220240229		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 17:46	2/16/2024 5:54:24 PM	0:0:7:27			resolved	Onsite
17455	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240228		Hardware	Scanner	Scaning issue	Ticket	LOW	Closed	16-02-2024 17:44	2/16/2024 5:54:07 PM	0:0:9:47			resolved	Onsite
17456	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240227		Hardware	Printer	Image Issue	Hardware	LOW	Closed	16-02-2024 17:42	2/16/2024 5:53:52 PM	0:0:11:1			resolved	Onsite
17457	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240226		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 17:41	2/16/2024 5:53:39 PM	0:0:11:52			resolved	Onsite
17458	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240225		Hardware	PC	Restart Problem	Hardware	LOW	Closed	16-02-2024 17:40	2/16/2024 5:53:27 PM	0:0:12:40			resolved	Onsite
17459	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240224		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	16-02-2024 17:38	2/16/2024 5:53:12 PM	0:0:14:15			resolved	Onsite
17460	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240223		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 17:37	2/16/2024 5:52:54 PM	0:0:15:7			resolved	Remote
17461	16-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOMER CARE	C160220240222		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-02-2024 17:36	2/16/2024 5:52:39 PM	0:0:15:53			resolved	Remote
17462	16-02-2024	OTHERS	VSNL	RCM	C160220240221		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 17:34	2/16/2024 6:08:24 PM	0:0:33:50			Password Change issue resolve	Onsite
17463	16-02-2024	OTHERS	VSNL	RCM	C160220240220		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 17:33	2/16/2024 6:08:14 PM	0:0:35:6			Password Change issue resolve	Onsite
17464	16-02-2024	SAKET	Adchini	CHD	C160220240219		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 17:04	2/16/2024 5:07:27 PM	0:0:2:38			User Password issue	Onsite
17465	16-02-2024	SAKET	Adchini	BUSINESS/BET	C160220240218		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 17:00	2/16/2024 5:07:17 PM	0:0:6:51			User Password issue	Onsite
17466	16-02-2024	SAKET	Adchini	SAFETY	C160220240216		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:59	2/16/2024 5:07:07 PM	0:0:8:0			User Password issue	Onsite
17467	16-02-2024	SAKET	Adchini	CIVIL	C160220240217		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 16:59	2/16/2024 5:08:22 PM	0:0:8:30			display driver issue	Onsite
17468	16-02-2024	SAKET	Adchini	CIVIL	C160220240214		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:58	2/16/2024 5:06:52 PM	0:0:8:47			User Password issue	Onsite
17469	16-02-2024	SAKET	Adchini	CIVIL	C160220240215		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 16:58	2/16/2024 5:08:01 PM	0:0:9:25			Mail not work	Onsite
17470	16-02-2024	SAKET	Adchini	LEGAL	C160220240212		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-02-2024 16:57	2/16/2024 5:07:43 PM	0:0:10:43			LAN not work	Onsite
17471	16-02-2024	SAKET	Adchini	CIVIL	C160220240213		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:57	2/16/2024 5:06:43 PM	0:0:9:10			User Password issue	Onsite
17472	16-02-2024	SAKET	Adchini	BUSINESS/BET	C160220240211		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:56	2/16/2024 5:06:31 PM	0:0:10:25			User Password issue	Onsite
17473	16-02-2024	SAKET	Adchini	DTC	C160220240210		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:55	2/16/2024 5:06:22 PM	0:0:10:46			User Password issue	Onsite
17474	16-02-2024	SAKET	Adchini	BUSINESS/BET	C160220240208		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 16:54	2/16/2024 5:05:46 PM	0:0:11:29			printer not work	Onsite
17475	16-02-2024	SAKET	Adchini	SAFETY	C160220240209		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 16:54	2/16/2024 5:06:07 PM	0:0:11:8			User Password issue	Onsite
17476	16-02-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C160220240207		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 16:41	2/16/2024 6:59:01 PM	0:2:17:40			Software issue resolved as required	
17477	16-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/CCC	C160220240206		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:40	2/16/2024 6:58:23 PM	0:2:17:33			Issue resolved	
17478	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/BET	C160220240205		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	16-02-2024 16:37	2/16/2024 4:46:54 PM	0:0:9:2			Laptop shifted.	Remote
17479	16-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C160220240204		Hardware	System	Other Software	Browser	MEDIUM	Closed	16-02-2024 16:35	2/16/2024 4:48:35 PM	0:0:13:18			After reinstall Mozilla browser issue	Remote
17480	16-02-2024	SAKET	Chhatarpur CC	O-M	C160220240203		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 16:31	2/16/2024 4:32:24 PM	0:0:1:15			Printing issue	Remote
17481	16-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C160220240202		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 16:28	2/16/2024 4:49:01 PM	0:0:20:31			After clean stuck mails and compact	Remote
17482	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240201		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	16-02-2024 16:28	2/16/2024 4:48:05 PM	0:0:20:4			Pc not working issue resolved	Onsite
17483	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240200		Hardware	Scanner	Scaning issue	Sent to	LOW	Closed	16-02-2024 16:27	2/16/2024 4:47:37 PM	0:0:20:32			Scanner not working issue resolved	Onsite
17484	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240198		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	16-02-2024 16:26	2/16/2024 4:47:09 PM	0:0:20:36			ram not working issue resolved	Onsite
17485	16-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C160220240199		Hardware	System	MS Office	File Not	MEDIUM	Closed	16-02-2024 16:26	2/16/2024 4:49:43 PM	0:0:22:58			After change file extension issue	Remote
17486	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240196		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 16:25	2/16/2024 4:46:14 PM	0:0:20:47			google chrome not working issue	Onsite
17487	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240197		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 16:25	2/16/2024 4:46:41 PM	0:0:20:47			Ms office not working issue resolved	Onsite
17488	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240195		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 16:24	2/16/2024 4:45:41 PM	0:0:20:47			Ms office not working issue resolved	Onsite
17489	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BET	C160220240194		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:24	2/16/2024 4:35:18 PM	0:0:10:26			done issue resolved	Onsite
17490	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BET	C160220240193		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:23	2/16/2024 4:35:50 PM	0:0:12:30			done issue resolved	Onsite
17491	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BET	C160220240191		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:22	2/16/2024 4:36:20 PM	0:0:14:3			done issue resolved	Onsite
17492	16-02-2024	NEHRU PLACE	20 No Building	PLANNING	C160220240192		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 16:22	2/16/2024 4:38:21 PM	0:0:15:35			issue has been resolved after rejoin	Onsite
17493	16-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C160220240190		Hardware	System	MS Office	File	LOW	Closed	16-02-2024 16:21	2/16/2024 4:45:21 PM	0:0:23:55			Ms excel not working issue resolved	Onsite
17494	16-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C160220240189		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 16:20	2/16/2024 4:52:23 PM	0:0:32:2			After replace local replica issue	Remote
17495	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C160220240188		Hardware	System	Other Software	software	MEDIUM	Closed	16-02-2024 16:19	2/16/2024 4:52:53 PM	0:0:33:16			After reinstall sap issue resolved	Remote
17496	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/BET	C160220240187		Hardware	PC	Not working at all	No power	MEDIUM	Closed	16-02-2024 16:18	2/16/2024 4:54:16 PM	0:0:35:31			After hold power button for 10	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17497	16-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C160220240185		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	16-02-2024 16:16	2/16/2024 4:55:07 PM	0:0:38:58			After change Patch cable issue	Onsite
17498	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160220240186		Hardware	System	Other Software	New	MEDIUM	Closed	16-02-2024 16:16	2/16/2024 4:54:40 PM	0:0:37:48			After recreate cas.exe issue resolved	Remote
17499	16-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C160220240184		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	16-02-2024 16:15	2/16/2024 4:55:33 PM	0:0:40:28			After update printer driver issue	Remote
17500	16-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C160220240183		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 16:14	2/16/2024 4:55:59 PM	0:0:41:33			After archive mails and compact issue	Remote
17501	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240182		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 16:12	2/16/2024 4:13:44 PM	0:0:0:46			done issue resolved	Onsite
17502	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	KCC/MLCC	C160220240181		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	16-02-2024 16:06	2/16/2024 4:09:04 PM	0:0:2:54			installed	Onsite
17503	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	KCC/MLCC	C160220240180		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 16:05	2/16/2024 4:09:21 PM	0:0:3:44			mail configured	Onsite
17504	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C160220240179		Hardware	PC	System Password issue	Others	LOW	Closed	16-02-2024 15:58	2/16/2024 4:20:09 PM	0:0:22:8			PC password changed.	Onsite
17505	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C160220240178		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 15:57	2/16/2024 4:19:52 PM	0:0:22:35			By default printer setting changed.	Onsite
17506	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C160220240177		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	16-02-2024 15:56	2/16/2024 4:19:27 PM	0:0:23:21			Delete temp. file , cache & cookies.	Onsite
17507	16-02-2024	OTHERS	Andrews Ganj	Enforcem	C160220240176		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 15:55	2/16/2024 4:06:02 PM	0:0:10:14			OS issue	Onsite
17508	16-02-2024	OTHERS	Andrews Ganj	Enforcem	C160220240173		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 15:55	2/16/2024 4:06:21 PM	0:0:11:8			Printer connection issue	Onsite
17509	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C160220240174		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	16-02-2024 15:55	2/16/2024 4:58:55 PM	0:1:3:39			New Archive file create and working	Remote
17510	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C160220240175		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	16-02-2024 15:55	2/16/2024 4:18:27 PM	0:0:22:54			RAM cleaning after that reinsert the	Onsite
17511	16-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C160220240170		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:54	2/16/2024 4:17:50 PM	0:0:23:30			Password reset with the help of ADS	Onsite
17512	16-02-2024	OTHERS	HUDCO Grid	PROTECTI	C160220240171		Hardware	Laptop	Restart Problem	Others	LOW	Closed	16-02-2024 15:54	2/16/2024 4:06:43 PM	0:0:12:23			Laptop booting issue	Onsite
17513	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C160220240172		Hardware	PC	Not working at all	No power	LOW	Closed	16-02-2024 15:54	2/16/2024 4:19:03 PM	0:0:24:8			Power cable reconnect then PC ON.	Onsite
17514	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160220240168		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	16-02-2024 15:53	2/16/2024 4:58:00 PM	0:1:4:33			Printer driver software reinstalled and	Remote
17515	16-02-2024	OTHERS	HUDCO Grid	PROTECTI	C160220240167		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 15:53	2/16/2024 4:06:57 PM	0:0:13:33			PC add on ADS	Onsite
17516	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C160220240169		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:53	2/16/2024 4:17:42 PM	0:0:24:15			Password reset with the help of ADS	Onsite
17517	16-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C160220240164		Hardware	System	Other Software	Browser	MEDIUM	Closed	16-02-2024 15:52	2/16/2024 4:56:44 PM	0:1:4:26			Google Chrome software update and	Remote
17518	16-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	O-M	C160220240166		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:17:33 PM	0:0:24:43			Password reset with the help of ADS	Onsite
17519	16-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C160220240165		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-02-2024 15:52	2/16/2024 4:05:48 PM	0:0:13:18			Pc booting issue	Onsite
17520	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C160220240163		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:04:35 PM	0:0:12:23			reset the ads login password issue	Onsite
17521	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240162		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:02:39 PM	0:0:10:30			done issue resolved	Onsite
17522	16-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C160220240161		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:52	2/16/2024 4:17:23 PM	0:0:25:13			Password reset with the help of ADS	Onsite
17523	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160220240160		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	16-02-2024 15:34	2/16/2024 4:31:37 PM	0:0:57:5			Dienotes software run and mail hang	Remote
17524	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C160220240159		Hardware	Scanner	Scaning issue	No Power	MEDIUM	Closed	16-02-2024 15:33	2/16/2024 4:23:39 PM	0:0:50:10			POWER EXCITATION BOARD NOT	Onsite
17525	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240157		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 15:32	2/16/2024 3:36:45 PM	0:0:4:39			RJ45 connector Replace.	Onsite
17526	16-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C160220240158		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 15:32	2/16/2024 3:37:09 PM	0:0:4:16			RJ45 connector change	Onsite
17527	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240156		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:30	2/16/2024 3:36:01 PM	0:0:5:56			PC password change.	Onsite
17528	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C160220240155		Hardware	Laptop	Other Issue	Others	LOW	Closed	16-02-2024 15:28	2/16/2024 3:30:55 PM	0:0:2:10			updated	Remote
17529	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C160220240154		Hardware	System	Other Software	proxy	LOW	Closed	16-02-2024 15:28	2/16/2024 3:30:44 PM	0:0:2:25			ip configured	Remote
17530	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240153		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:26	2/16/2024 3:35:23 PM	0:0:8:56			PC password change.	Onsite
17531	16-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C160220240152		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 15:26	2/16/2024 4:37:13 PM	0:1:11:0			Host file updated.	Onsite
17532	16-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C160220240149		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	16-02-2024 15:25	2/16/2024 4:36:56 PM	0:1:11:26			Complaint logged.	Onsite
17533	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240148		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:25	2/16/2024 3:34:04 PM	0:0:9:4			Change Password	Onsite
17534	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 15:25	2/16/2024 3:34:42 PM	0:0:9:4			Mail installation and Configuration.	Onsite
17535	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C160220240151		Hardware	PC	Internet Issue	Internet	LOW	Closed	16-02-2024 15:25	2/16/2024 4:04:30 PM	0:0:38:51			updated the wifi driver issue resolved	Onsite
17536	16-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C160220240147		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:24	2/16/2024 3:30:29 PM	0:0:6:8			passowrd reset	Remote
17537	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240146		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 3:26:08 PM	0:0:2:15			done issue resolved	Onsite
17538	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240145		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 3:33:44 PM	0:0:9:59			Change PC password.	Onsite
17539	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C160220240143		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 4:04:10 PM	0:0:40:58			reset the ads login password issue	Onsite
17540	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240144		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:23	2/16/2024 3:27:27 PM	0:0:4:9			done issue resolved	Onsite
17541	16-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C160220240142		Hardware	System	MS Office	Software	LOW	Closed	16-02-2024 15:22	2/16/2024 3:33:29 PM	0:0:10:42			Reinstall MS office	Onsite
17542	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240141		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:22	2/16/2024 3:26:42 PM	0:0:4:13			done issue resolved	Onsite
17543	16-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	C-M	C160220240140		Hardware	System	MS Office	File	LOW	Closed	16-02-2024 15:21	2/16/2024 4:04:01 PM	0:0:42:50			repair ms office issue resolved	Onsite
17544	16-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C160220240139		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	16-02-2024 15:20	2/16/2024 4:03:45 PM	0:0:43:26			clean the trace file and run the	Onsite
17545	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C160220240138		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	16-02-2024 15:16	2/16/2024 4:03:16 PM	0:0:46:19			shifted the pc to other room issue	Onsite
17546	16-02-2024	ALAKNANDA	I Block CR Park	O-M	C160220240137		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 15:16	2/16/2024 5:22:42 PM	0:2:6:13			Call Close By Sanjay & Jitendra	Onsite
17547	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C160220240136		Hardware	PC	Internet Issue	Internet	LOW	Closed	16-02-2024 15:16	2/16/2024 4:02:44 PM	0:0:46:42			given the acess of zoom meeting	Onsite
17548	16-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C160220240135		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:15	2/16/2024 4:02:24 PM	0:0:47:8			reset the ads login password issue	Onsite
17549	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C160220240134		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 15:14	2/16/2024 4:02:16 PM	0:0:48:10			cleared the paper issue resolved	Onsite
17550	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C160220240133		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:13	2/16/2024 3:53:52 PM	0:0:40:23			reset the ads login password issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17551	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C160220240130		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:12	2/16/2024 3:53:38 PM	0:0:41:32			reset the ads login password issue	Onsite
17552	16-02-2024	SAKET	Chhatarpur CC	BUSINESS/	C160220240131		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:12	2/16/2024 3:16:01 PM	0:0:3:40			Password expire issue	Remote
17553	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C160220240132		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:12	2/16/2024 3:53:46 PM	0:0:40:55			reset the ads login password issue	Onsite
17554	16-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C160220240129		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 15:10	2/16/2024 4:05:21 PM	0:0:55:4			Paper jam has been removed	Onsite
17555	16-02-2024	KHANPUR	RPS Colony Near Mother Dairy	O-M	C160220240128		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	16-02-2024 15:09	2/16/2024 4:07:39 PM	0:0:58:35			After reinserted the LAN cable	Onsite
17556	16-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C160220240127		Hardware	PC	System Password issue	Others	LOW	Closed	16-02-2024 15:08	2/16/2024 3:16:46 PM	0:0:8:4			Pdf reinstall	Onsite
17557	16-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C160220240126		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	16-02-2024 15:07	2/16/2024 3:17:26 PM	0:0:9:40			cartage changed	Onsite
17558	16-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C160220240125		Hardware	System	MS Office	File	HIGH	Closed	16-02-2024 15:07	2/16/2024 3:18:02 PM	0:0:10:56			MS office reinstall	Onsite
17559	16-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C160220240123		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	16-02-2024 15:06	2/16/2024 3:18:20 PM	0:0:12:4			usb changed	Onsite
17560	16-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C160220240124		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 15:06	2/16/2024 4:11:11 PM	0:1:4:17			Sharing file added on windows	Onsite
17561	16-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C160220240122		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:06	2/16/2024 3:30:21 PM	0:0:24:19			passowrd reset	Remote
17562	16-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C160220240121		Hardware	PC	Restart Problem	Virus issue	HIGH	Closed	16-02-2024 15:05	2/16/2024 3:16:16 PM	0:0:10:43			win reset pc start	Onsite
17563	16-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C160220240120		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:05	2/16/2024 3:30:14 PM	0:0:24:50			passowrd reset	Remote
17564	16-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C160220240117		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:04	2/16/2024 3:30:08 PM	0:0:25:45			passowrd reset	Remote
17565	16-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C160220240118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 15:04	2/16/2024 4:08:35 PM	0:1:3:42			Printer driver installed	Onsite
17566	16-02-2024	SAKET	Adchini	CIVIL	C160220240119		Hardware	PC	TFT	Others	LOW	Closed	16-02-2024 15:04	2/16/2024 3:15:41 PM	0:0:10:48			Display driver re-installed	Onsite
17567	16-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C160220240116		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:03	2/16/2024 3:29:59 PM	0:0:26:19			passowrd reset	Remote
17568	16-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C160220240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 15:02	2/16/2024 3:25:18 PM	0:0:22:47			mail setting change, issue resolved	Onsite
17569	16-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C160220240115		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 15:02	2/16/2024 3:29:53 PM	0:0:27:4			passowrd reset	Remote
17570	16-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C160220240111		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:01	2/16/2024 3:29:39 PM	0:0:28:19			passowrd reset	Remote
17571	16-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C160220240113		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 15:01	2/16/2024 3:29:46 PM	0:0:27:48			passowrd reset	Remote
17572	16-02-2024	SAKET	Adchini	DSS	C160220240112		Hardware	PC	TFT	Flickering	LOW	Closed	16-02-2024 15:01	2/16/2024 3:15:08 PM	0:0:13:23			TFT faulty, Call Logged to vendor	Onsite
17573	16-02-2024	SAKET	Chhatarpur CC	BUSINESS/	C160220240110		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-02-2024 15:00	2/16/2024 3:14:28 PM	0:0:13:30			Cash Counter LAN is not working	Onsite
17574	16-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C160220240109		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	16-02-2024 15:00	2/16/2024 3:29:28 PM	0:0:28:40			Issue resolved	Remote
17575	16-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C160220240108		Hardware	PC	System Password issue	Others	LOW	Closed	16-02-2024 14:51	2/16/2024 3:13:09 PM	0:0:21:56			Desktop password has been changed	Remote
17576	16-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C160220240107		Hardware	UPS	Backup	Others	LOW	Closed	16-02-2024 14:45	2/16/2024 3:00:20 PM	0:0:15:4			issue resolved after doing basic	Onsite
17577	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C160220240105		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:44	2/16/2024 2:59:43 PM	0:0:15:39			issue resolved after reset and change	Onsite
17578	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C160220240106		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:44	2/16/2024 2:59:36 PM	0:0:15:8			issue resolved after reset and change	Onsite
17579	16-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C160220240104		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 14:43	2/16/2024 3:12:23 PM	0:0:28:27			Sharing printer reconnected	Remote
17580	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240103		Hardware	Scanner	Scaning issue	Others	LOW	Closed	16-02-2024 14:43	2/16/2024 3:00:34 PM	0:0:17:20			issue resolved after clean the scanner	Onsite
17581	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240101		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:08 PM	0:0:16:32			issue resolved after reset and change	Onsite
17582	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240100		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:18 PM	0:0:16:52			issue resolved after reset and change	Onsite
17583	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240099		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:00 PM	0:0:16:43			issue resolved after reset and change	Onsite
17584	16-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C160220240102		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:42	2/16/2024 2:59:28 PM	0:0:16:37			issue resolved after reset and change	Onsite
17585	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240098		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	16-02-2024 14:40	2/16/2024 3:02:16 PM	0:0:21:26			issue resolved after change the	Onsite
17586	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240097		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 14:39	2/16/2024 3:01:57 PM	0:0:22:24			issue resolved after shift and install	Onsite
17587	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240095		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:38	2/16/2024 2:58:43 PM	0:0:20:23			issue resolved after reset and change	Onsite
17588	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240094		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:38	2/16/2024 2:58:31 PM	0:0:20:24			issue resolved after reset and change	Onsite
17589	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240096		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-02-2024 14:38	2/16/2024 3:01:37 PM	0:0:23:2			issue resolved after unblock the	Onsite
17590	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240091		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:57:49 PM	0:0:20:29			issue resolved after reset and change	Onsite
17591	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240090		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:57:34 PM	0:0:20:34			issue resolved after reset and change	Onsite
17592	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240092		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:58:01 PM	0:0:20:24			issue resolved after reset and change	Onsite
17593	16-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C160220240093		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:37	2/16/2024 2:58:13 PM	0:0:20:20			issue resolved after reset and change	Onsite
17594	16-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C160220240088		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	16-02-2024 14:35	2/16/2024 4:06:40 PM	0:1:31:31			Ram Replaced	Onsite
17595	16-02-2024	NEHRU PLACE	20 No Building	O-M	C160220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 14:35	2/16/2024 3:24:59 PM	0:0:49:35			printer driver change	Onsite
17596	16-02-2024	NEHRU PLACE	20 No Building	O-M	C160220240087		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	16-02-2024 14:34	2/16/2024 3:24:43 PM	0:0:50:10			4 GB ram upgrade done	Onsite
17597	16-02-2024	NEHRU PLACE	20 No Building	C-M	C160220240086		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	16-02-2024 14:32	2/16/2024 3:24:34 PM	0:0:51:50			4 GB ram upgrade done	Onsite
17598	16-02-2024	NEHRU PLACE	20 No Building	C-M	C160220240085		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 14:31	2/16/2024 3:24:06 PM	0:0:52:39			paper remove from printer	Onsite
17599	16-02-2024	VASANT KUNJ	Kapashera	O-M	C160220240084		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:17	2/16/2024 2:41:31 PM	0:0:24:3			CAS PC password has been changed	Onsite
17600	16-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160220240083		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:15	2/16/2024 3:10:24 PM	0:0:54:52			Change the password now issue	Onsite
17601	16-02-2024	ALAKNANDA	Giri Nagar	MMG	C160220240082		Telecome	Instrumen	IP	Network	LOW	Closed	16-02-2024 14:14	2/16/2024 3:10:08 PM	0:0:55:19			IP Conflict change the IP now issue	Onsite
17602	16-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160220240081		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 14:11	2/16/2024 3:09:42 PM	0:0:57:44			Remove paper from printer now issue	Onsite
17603	16-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C160220240080		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:09	2/16/2024 3:09:19 PM	0:0:59:57			Reset password now issue resolved	Onsite
17604	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240078		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:06	2/16/2024 3:23:13 PM	0:1:17:8			Password unlocked working fine.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17605	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240079		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:06	2/16/2024 3:23:32 PM	0:1:16:40			Password unlocked. working fine.	Onsite
17606	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240076		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:05	2/16/2024 3:22:57 PM	0:1:17:30			Password reset working fine.	Onsite
17607	16-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160220240077		Hardware	System	MS Office	Software	LOW	Closed	16-02-2024 14:05	2/16/2024 3:09:01 PM	0:1:3:6			Re-installed MS Office now issue	Remote
17608	16-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C160220240075		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:04	2/16/2024 3:22:47 PM	0:1:18:39			Password reset working fine.	Onsite
17609	16-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C160220240074		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 14:03	2/16/2024 3:08:38 PM	0:1:5:12			Reset the password now issue	Onsite
17610	16-02-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C160220240073		Network	LAN Issue	LAN Issue	Others	LOW	Closed	16-02-2024 13:31	2/16/2024 2:45:58 PM	0:1:14:6			LAN issue resolved	Onsite
17611	16-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C160220240072		Telecome	Instrumen	SIP	Others	LOW	Closed	16-02-2024 13:30	2/16/2024 1:41:43 PM	0:0:11:3			After Login, working fine.	Onsite
17612	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	DSS	C160220240071		Hardware	System	Other Software	Adobe	LOW	Closed	16-02-2024 13:29	2/16/2024 1:30:46 PM	0:0:1:0			Adobe files not open is sap downloads	Onsite
17613	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	DSS	C160220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	16-02-2024 13:27	2/16/2024 1:30:32 PM	0:0:3:4			Compacting done archives done and	Onsite
17614	16-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C160220240069		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 12:44	2/16/2024 1:39:59 PM	0:0:55:57			Jam Paper removed.	Onsite
17615	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C160220240068		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:43	2/16/2024 12:43:37 PM	0:0:0:37			resolved	Onsite
17616	16-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C160220240067		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:42	2/16/2024 1:40:27 PM	0:0:58:7			ADS Password reset.	Onsite
17617	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C160220240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	16-02-2024 12:41	2/16/2024 12:43:45 PM	0:0:2:0			resolved	Onsite
17618	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240065		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:40	2/16/2024 1:40:38 PM	0:0:59:41			ADS Password reset.	Onsite
17619	16-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	DSK	C160220240063		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 12:40	2/16/2024 12:44:08 PM	0:0:3:43			resolved	Onsite
17620	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C160220240064		Hardware	System	Other Software	software	LOW	Closed	16-02-2024 12:40	2/16/2024 12:43:59 PM	0:0:3:4			resolved	Onsite
17621	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C160220240062		Hardware	PC	TFT	Others	LOW	Closed	16-02-2024 12:39	2/16/2024 12:44:16 PM	0:0:4:21			resolved	Onsite
17622	16-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C160220240060		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:39	2/16/2024 1:40:49 PM	0:1:1:18			ADS Password reset.	Onsite
17623	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C160220240061		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:39	2/16/2024 12:44:32 PM	0:0:4:56			resolved	Onsite
17624	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C160220240059		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:39	2/16/2024 12:44:43 PM	0:0:5:23			resolved	Onsite
17625	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240058		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 12:37	2/16/2024 1:41:00 PM	0:1:3:6			ADS Password reset.	Onsite
17626	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160220240057		Hardware	PC	TFT	Black Spot	LOW	Closed	16-02-2024 12:35	2/16/2024 12:44:56 PM	0:0:9:40			resolved	Onsite
17627	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160220240056		Hardware	PC	TFT	Others	LOW	Closed	16-02-2024 12:34	2/16/2024 12:45:04 PM	0:0:10:13			resolved	Onsite
17628	16-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C160220240055		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:34	2/16/2024 12:45:12 PM	0:0:10:53			resolved	Onsite
17629	16-02-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C160220240054		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:33	2/16/2024 1:29:57 PM	0:0:56:1			Login issue resolved	Onsite
17630	16-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	O-M	C160220240053		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 12:24	2/16/2024 12:25:01 PM	0:0:0:19			testing done	Onsite
17631	16-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C160220240052		Hardware	PC	Not working at all	Others	LOW	Closed	16-02-2024 12:23	2/16/2024 12:25:12 PM	0:0:1:36			testing done	Onsite
17632	16-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	BUSINESS/	C160220240051		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	16-02-2024 12:17	2/16/2024 1:01:10 PM	0:0:44:0			printer paper removed and printer	Onsite
17633	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C160220240050		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	16-02-2024 12:16	2/16/2024 1:00:31 PM	0:0:44:19			Mail password reset and Mail working	Remote
17634	16-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C160220240049		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	16-02-2024 12:08	2/16/2024 1:28:59 PM	0:1:20:22			Keyboard replaced as reqd	Onsite
17635	16-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C160220240048		Network	Link	Link Connectivity Issue	Link	LOW	Closed	16-02-2024 12:06	2/16/2024 1:15:03 PM	0:1:8:47			Network issue resolved as reqd.	Onsite
17636	16-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C160220240047		Hardware	Laptop	System Password issue	Password	LOW	Closed	16-02-2024 12:05	2/16/2024 12:22:42 PM	0:0:17:34			Login issue resolved as reqd.	Remote
17637	16-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C160220240046		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 12:04	2/16/2024 12:22:31 PM	0:0:18:9			Login issue resolved as reqd.	Remote
17638	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Data	C160220240045		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	16-02-2024 11:45	2/16/2024 11:50:35 AM	0:0:5:3			Data backup given and install & config	Onsite
17639	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Data	C160220240044		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 11:43	2/16/2024 11:50:17 AM	0:0:6:59			Printer share done another pc now	Onsite
17640	16-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C160220240042		Hardware	System	Other Software	proxy	LOW	Closed	16-02-2024 11:41	2/16/2024 11:49:13 AM	0:0:8:6			System settings issue unable to access	Onsite
17641	16-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	Billing	C160220240043		Hardware	PC	Not working at all	HW	LOW	Closed	16-02-2024 11:41	2/16/2024 11:49:57 AM	0:0:8:0			Cashier User Niti , PC booting issue	Onsite
17642	16-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C160220240041		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 11:40	2/16/2024 11:48:13 AM	0:0:8:12			unable to login with ADS password	Onsite
17643	16-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C160220240040		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:39	2/16/2024 11:47:40 AM	0:0:8:26			unable to login with ADS password	Onsite
17644	16-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Billing	C160220240039		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 11:38	2/16/2024 11:47:26 AM	0:0:9:20			unable to login with ADS password	Onsite
17645	16-02-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C160220240038		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:36	2/16/2024 11:47:07 AM	0:0:10:24			unable to login with ADS password	Onsite
17646	16-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C160220240037		Hardware	System	Other Software	New	LOW	Closed	16-02-2024 11:35	2/16/2024 11:46:26 AM	0:0:10:53			unable to login with ADS password	Onsite
17647	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240036		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:34	2/16/2024 11:37:15 AM	0:0:2:29			done issue resolved	Onsite
17648	16-02-2024	OTHERS	VSNL	KCC/MLCC	C160220240035		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:25	2/16/2024 11:25:27 AM	0:0:0:16			Password change issue resolve	Onsite
17649	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240033		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 11:02	2/16/2024 11:11:11 AM	0:0:9:1			done issue resolved	Onsite
17650	16-02-2024	SAKET	Adchini	SCADA	C160220240034		Hardware	System	Internet Issue	Internet	LOW	Closed	16-02-2024 11:02	2/16/2024 11:51:07 AM	0:0:48:26			Proxy settings enabled	Remote
17651	16-02-2024	SAKET	Chhatarpur CC	O-M	C160220240032		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 11:00	2/16/2024 11:49:44 AM	0:0:49:7			Microsoft Silverlight uninstalled	Remote
17652	16-02-2024	SAKET	Fatehpur Beri CC	O-M	C160220240031		Hardware	System	MS Office	File Saving	LOW	Closed	16-02-2024 10:59	2/16/2024 11:49:01 AM	0:0:49:7			File Extn. changed	Remote
17653	16-02-2024	SAKET	Malviya Nagar CC	O-M	C160220240030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	16-02-2024 10:58	2/16/2024 11:48:35 AM	0:0:49:51			Re-installed the printer driver	Remote
17654	16-02-2024	SAKET	MIG CC	O-M	C160220240029		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:56	2/16/2024 11:47:58 AM	0:0:51:8			Password reset From Server Site	Remote
17655	16-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C160220240028		Hardware	QMS	Hardware Issue	Ticket	HIGH	Closed	16-02-2024 10:55	2/16/2024 12:22:53 PM	0:1:27:43			Check and found cable issue	
17656	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240027		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:53	2/16/2024 11:12:22 AM	0:0:19:7			password Reset Done Issue resolved	Onsite
17657	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240025		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	16-02-2024 10:52	2/16/2024 11:13:09 AM	0:0:21:3			Removed Jam Paper Now Working	Onsite
17658	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240026		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	16-02-2024 10:52	2/16/2024 11:13:54 AM	0:0:21:10			LAN cable Disconnected Connect LAN	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17659	16-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C160220240024		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:51	2/16/2024 11:12:12 AM	0:0:20:42			password Reset Done Issue resolved	Onsite
17660	16-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C160220240023		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 10:49	2/16/2024 12:20:04 PM	0:1:30:27			Resolved	Onsite
17661	16-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C160220240022		Hardware	PC	Network Not Working	Other	LOW	Closed	16-02-2024 10:47	2/16/2024 12:19:29 PM	0:1:32:3			Resolved	Onsite
17662	16-02-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C160220240021		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 10:46	2/16/2024 12:18:51 PM	0:1:32:12			Resolved	Onsite
17663	16-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C160220240020		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:41	2/16/2024 10:48:37 AM	0:0:6:57			password reset issue resolved	Onsite
17664	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240019		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	16-02-2024 10:41	2/16/2024 11:31:34 AM	0:0:50:16			Trend antivirus installation.	Onsite
17665	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240018		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 10:39	2/16/2024 11:32:06 AM	0:0:52:22			ADS Password reset.	Onsite
17666	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240017		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 10:38	2/16/2024 11:32:19 AM	0:0:53:42			ADS Password reset.	Onsite
17667	16-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-DIV	C160220240016		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-02-2024 10:32	2/16/2024 10:33:33 AM	0:0:1:1			repair the os and clean the cache	Onsite
17668	16-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C160220240015		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	16-02-2024 10:31	2/16/2024 10:34:02 AM	0:0:2:37			resolved	Onsite
17669	16-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C160220240014		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	16-02-2024 10:30	2/16/2024 10:32:57 AM	0:0:2:38			check the pc and log the call	Onsite
17670	16-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C160220240013		Hardware	System	Other Software	Browser	LOW	Closed	16-02-2024 10:30	2/16/2024 11:32:33 AM	0:1:2:15			ADS Password reset.	Onsite
17671	16-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160220240012		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	16-02-2024 10:28	2/16/2024 10:34:18 AM	0:0:5:31			set the tonner	Onsite
17672	16-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160220240011		NON-SAP	Others	Others	Others	LOW	Closed	16-02-2024 10:27	2/16/2024 10:35:16 AM	0:0:7:17			backup the data	Onsite
17673	16-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C160220240010		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	16-02-2024 10:27	2/16/2024 10:35:51 AM	0:0:8:29			install the drivers	Remote
17674	16-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C160220240008		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	16-02-2024 10:22	2/29/2024 6:10:08 AM	12:19:48:6			LAN not working	Onsite
17675	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240009		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	16-02-2024 10:22	2/16/2024 10:27:58 AM	0:0:5:24			printer lan port change from switch	Onsite
17676	16-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C160220240007		Hardware	PC	Network Not Working	PC	LOW	Closed	16-02-2024 10:21	2/16/2024 10:42:20 AM	0:0:20:47			lan card enable in bios now issue	Onsite
17677	16-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C160220240006		Telecome	Instrumen	Coil cord	Coil Cord	LOW	Closed	16-02-2024 10:20	2/16/2024 3:58:02 PM	0:5:37:46			FYI	Onsite
17678	16-02-2024	OTHERS	VSNL	KCC/MLCC	C160220240005		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:19	2/16/2024 11:24:30 AM	0:1:5:6			Password change issue resolve	Onsite
17679	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240004		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:15	2/16/2024 10:15:39 AM	0:0:0:36			done issue resolved	Onsite
17680	16-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C160220240003		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 10:06	2/16/2024 10:15:30 AM	0:0:8:38			done issue resolved	Onsite
17681	16-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C160220240002		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	16-02-2024 09:58	2/16/2024 5:23:04 PM	0:7:24:13			Cash Counter LAN not working	Onsite
17682	16-02-2024	OTHERS	VSNL	MMG	C160220240001		Hardware	PC	System Password issue	Password	LOW	Closed	16-02-2024 09:49	2/16/2024 10:18:36 AM	0:0:29:15			Reset Password user login issue	Onsite
17683	17-02-2024	SAKET	Adchini	BUSINESS/	C170220240005		Hardware	PC	System Password issue	Password	LOW	Closed	17-02-2024 14:34	2/17/2024 2:43:31 PM	0:0:8:32			Password reset from AD for NFC User	Remote
17684	17-02-2024	SAKET	Adchini	BUSINESS/	C170220240004		Hardware	PC	System Password issue	Password	LOW	Closed	17-02-2024 14:33	2/17/2024 2:42:47 PM	0:0:9:18			Password reset from AD for NFC User	Remote
17685	17-02-2024	SAKET	MIG CC	O-M	C170220240003		Hardware	PC	System Password issue	Password	LOW	Closed	17-02-2024 14:32	2/17/2024 2:42:14 PM	0:0:10:6			Password reset from AD	Remote
17686	17-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C170220240002		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	17-02-2024 14:20	2/17/2024 3:22:21 PM	0:1:1:37			Issue has been resolved after repair	Onsite
17687	17-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C170220240001		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	17-02-2024 14:17	2/17/2024 3:20:17 PM	0:1:2:51			Issue has been resolved after repair	Onsite
17688	17-02-2024	SAKET	Adchini	BUSINESS/	C170220240005		Hardware	PC	System Password issue	Password	LOW	Closed	17-02-2024 14:34	2/17/2024 2:43:31 PM	0:0:8:32			Password reset from AD for NFC User	Remote
17689	17-02-2024	SAKET	Adchini	BUSINESS/	C170220240004		Hardware	PC	System Password issue	Password	LOW	Closed	17-02-2024 14:33	2/17/2024 2:42:47 PM	0:0:9:18			Password reset from AD for NFC User	Remote
17690	17-02-2024	SAKET	MIG CC	O-M	C170220240003		Hardware	PC	System Password issue	Password	LOW	Closed	17-02-2024 14:32	2/17/2024 2:42:14 PM	0:0:10:6			Password reset from AD	Remote
17691	17-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C170220240002		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	17-02-2024 14:20	2/17/2024 3:22:21 PM	0:1:1:37			Issue has been resolved after repair	Onsite
17692	17-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C170220240001		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	17-02-2024 14:17	2/17/2024 3:20:17 PM	0:1:2:51			Issue has been resolved after repair	Onsite
17693	19-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C190220240185		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 17:46	2/19/2024 5:48:31 PM	0:0:2:3			issue resolved	Onsite
17694	19-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C190220240184		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 17:45	2/19/2024 5:48:23 PM	0:0:2:30			issue resolved	Onsite
17695	19-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C190220240183		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 17:45	2/19/2024 5:48:16 PM	0:0:3:8			issue resolved	Onsite
17696	19-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C190220240182		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 17:42	2/19/2024 5:48:03 PM	0:0:5:31			issue resolved	Onsite
17697	19-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C190220240181		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:41	2/19/2024 5:47:56 PM	0:0:6:16			issue resolved	Onsite
17698	19-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C190220240180		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:41	2/19/2024 5:47:49 PM	0:0:6:46			issue resolved	Onsite
17699	19-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190220240179		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:40	2/19/2024 5:47:42 PM	0:0:7:13			issue resolved	Onsite
17700	19-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C190220240178		Hardware	MOUSE	Not working	Working	LOW	Closed	19-02-2024 17:39	2/19/2024 5:47:34 PM	0:0:7:53			issue resolved	Onsite
17701	19-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C190220240177		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 17:38	2/19/2024 5:47:25 PM	0:0:8:33			issue resolved	Onsite
17702	19-02-2024	NEHRU PLACE CSO	Second Floor - B Block	C-M	C190220240175		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:37	2/19/2024 5:47:10 PM	0:0:10:3			issue resolved	Onsite
17703	19-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190220240176		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:37	2/19/2024 5:47:18 PM	0:0:9:21			issue resolved	Onsite
17704	19-02-2024	OTHERS	VSNL	QUALITY	C190220240173		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:32	2/19/2024 6:09:12 PM	0:0:36:56			Password reset issue resolve	Onsite
17705	19-02-2024	OTHERS	VSNL	RCM	C190220240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 17:32	2/19/2024 6:09:38 PM	0:0:36:44			Lotus re-installed issue resolve	Onsite
17706	19-02-2024	OTHERS	VSNL	KCC/MLCC	C190220240172		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:31	2/19/2024 6:09:00 PM	0:0:37:13			Password reset issue resolve	Onsite
17707	19-02-2024	OTHERS	VSNL	KCC/MLCC	C190220240171		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:31	2/19/2024 6:08:49 PM	0:0:37:31			Password reset issue resolve	Onsite
17708	19-02-2024	OTHERS	VSNL	KCC/MLCC	C190220240170		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:30	2/19/2024 6:08:08 PM	0:0:37:57			Password reset issue resolve	Remote
17709	19-02-2024	OTHERS	VSNL	MMG	C190220240168		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	19-02-2024 17:27	2/19/2024 6:07:33 PM	0:0:40:24			UBS Cable Faulty after replaced	Onsite
17710	19-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C190220240169		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	19-02-2024 17:27	2/20/2024 10:22:09 AM	0:16:54:49			change keyboard and problem	Remote
17711	19-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C190220240167		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-02-2024 17:26	2/20/2024 10:21:15 AM	0:16:55:7			Lotus software reinstalled.	Remote
17712	19-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C190220240165		Hardware	System	Other Software	software	MEDIUM	Closed	19-02-2024 17:25	2/19/2024 5:49:46 PM	0:0:24:45			Silver light removed call closed	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17713	19-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C190220240166		Hardware	PC	System Password issue	Password	MEDIUM	Closed	19-02-2024 17:25	2/19/2024 6:21:14 PM	0:0:56:11			PC PASSWORD RESET AND PC LOGIN	Onsite
17714	19-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C190220240164		Hardware	System	Other Software	software	MEDIUM	Closed	19-02-2024 17:24	2/19/2024 5:49:18 PM	0:0:25:13			Silver light removed call closed	
17715	19-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190220240163		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	19-02-2024 17:22	2/19/2024 5:47:57 PM	0:0:25:40			After replaced printer cartridge issue	
17716	19-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C190220240162		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	19-02-2024 17:19	2/19/2024 5:46:34 PM	0:0:26:38			After Printer driver update issue	
17717	19-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C190220240161		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-02-2024 17:18	2/19/2024 5:45:18 PM	0:0:26:34			Mail configured call closed	
17718	19-02-2024	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C190220240158		Hardware	PC	TFT	Color	MEDIUM	Closed	19-02-2024 17:17	2/19/2024 6:18:45 PM	0:1:1:36			TFT VGA CABLE CHANGE AND	Onsite
17719	19-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190220240159		Hardware	System	Other Software	New	MEDIUM	Closed	19-02-2024 17:17	2/19/2024 5:44:45 PM	0:0:27:32			Window license updated call closed	
17720	19-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C190220240160		Hardware	Printer	Paper Pickup	Paper Tray	MEDIUM	Closed	19-02-2024 17:17	2/19/2024 6:20:40 PM	0:1:2:44			PRINTER A4 PAPER SETTING	Onsite
17721	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-02-2024 17:14	2/19/2024 5:14:58 PM	0:0:0:36			Window 10 installed with necessary	Onsite
17722	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240156		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	19-02-2024 17:10	2/19/2024 5:11:38 PM	0:0:1:12			Power cable losse.	Onsite
17723	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C190220240154		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	19-02-2024 17:07	2/21/2024 3:43:11 PM	1:22:35:58			Call Close By Sanjay Subhash	Onsite
17724	19-02-2024	SAKET	Fatehpur Beri CC	O-M	C190220240155		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 17:07	2/19/2024 5:15:21 PM	0:0:7:35			LAN connector re crimp	Onsite
17725	19-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C190220240150		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 17:06	2/19/2024 5:12:16 PM	0:0:6:13			Create ads user and All data transfer	Onsite
17726	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190220240151		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 17:06	2/21/2024 3:42:58 PM	1:22:36:47			Call Close By Sanjay Subhash	Onsite
17727	19-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C190220240152		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 17:06	2/19/2024 5:14:40 PM	0:0:8:10			paper jam	Onsite
17728	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240153		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:06	2/19/2024 5:11:16 PM	0:0:4:18			P96 configuration.	Onsite
17729	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240148		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 17:05	2/19/2024 5:16:15 PM	0:0:11:9			Configure P92	Onsite
17730	19-02-2024	SAKET	Adchini	SAFETY	C190220240149		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 17:05	2/19/2024 5:12:41 PM	0:0:7:10			Chrome not open	Onsite
17731	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240146		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:04	2/19/2024 5:17:14 PM	0:0:12:52			Change PC password.	Onsite
17732	19-02-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C190220240147		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	19-02-2024 17:04	2/19/2024 5:44:00 PM	0:0:39:19			resolved	Onsite
17733	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C190220240145		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:03	2/19/2024 5:43:00 PM	0:0:39:26			resolved	Onsite
17734	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C190220240144		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 17:02	2/21/2024 3:42:40 PM	1:22:40:13			Call Close By Sanjay Subhash	Onsite
17735	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190220240143		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:01	2/19/2024 5:42:00 PM	0:0:40:47			resolved	Onsite
17736	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190220240142		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:59	2/19/2024 5:41:23 PM	0:0:41:48			resolved	Onsite
17737	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C190220240141		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:51	2/19/2024 5:18:38 PM	0:0:26:42			Issue has been resolved after reset	Remote
17738	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240140		Hardware	System	Other Software	Adobe	LOW	Closed	19-02-2024 16:50	2/19/2024 4:56:30 PM	0:0:5:36			Ms office not working issue resolved	Onsite
17739	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C190220240139		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 16:50	2/19/2024 5:18:25 PM	0:0:27:36			Issue has been resolved after update	Remote
17740	19-02-2024	SAKET	Adchini	SAFETY	C190220240138		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:50	2/19/2024 5:12:15 PM	0:0:21:55			User password issue	Onsite
17741	19-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C190220240137		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:50	2/19/2024 5:13:03 PM	0:0:22:54			Adobe reader reinstalled.	Onsite
17742	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C190220240136		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-02-2024 16:49	2/19/2024 5:17:37 PM	0:0:27:59			Issue has been resolved after changed	Remote
17743	19-02-2024	SAKET	Adchini	BUSINESS/	C190220240135		Hardware	PC	Not working at all	No power	LOW	Closed	19-02-2024 16:49	2/19/2024 5:11:55 PM	0:0:22:38			not on	Onsite
17744	19-02-2024	SAKET	Adchini	BUSINESS/	C190220240134		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:48	2/19/2024 5:11:36 PM	0:0:22:51			account lock	Onsite
17745	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C190220240133		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:47	2/19/2024 5:16:58 PM	0:0:29:24			Issue has been resolved after reset	Remote
17746	19-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190220240132		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:47	2/19/2024 5:16:39 PM	0:0:29:24			Issue has been resolved after reset	Remote
17747	19-02-2024	NEHRU PLACE	W Block GK 1	Finance	C190220240131		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-02-2024 16:46	2/19/2024 5:12:45 PM	0:0:26:7			Cleaning the RAM & reinsert .	Onsite
17748	19-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C190220240130		Hardware	PC	System Password issue	Others	LOW	Closed	19-02-2024 16:44	2/19/2024 5:12:20 PM	0:0:27:28			Password changed.	Onsite
17749	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240129		Hardware	PC	System Password issue	Others	LOW	Closed	19-02-2024 16:43	2/19/2024 5:12:11 PM	0:0:28:45			Password changed.	Onsite
17750	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240128		Hardware	PC	System Password issue	Others	LOW	Closed	19-02-2024 16:42	2/19/2024 5:12:03 PM	0:0:29:4			Password changed.	Onsite
17751	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240127		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-02-2024 16:42	2/19/2024 5:11:44 PM	0:0:29:9			RAM cleaning & reinsert the RAM.	Onsite
17752	19-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C190220240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 16:41	2/19/2024 5:11:18 PM	0:0:29:21			Password changed & replicated.	Onsite
17753	19-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C190220240125		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	19-02-2024 16:41	2/19/2024 5:10:55 PM	0:0:29:43			Delete temp, file, cache memory &	Onsite
17754	19-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190220240124		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:38	2/19/2024 5:08:45 PM	0:0:30:34			Issue has been resolved after reset	Remote
17755	19-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 16:37	2/19/2024 5:08:12 PM	0:0:30:59			Issue has been resolved after cleaning	Onsite
17756	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190220240122		Hardware	PC	Restart Problem	Others	HIGH	Closed	19-02-2024 16:33	2/19/2024 5:38:30 PM	0:1:4:59			pc power switch off	Onsite
17757	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190220240121		Hardware	PC	TFT	Others	HIGH	Closed	19-02-2024 16:32	2/19/2024 5:39:18 PM	0:1:6:28			vga cable changed	Onsite
17758	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190220240120		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	19-02-2024 16:31	2/19/2024 5:39:46 PM	0:1:7:50			mail reconfigure	Onsite
17759	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C190220240119		Hardware	System	Other Software	software	HIGH	Closed	19-02-2024 16:30	2/19/2024 5:40:07 PM	0:1:9:41			cas install	Onsite
17760	19-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C190220240115		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-02-2024 16:29	2/19/2024 5:38:51 PM	0:1:9:46			Printer pc ip connect	Onsite
17761	19-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C190220240118		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-02-2024 16:29	2/19/2024 5:40:25 PM	0:1:10:35			Printer install	Onsite
17762	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240117		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	19-02-2024 16:29	2/19/2024 4:42:37 PM	0:0:12:48			PC booting issue	Onsite
17763	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240116		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 16:29	2/19/2024 4:42:54 PM	0:0:13:50			Printer issue	Onsite
17764	19-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C190220240113		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-02-2024 16:28	2/19/2024 5:37:10 PM	0:1:8:52			Printer install	Onsite
17765	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 16:28	2/19/2024 4:43:17 PM	0:0:15:0			mail issue	Onsite
17766	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240112		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:27	2/19/2024 4:43:43 PM	0:0:16:1			Image uploading issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17767	19-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C190220240111		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	19-02-2024 16:25	2/19/2024 4:44:09 PM	0:0:18:44			LAptop booting issue	Onsite
17768	19-02-2024	VASANT KUNJ	B 1	O-M	C190220240110		Hardware	UPS	Backup	Others	LOW	Closed	19-02-2024 16:24	2/19/2024 5:13:11 PM	0:0:48:28			UPS battery has been installed	Onsite
17769	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240109		Hardware	PC	Restart Problem	Others	LOW	Closed	19-02-2024 16:24	2/19/2024 4:44:23 PM	0:0:19:46			pc booting issue	Onsite
17770	19-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C190220240108		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:24	2/19/2024 4:27:55 PM	0:0:3:36			issue resolved after change the	Onsite
17771	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240107		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:23	2/19/2024 4:27:29 PM	0:0:3:39			issue resolved after repair the file	Onsite
17772	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 16:23	2/19/2024 4:26:54 PM	0:0:3:50			issue resolved after reinstall the same	Onsite
17773	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240106		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 16:23	2/19/2024 4:27:12 PM	0:0:3:35			issue resolved after reinstall the same	Onsite
17774	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240104		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-02-2024 16:22	2/19/2024 4:26:36 PM	0:0:4:15			issue resolved after done the basic	Onsite
17775	19-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190220240103		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-02-2024 16:21	2/19/2024 4:26:17 PM	0:0:4:55			issue resolved after done the basic	Onsite
17776	19-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190220240102		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:20	2/19/2024 4:25:54 PM	0:0:5:2			issue resolved after reset a password	Onsite
17777	19-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190220240101		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:20	2/19/2024 4:25:47 PM	0:0:5:7			issue resolved after reset a password	Onsite
17778	19-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C190220240100		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-02-2024 16:19	2/19/2024 5:01:02 PM	0:0:41:20			Resolved	Onsite
17779	19-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C190220240099		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:19	2/19/2024 5:01:13 PM	0:0:41:56			Resolved	Onsite
17780	19-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	DSK	C190220240098		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	19-02-2024 16:18	2/19/2024 5:01:29 PM	0:0:42:49			Resolved	Onsite
17781	19-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C190220240095		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-02-2024 16:16	2/19/2024 5:02:03 PM	0:0:45:55			Resolved	Onsite
17782	19-02-2024	VASANT KUNJ	D 4	O-M	C190220240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-02-2024 16:16	2/19/2024 5:12:14 PM	0:0:55:49			Reconnected sharing printer	Remote
17783	19-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C190220240097		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-02-2024 16:16	2/19/2024 5:01:53 PM	0:0:45:21			Resolved	Onsite
17784	19-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C190220240094		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:15	2/19/2024 5:02:16 PM	0:0:47:9			resolved	Onsite
17785	19-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C190220240093		Hardware	UPS	Backup	Hardware	LOW	Closed	19-02-2024 16:14	2/19/2024 5:10:53 PM	0:0:56:47			Complaint has been logged to vendor	Onsite
17786	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190220240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 15:59	2/19/2024 4:23:24 PM	0:0:24:18			Mail Password reset Now working	Onsite
17787	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240091		Hardware	Printer	Image Issue	Black Line	LOW	Closed	19-02-2024 15:53	2/19/2024 4:56:15 PM	0:1:2:44			Printer cartridge issue resolved	Onsite
17788	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240090		Hardware	System	MS Office	File	LOW	Closed	19-02-2024 15:51	2/19/2024 4:55:57 PM	0:1:4:23			Google chorme not working issue	Onsite
17789	19-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C190220240089		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	19-02-2024 15:50	2/19/2024 4:55:40 PM	0:1:5:8			scanner not working issue resolved	Onsite
17790	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240088		Hardware	System	MS Office	File	LOW	Closed	19-02-2024 15:49	2/19/2024 4:55:24 PM	0:1:5:30			Ms office not working issue resolved	Onsite
17791	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240087		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-02-2024 15:47	2/19/2024 4:55:07 PM	0:1:7:15			Mouse not working issue resolved	Onsite
17792	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240086		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:46	2/19/2024 3:59:33 PM	0:0:13:23			done issue resolved	Onsite
17793	19-02-2024	HAUZ KHAAS	Green Park Market	O-M	C190220240085		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-02-2024 15:44	2/19/2024 4:43:15 PM	0:0:59:10			Lotus mail unlocked.	Onsite
17794	19-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190220240083		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 15:43	2/19/2024 4:42:15 PM	0:0:59:5			Due to server slow	Onsite
17795	19-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190220240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-02-2024 15:43	2/19/2024 4:42:52 PM	0:0:59:18			PC transferred.	Onsite
17796	19-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190220240082		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 15:42	2/19/2024 4:41:08 PM	0:0:58:28			Printer driver installation.	Onsite
17797	19-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C190220240081		Hardware	PC	Internet Issue	Internet	LOW	Closed	19-02-2024 15:42	2/19/2024 4:20:41 PM	0:0:38:15			change the dns entry in host file issue	Onsite
17798	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240079		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:41	2/19/2024 3:59:22 PM	0:0:17:52			done issue resolved	Onsite
17799	19-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C190220240080		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:41	2/19/2024 4:20:24 PM	0:0:38:40			reset the system password issue	Onsite
17800	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240078		Hardware	System	Other Software	Adobe	LOW	Closed	19-02-2024 15:39	2/19/2024 4:54:51 PM	0:1:15:2			Ms office not working issue resolved	Onsite
17801	19-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C190220240077		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 15:38	2/19/2024 4:20:11 PM	0:0:41:13			cleared the paper issue resolved	Onsite
17802	19-02-2024	OTHERS	HUDCO Grid	PROTECTI	C190220240076		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 15:37	2/21/2024 11:28:33 AM	1:19:51:9			Please assign this call to lan team	Onsite
17803	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240075		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:35	2/19/2024 3:37:08 PM	0:0:1:41			done issue resolved	Onsite
17804	19-02-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C190220240074		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-02-2024 15:29	2/19/2024 5:07:37 PM	0:1:37:53			Issue has been resolved after cleaning	Onsite
17805	19-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C190220240073		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:26	2/19/2024 4:19:56 PM	0:0:53:46			reset the password of system login	Onsite
17806	19-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C190220240072		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-02-2024 15:22	2/19/2024 4:19:35 PM	0:0:57:33			unlocked the email id issue resolved	Onsite
17807	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240071		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:14	2/19/2024 3:15:49 PM	0:0:0:59			done issue resolved	Onsite
17808	19-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C190220240070		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 15:13	2/19/2024 4:19:23 PM	0:1:6:15			reset sap p92 password issue resolved	Onsite
17809	19-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C190220240069		Network	Link	Link Connectivity Issue	Link	LOW	Closed	19-02-2024 15:10	2/19/2024 4:13:33 PM	0:1:3:3			Restart the device now issue resolved	Onsite
17810	19-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190220240068		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 15:09	2/19/2024 4:12:27 PM	0:1:2:31			Reset the password now issue	Remote
17811	19-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190220240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 15:09	2/19/2024 4:12:05 PM	0:1:2:44			Remove the paper from printer now	Onsite
17812	19-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C190220240065		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 15:08	2/19/2024 4:10:58 PM	0:1:2:42			Issue resolved with change the	Onsite
17813	19-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190220240066		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:08	2/19/2024 4:11:24 PM	0:1:2:34			Change the password now issue	Onsite
17814	19-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C190220240064		Hardware	PC	Not working at all	Others	LOW	Closed	19-02-2024 15:07	2/19/2024 4:10:47 PM	0:1:3:3			Issue resolved with change the	Onsite
17815	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C190220240063		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:06	2/19/2024 4:06:53 PM	0:1:0:27			issue resolved	Onsite
17816	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C190220240060		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-02-2024 15:05	2/19/2024 4:07:11 PM	0:1:1:41			issue resolved	Onsite
17817	19-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C190220240059		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-02-2024 15:05	2/19/2024 4:07:19 PM	0:1:2:18			issue resolved	Onsite
17818	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C190220240062		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	19-02-2024 15:05	2/19/2024 4:07:04 PM	0:1:1:13			issue resolved	Onsite
17819	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190220240061		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 15:05	2/19/2024 3:29:49 PM	0:0:24:16			ENF Image Uploader Software	Onsite
17820	19-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C190220240058		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	19-02-2024 15:04	2/19/2024 4:07:39 PM	0:1:3:1			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17821	19-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORATE	C190220240057		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 15:03	2/19/2024 4:08:40 PM	0:1:4:51			issue resolved	Onsite
17822	19-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BPI	C190220240054		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	19-02-2024 15:02	2/19/2024 4:08:10 PM	0:1:6:9			issue resolved	Onsite
17823	19-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C190220240055		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	19-02-2024 15:02	2/19/2024 4:08:27 PM	0:1:6:5			issue resolved	Onsite
17824	19-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C190220240056		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 15:02	2/19/2024 4:08:33 PM	0:1:5:47			issue resolved	Onsite
17825	19-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C190220240053		Hardware	Laptop	System Password issue	Password Reset	LOW	Closed	19-02-2024 15:01	2/19/2024 4:07:45 PM	0:1:6:10			issue resolved	Onsite
17826	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/BPT	C190220240052		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 15:00	2/19/2024 4:06:46 PM	0:1:5:53			issue resolved	Onsite
17827	19-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190220240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-02-2024 14:27	2/19/2024 3:41:21 PM	0:1:13:54			Mail corrupted.	Onsite
17828	19-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190220240051		Hardware	PC	Hardware Issue	Ticket Issued	LOW	Closed	19-02-2024 14:27	2/19/2024 3:41:39 PM	0:1:13:44			RAM faulty.	Onsite
17829	19-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190220240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-02-2024 14:26	2/19/2024 3:41:04 PM	0:1:14:26			Mail sent to lotus support.	Onsite
17830	19-02-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C190220240048		Hardware	PC	Hardware Issue	Ticket Issued	LOW	Closed	19-02-2024 14:25	2/19/2024 3:40:25 PM	0:1:14:27			OS repaired.	Onsite
17831	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C190220240047		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 14:23	2/19/2024 2:43:24 PM	0:0:20:5			Removed Jam Paper Now working	Onsite
17832	19-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim Vihar Punjabi Bagh Near Ludhiana Hari Market	OM-DIV	C190220240046		NON-SAP	CAS	CAS	CAS CPC	LOW	Closed	19-02-2024 14:11	2/19/2024 2:14:01 PM	0:0:2:45			update the exe	Onsite
17833	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BPT	C190220240045		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 14:06	2/19/2024 2:14:20 PM	0:0:7:45			remove the paper	Onsite
17834	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240044		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 14:05	2/19/2024 2:05:46 PM	0:0:0:32			done issue resolved	Onsite
17835	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BPT	C190220240043		Hardware	PC	Not working at all	Others	LOW	Closed	19-02-2024 14:04	2/19/2024 2:14:40 PM	0:0:9:42			change the password	Onsite
17836	19-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M Auto Spring Industries	MMG	C190220240042		Hardware	PC	Hanging/Slow processing	Driver Installation	LOW	Closed	19-02-2024 13:24	2/19/2024 1:27:37 PM	0:0:2:51			Trend scanning done full , removed unnecessary files & installed required tools	Onsite
17837	19-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	Recovery	C190220240041		Hardware	PC	Hardware Issue	Ticket Issued	LOW	Closed	19-02-2024 13:23	2/19/2024 1:27:08 PM	0:0:3:59			Ram 2+2 = 4GB installed done	Onsite
17838	19-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	BUSINESS/BPT	C190220240039		Hardware	PC	Hardware Issue	Ticket Issued	LOW	Closed	19-02-2024 13:22	2/19/2024 1:25:26 PM	0:0:3:26			Ram 2+2 = 4GB installed done	Onsite
17839	19-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East Punjabi Bagh	LEGAL	C190220240040		Hardware	PC	Hardware Issue	Sent to Vendor	LOW	Closed	19-02-2024 13:22	2/19/2024 1:26:06 PM	0:0:3:31			Ram 2+2 = 4GB installed done	Onsite
17840	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240038		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 13:06	2/19/2024 2:05:35 PM	0:0:59:3			done issue resolved	Onsite
17841	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240037		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 12:56	2/19/2024 12:58:12 PM	0:0:2:7			done issue resolved	Onsite
17842	19-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh Metro Station Najafgarh	OM-DIV	C190220240036		Hardware	PC	Not working at all	Physical damage	MEDIUM	Closed	19-02-2024 12:56	2/19/2024 2:04:26 PM	0:1:8:24			CPU ON/OFF BUTTON CLEAN AND PC PROPER WORKING FINE	Onsite
17843	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcement	C190220240035		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 12:42	2/19/2024 2:18:17 PM	0:1:35:31			Password reset Done Issue resolved	Onsite
17844	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C190220240033		Hardware	Printer	Hardware Issue	Ticket Issued	HIGH	Closed	19-02-2024 11:58	2/19/2024 3:13:24 PM	0:3:14:54			resolved	Onsite
17845	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240034		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 11:58	2/19/2024 12:02:18 PM	0:0:3:19			done issue resolved	Onsite
17846	19-02-2024	NEHRU PLACE	20 No Building	BUSINESS/BPT	C190220240032		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-02-2024 11:30	2/19/2024 12:13:18 PM	0:0:43:10			IP configuration done	Onsite
17847	19-02-2024	NEHRU PLACE	20 No Building	IT	C190220240031		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-02-2024 11:29	2/19/2024 12:12:54 PM	0:0:43:36			orcale installation done	Onsite
17848	19-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/OSC	C190220240030		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-02-2024 11:28	2/19/2024 12:12:36 PM	0:0:44:14			IP & sap configuration done	Onsite
17849	19-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC/OSC	C190220240029		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-02-2024 11:27	2/19/2024 12:12:08 PM	0:0:44:57			BSP & P96 configuration done	Onsite
17850	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near Peeragarhi Metro Station	BUSINESS/BPT	C190220240028		Hardware	System Software	Other Software	Browser Issue	LOW	Closed	19-02-2024 11:25	2/19/2024 12:34:39 PM	0:1:9:1			ADS Create & Login.	Onsite
17851	19-02-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C190220240026		Hardware	PC	New OS Insatallation	New OS Installation	LOW	Closed	19-02-2024 11:24	2/19/2024 11:24:32 AM	0:0:0:29			restore the pc	Onsite
17852	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near Peeragarhi Metro Station	BUSINESS/BPT	C190220240027		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-02-2024 11:24	2/19/2024 12:35:09 PM	0:1:10:39			Printer Software installation.	Onsite
17853	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near Peeragarhi Metro Station	BUSINESS/BPT	C190220240025		Hardware	E-Mail	Email _Lotus	Mail Installation	LOW	Closed	19-02-2024 11:23	2/19/2024 12:35:29 PM	0:1:11:53			Mail installation & configuration.	Onsite
17854	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near Peeragarhi Metro Station	BUSINESS/BPT	C190220240024		Hardware	Anti virus	ANTI VIRUS	Problem Area	LOW	Closed	19-02-2024 11:22	2/19/2024 12:37:30 PM	0:1:14:53			Trend antivirus installation.	Onsite
17855	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near Peeragarhi Metro Station	BUSINESS/BPT	C190220240023		Hardware	PC	New OS Insatallation	New OS Installation	LOW	Closed	19-02-2024 11:21	2/19/2024 12:37:47 PM	0:1:16:1			New O.S. Installation.	Onsite
17856	19-02-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway Crossing	BUSINESS/BPT	C190220240022		Hardware	PC	Not working at all	Others	LOW	Closed	19-02-2024 11:20	2/19/2024 12:38:13 PM	0:1:18:9			PC P.M & Audit.	Onsite
17857	19-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C190220240021		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-02-2024 11:17	2/19/2024 12:38:43 PM	0:1:21:6			Software reinstallation.	Onsite
17858	19-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK Sewak FHH Enf Store	DSK	C190220240020		Hardware	Printer	Paper Pickup	Paper Tray Setting	LOW	Closed	19-02-2024 11:13	2/19/2024 11:52:37 AM	0:0:39:26			tray set issue resolved	Onsite
17859	19-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri New Delhi 110058	GIS	C190220240018		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 11:12	2/19/2024 11:29:57 AM	0:0:17:22			Issue resolved as reqd.	Remote
17860	19-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi DSK Sewak FHH Enf Store	DSK	C190220240019		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-02-2024 11:12	2/19/2024 11:52:11 AM	0:0:39:34			ram moisture cleaned now issue resolved	Onsite
17861	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240017		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 11:06	2/19/2024 11:10:33 AM	0:0:3:47			done issue resolved	Onsite
17862	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240016		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 11:06	2/19/2024 11:10:49 AM	0:0:4:31			done issue resolved	Onsite
17863	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240014		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 11:05	2/19/2024 11:11:21 AM	0:0:6:11			done issue resolved	Onsite
17864	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No 2	BUSINESS/BPT	C190220240015		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 11:05	2/19/2024 11:11:03 AM	0:0:5:28			done issue resolved	Onsite
17865	19-02-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near Metro Pillar Number 605 Gurgaon Near	OM-DIV	C190220240012		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 10:49	2/19/2024 11:29:16 AM	0:0:40:12			Issue resolved as reqd.	Remote
17866	19-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC/OSC	C190220240013		Hardware	System Software	Other Software	Browser Issue	LOW	Closed	19-02-2024 10:49	2/19/2024 11:29:41 AM	0:0:39:56			Issue resolved as reqd.	Remote
17867	19-02-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near Metro Pillar Number 605 Gurgaon Near	OM-DIV	C190220240011		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 10:47	2/19/2024 11:29:04 AM	0:0:41:10			Issue resolved as reqd.	Remote
17868	19-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak Park Near Peeragarhi Metro Metro	OM-DIV	C190220240010		Hardware	PC	System Password issue	Password Reset	LOW	Closed	19-02-2024 10:46	2/19/2024 11:28:49 AM	0:0:42:39			Issue resolved as reqd.	Remote
17869	19-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C190220240009		Network	LAN Issue	LAN Issue	RJ45 Connector	LOW	Closed	19-02-2024 10:31	2/21/2024 11:27:48 AM	2:0:56:44			LAN faulty	Onsite
17870	19-02-2024	NEHRU PLACE	20 No Building	Energy Audit	C190220240008		Hardware	System Software	Other Software	New Installation	LOW	Closed	19-02-2024 10:30	2/19/2024 11:26:15 AM	0:0:55:50			BSP configuration done	Onsite
17871	19-02-2024	NEHRU PLACE	20 No Building	Energy Audit	C190220240007		Hardware	E-Mail	Email _Lotus	Reset/Unlock	LOW	Closed	19-02-2024 10:29	2/19/2024 11:25:57 AM	0:0:56:25			Password reset done via lotus support	Onsite
17872	19-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus Stand Khyala	O-M	C190220240006		Hardware	PC	Network Not Working	Other Issue	LOW	Closed	19-02-2024 10:28	2/19/2024 10:32:06 AM	0:0:3:20			check the pc and log the call	Onsite
17873	19-02-2024	NEHRU PLACE	20 No Building	BUSINESS/BPT	C190220240005		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-02-2024 10:28	2/19/2024 11:25:22 AM	0:0:57:14			IP configure done	Onsite
17874	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near Central Market	BUSINESS/BPT	C190220240004		Hardware	Printer	Connectivity Issue	Printer Issue	LOW	Closed	19-02-2024 10:27	2/19/2024 10:34:53 AM	0:0:7:9			install the drivers	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17875	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190220240003		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-02-2024 10:26	2/19/2024 10:35:31 AM	0:0:9:4			set the tonner	Onsite
17876	19-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C190220240002		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-02-2024 10:24	2/20/2024 11:38:26 AM	1:1:13:35			Please do the needful.	Onsite
17877	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240001		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 09:10	2/19/2024 9:10:53 AM	0:0:0:17			done issue resolved	Onsite
17878	19-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C190220240185		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 17:46	2/19/2024 5:48:31 PM	0:0:2:3			issue resolved	Onsite
17879	19-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C190220240184		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 17:45	2/19/2024 5:48:23 PM	0:0:2:30			issue resolved	Onsite
17880	19-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C190220240183		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 17:45	2/19/2024 5:48:16 PM	0:0:3:8			issue resolved	Onsite
17881	19-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C190220240182		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 17:42	2/19/2024 5:48:03 PM	0:0:5:31			issue resolved	Onsite
17882	19-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C190220240181		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:41	2/19/2024 5:47:56 PM	0:0:6:16			issue resolved	Onsite
17883	19-02-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C190220240180		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:41	2/19/2024 5:47:49 PM	0:0:6:46			issue resolved	Onsite
17884	19-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190220240179		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:40	2/19/2024 5:47:42 PM	0:0:7:13			issue resolved	Onsite
17885	19-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C190220240178		Hardware	MOUSE	Not working	Working	LOW	Closed	19-02-2024 17:39	2/19/2024 5:47:34 PM	0:0:7:53			issue resolved	Onsite
17886	19-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C190220240177		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 17:38	2/19/2024 5:47:25 PM	0:0:8:33			issue resolved	Onsite
17887	19-02-2024	NEHRU PLACE CSO	Second Floor - B Block	C-M	C190220240175		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:37	2/19/2024 5:47:10 PM	0:0:10:3			issue resolved	Onsite
17888	19-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190220240176		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:37	2/19/2024 5:47:18 PM	0:0:9:21			issue resolved	Onsite
17889	19-02-2024	OTHERS	VSNL	QUALITY	C190220240173		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:32	2/19/2024 6:09:12 PM	0:0:36:56			Password reset issue resolve	Onsite
17890	19-02-2024	OTHERS	VSNL	RCM	C190220240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 17:32	2/19/2024 6:09:38 PM	0:0:36:44			Lotus re-installed issue resolve	Onsite
17891	19-02-2024	OTHERS	VSNL	KCC/MLCC	C190220240172		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:31	2/19/2024 6:09:00 PM	0:0:37:13			Password reset issue resolve	Onsite
17892	19-02-2024	OTHERS	VSNL	KCC/MLCC	C190220240171		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:31	2/19/2024 6:08:49 PM	0:0:37:31			Password reset issue resolve	Onsite
17893	19-02-2024	OTHERS	VSNL	KCC/MLCC	C190220240170		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:30	2/19/2024 6:08:08 PM	0:0:37:57			Password reset issue resolve	Remote
17894	19-02-2024	OTHERS	VSNL	MMG	C190220240168		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	19-02-2024 17:27	2/19/2024 6:07:33 PM	0:0:40:24			UBS Cable Faulty after replaced	Onsite
17895	19-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C190220240169		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	19-02-2024 17:27	2/20/2024 10:22:09 AM	0:16:54:49			change keyboard and problem	Remote
17896	19-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C190220240167		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-02-2024 17:26	2/20/2024 10:21:15 AM	0:16:55:7			Lotus software reinstalled.	Remote
17897	19-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C190220240165		Hardware	System	Other Software	software	MEDIUM	Closed	19-02-2024 17:25	2/19/2024 5:49:46 PM	0:0:24:45			Silver light removed call closed	
17898	19-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C190220240166		Hardware	PC	System Password issue	Password	MEDIUM	Closed	19-02-2024 17:25	2/19/2024 6:21:14 PM	0:0:56:11			PC PASSWORD RESET AND PC LOGIN	Onsite
17899	19-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C190220240164		Hardware	System	Other Software	software	MEDIUM	Closed	19-02-2024 17:24	2/19/2024 5:49:18 PM	0:0:25:13			Silver light removed call closed	
17900	19-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190220240163		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	19-02-2024 17:22	2/19/2024 5:47:57 PM	0:0:25:40			After replaced printer cartridge issue	
17901	19-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C190220240162		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	19-02-2024 17:19	2/19/2024 5:46:34 PM	0:0:26:38			After Printer driver update issue	
17902	19-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C190220240161		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-02-2024 17:18	2/19/2024 5:45:18 PM	0:0:26:34			Mail configured call closed	
17903	19-02-2024	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C190220240158		Hardware	PC	TFT	Color	MEDIUM	Closed	19-02-2024 17:17	2/19/2024 6:18:45 PM	0:1:1:36			TFT VGA CABLE CHANGE AND	Onsite
17904	19-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190220240159		Hardware	System	Other Software	New	MEDIUM	Closed	19-02-2024 17:17	2/19/2024 5:44:45 PM	0:0:27:32			Window license updated call closed	
17905	19-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C190220240160		Hardware	Printer	Paper Pickup	Paper Tray	MEDIUM	Closed	19-02-2024 17:17	2/19/2024 6:20:40 PM	0:1:2:44			PRINTER A4 PAPER SETTING	Onsite
17906	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-02-2024 17:14	2/19/2024 5:14:58 PM	0:0:0:36			Window 10 installed with necessary	Onsite
17907	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240156		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	19-02-2024 17:10	2/19/2024 5:11:38 PM	0:0:1:12			Power cable losse.	Onsite
17908	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C190220240154		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	19-02-2024 17:07	2/21/2024 3:43:11 PM	1:22:35:58			Call Close By Sanjay Subhash	Onsite
17909	19-02-2024	SAKET	Fatehpur Beri CC	O-M	C190220240155		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 17:07	2/19/2024 5:15:21 PM	0:0:7:35			LAN connector re crimp	Onsite
17910	19-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C190220240150		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 17:06	2/19/2024 5:12:16 PM	0:0:6:13			Create ads user and All data transfer	Onsite
17911	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190220240151		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 17:06	2/21/2024 3:42:58 PM	1:22:36:47			Call Close By Sanjay Subhash	Onsite
17912	19-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C190220240152		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 17:06	2/19/2024 5:14:40 PM	0:0:8:10			paper jam	Onsite
17913	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240153		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:06	2/19/2024 5:11:16 PM	0:0:4:18			P96 configuration.	Onsite
17914	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240148		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 17:05	2/19/2024 5:16:15 PM	0:0:11:9			Configure P92	Onsite
17915	19-02-2024	SAKET	Adchini	SAFETY	C190220240149		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 17:05	2/19/2024 5:12:41 PM	0:0:7:10			Chrome not open	Onsite
17916	19-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190220240146		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 17:04	2/19/2024 5:17:14 PM	0:0:12:52			Change PC password.	Onsite
17917	19-02-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C190220240147		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	19-02-2024 17:04	2/19/2024 5:44:00 PM	0:0:39:19			resolved	Onsite
17918	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C190220240145		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:03	2/19/2024 5:43:00 PM	0:0:39:26			resolved	Onsite
17919	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C190220240144		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 17:02	2/21/2024 3:42:40 PM	1:22:40:13			Call Close By Sanjay Subhash	Onsite
17920	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190220240143		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 17:01	2/19/2024 5:42:00 PM	0:0:40:47			resolved	Onsite
17921	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190220240142		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:59	2/19/2024 5:41:23 PM	0:0:41:48			resolved	Onsite
17922	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C190220240141		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:51	2/19/2024 5:18:38 PM	0:0:26:42			Issue has been resolved after reset	Remote
17923	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240140		Hardware	System	Other Software	Adobe	LOW	Closed	19-02-2024 16:50	2/19/2024 4:56:30 PM	0:0:5:36			Ms office not working issue resolved	Onsite
17924	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C190220240139		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 16:50	2/19/2024 5:18:25 PM	0:0:27:36			Issue has been resolved after update	Remote
17925	19-02-2024	SAKET	Adchini	SAFETY	C190220240138		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:50	2/19/2024 5:12:15 PM	0:0:21:55			User password issue	Onsite
17926	19-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C190220240137		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:50	2/19/2024 5:13:03 PM	0:0:22:54			Adobe reader reinstalled.	Onsite
17927	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C190220240136		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-02-2024 16:49	2/19/2024 5:17:37 PM	0:0:27:59			Issue has been resolved after changed	Remote
17928	19-02-2024	SAKET	Adchini	BUSINESS/	C190220240135		Hardware	PC	Not working at all	No power	LOW	Closed	19-02-2024 16:49	2/19/2024 5:11:55 PM	0:0:22:38			not on	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17929	19-02-2024	SAKET	Adchini	BUSINESS/	C190220240134		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:48	2/19/2024 5:11:36 PM	0:0:22:51			account lock	Onsite
17930	19-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C190220240133		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:47	2/19/2024 5:16:58 PM	0:0:29:24			Issue has been resolved after reset	Remote
17931	19-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190220240132		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:47	2/19/2024 5:16:39 PM	0:0:29:24			Issue has been resolved after reset	Remote
17932	19-02-2024	NEHRU PLACE	W Block GK 1	Finance	C190220240131		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-02-2024 16:46	2/19/2024 5:12:45 PM	0:0:26:7			Cleaning the RAM & reinsert .	Onsite
17933	19-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C190220240130		Hardware	PC	System Password issue	Others	LOW	Closed	19-02-2024 16:44	2/19/2024 5:12:20 PM	0:0:27:28			Password changed.	Onsite
17934	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240129		Hardware	PC	System Password issue	Others	LOW	Closed	19-02-2024 16:43	2/19/2024 5:12:11 PM	0:0:28:45			Password changed.	Onsite
17935	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240128		Hardware	PC	System Password issue	Others	LOW	Closed	19-02-2024 16:42	2/19/2024 5:12:03 PM	0:0:29:4			Password changed.	Onsite
17936	19-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190220240127		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-02-2024 16:42	2/19/2024 5:11:44 PM	0:0:29:9			RAM cleaning & reinsert the RAM.	Onsite
17937	19-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C190220240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 16:41	2/19/2024 5:11:18 PM	0:0:29:21			Password changed & replicated.	Onsite
17938	19-02-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C190220240125		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	19-02-2024 16:41	2/19/2024 5:10:55 PM	0:0:29:43			Delete temp, file, cache memory &	Onsite
17939	19-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190220240124		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:38	2/19/2024 5:08:45 PM	0:0:30:34			Issue has been resolved after reset	Remote
17940	19-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 16:37	2/19/2024 5:08:12 PM	0:0:30:59			Issue has been resolved after cleaning	Onsite
17941	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190220240122		Hardware	PC	Restart Problem	Others	HIGH	Closed	19-02-2024 16:33	2/19/2024 5:38:30 PM	0:1:4:59			pc power switch off	Onsite
17942	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190220240121		Hardware	PC	TFT	Others	HIGH	Closed	19-02-2024 16:32	2/19/2024 5:39:18 PM	0:1:6:28			vga cable changed	Onsite
17943	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C190220240120		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	19-02-2024 16:31	2/19/2024 5:39:46 PM	0:1:7:50			mail reconfigure	Onsite
17944	19-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C190220240119		Hardware	System	Other Software	software	HIGH	Closed	19-02-2024 16:30	2/19/2024 5:40:07 PM	0:1:9:41			cas install	Onsite
17945	19-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C190220240115		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-02-2024 16:29	2/19/2024 5:38:51 PM	0:1:9:46			Printer pc ip connect	Onsite
17946	19-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C190220240118		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-02-2024 16:29	2/19/2024 5:40:25 PM	0:1:10:35			Printer install	Onsite
17947	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240117		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	19-02-2024 16:29	2/19/2024 4:42:37 PM	0:0:12:48			PC booting issue	Onsite
17948	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240116		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 16:29	2/19/2024 4:42:54 PM	0:0:13:50			Printer issue	Onsite
17949	19-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C190220240113		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-02-2024 16:28	2/19/2024 5:37:10 PM	0:1:8:52			Printer install	Onsite
17950	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240114		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 16:28	2/19/2024 4:43:17 PM	0:0:15:0			mail issue	Onsite
17951	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240112		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:27	2/19/2024 4:43:43 PM	0:0:16:1			Image uploading issue	Onsite
17952	19-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C190220240111		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	19-02-2024 16:25	2/19/2024 4:44:09 PM	0:0:18:44			LAptop booting issue	Onsite
17953	19-02-2024	VASANT KUNJ	B 1	O-M	C190220240110		Hardware	UPS	Backup	Others	LOW	Closed	19-02-2024 16:24	2/19/2024 5:13:11 PM	0:0:48:28			UPS battery has been installed	Onsite
17954	19-02-2024	OTHERS	Andrews Ganj	Enforcem	C190220240109		Hardware	PC	Restart Problem	Others	LOW	Closed	19-02-2024 16:24	2/19/2024 4:44:23 PM	0:0:19:46			pc booting issue	Onsite
17955	19-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C190220240108		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:24	2/19/2024 4:27:55 PM	0:0:3:36			issue resolved after change the	Onsite
17956	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240107		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 16:23	2/19/2024 4:27:29 PM	0:0:3:39			issue resolved after repair the file	Onsite
17957	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 16:23	2/19/2024 4:26:54 PM	0:0:3:50			issue resolved after reinstall the same	Onsite
17958	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240106		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 16:23	2/19/2024 4:27:12 PM	0:0:3:35			issue resolved after reinstall the same	Onsite
17959	19-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C190220240104		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-02-2024 16:22	2/19/2024 4:26:36 PM	0:0:4:15			issue resolved after done the basic	Onsite
17960	19-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190220240103		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-02-2024 16:21	2/19/2024 4:26:17 PM	0:0:4:55			issue resolved after done the basic	Onsite
17961	19-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190220240102		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:20	2/19/2024 4:25:54 PM	0:0:5:2			issue resolved after reset a password	Onsite
17962	19-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190220240101		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:20	2/19/2024 4:25:47 PM	0:0:5:7			issue resolved after reset a password	Onsite
17963	19-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C190220240100		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-02-2024 16:19	2/19/2024 5:01:02 PM	0:0:41:20			Resolved	Onsite
17964	19-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C190220240099		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:19	2/19/2024 5:01:13 PM	0:0:41:56			Resolved	Onsite
17965	19-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	DSK	C190220240098		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	19-02-2024 16:18	2/19/2024 5:01:29 PM	0:0:42:49			Resolved	Onsite
17966	19-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C190220240095		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-02-2024 16:16	2/19/2024 5:02:03 PM	0:0:45:55			Resolved	Onsite
17967	19-02-2024	VASANT KUNJ	D 4	O-M	C190220240096		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-02-2024 16:16	2/19/2024 5:12:14 PM	0:0:55:49			Reconnected sharing printer	Remote
17968	19-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C190220240097		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-02-2024 16:16	2/19/2024 5:01:53 PM	0:0:45:21			Resolved	Onsite
17969	19-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C190220240094		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 16:15	2/19/2024 5:02:16 PM	0:0:47:9			resolved	Onsite
17970	19-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C190220240093		Hardware	UPS	Backup	Hardware	LOW	Closed	19-02-2024 16:14	2/19/2024 5:10:53 PM	0:0:56:47			Complaint has been logged to vendor	Onsite
17971	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190220240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 15:59	2/19/2024 4:23:24 PM	0:0:24:18			Mail Password reset Now working	Onsite
17972	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240091		Hardware	Printer	Image Issue	Black Line	LOW	Closed	19-02-2024 15:53	2/19/2024 4:56:15 PM	0:1:2:44			Printer cartridge issue resolved	Onsite
17973	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240090		Hardware	System	MS Office	File	LOW	Closed	19-02-2024 15:51	2/19/2024 4:55:57 PM	0:1:4:23			Google chorme not working issue	Onsite
17974	19-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C190220240089		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	19-02-2024 15:50	2/19/2024 4:55:40 PM	0:1:5:8			scanner not working issue resolved	Onsite
17975	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240088		Hardware	System	MS Office	File	LOW	Closed	19-02-2024 15:49	2/19/2024 4:55:24 PM	0:1:5:30			Ms office not working issue resolved	Onsite
17976	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240087		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-02-2024 15:47	2/19/2024 4:55:07 PM	0:1:7:15			Mouse not working issue resolved	Onsite
17977	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240086		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:46	2/19/2024 3:59:33 PM	0:0:13:23			done issue resolved	Onsite
17978	19-02-2024	HAUZ KHAAS	Green Park Market	O-M	C190220240085		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-02-2024 15:44	2/19/2024 4:43:15 PM	0:0:59:10			Lotus mail unlocked.	Onsite
17979	19-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190220240083		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 15:43	2/19/2024 4:42:15 PM	0:0:59:5			Due to server slow	Onsite
17980	19-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190220240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-02-2024 15:43	2/19/2024 4:42:52 PM	0:0:59:18			PC transferred.	Onsite
17981	19-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190220240082		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 15:42	2/19/2024 4:41:08 PM	0:0:58:28			Printer driver installation.	Onsite
17982	19-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C190220240081		Hardware	PC	Internet Issue	Internet	LOW	Closed	19-02-2024 15:42	2/19/2024 4:20:41 PM	0:0:38:15			change the dns entry in host file issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
17983	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240079		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:41	2/19/2024 3:59:22 PM	0:0:17:52			done issue resolved	Onsite
17984	19-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C190220240080		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:41	2/19/2024 4:20:24 PM	0:0:38:40			reset the system password issue	Onsite
17985	19-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190220240078		Hardware	System	Other Software	Adobe	LOW	Closed	19-02-2024 15:39	2/19/2024 4:54:51 PM	0:1:15:2			Ms office not working issue resolved	Onsite
17986	19-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C190220240077		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 15:38	2/19/2024 4:20:11 PM	0:0:41:13			cleared the paper issue resolved	Onsite
17987	19-02-2024	OTHERS	HUDCO Grid	PROTECTI	C190220240076		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 15:37	2/21/2024 11:28:33 AM	1:19:51:9			Please assign this call to lan team	Onsite
17988	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240075		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:35	2/19/2024 3:37:08 PM	0:0:1:41			done issue resolved	Onsite
17989	19-02-2024	DWARKA	Dwarka Sec 13 CC,Netaji Subhash	O-M	C190220240074		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-02-2024 15:29	2/19/2024 5:07:37 PM	0:1:37:53			Issue has been resolved after cleaning	Onsite
17990	19-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C190220240073		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:26	2/19/2024 4:19:56 PM	0:0:53:46			reset the password of system login	Onsite
17991	19-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C190220240072		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-02-2024 15:22	2/19/2024 4:19:35 PM	0:0:57:33			unlocked the email id issue resolved	Onsite
17992	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240071		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:14	2/19/2024 3:15:49 PM	0:0:0:59			done issue resolved	Onsite
17993	19-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C190220240070		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 15:13	2/19/2024 4:19:23 PM	0:1:6:15			reset sap p92 password issue resolved	Onsite
17994	19-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C190220240069		Network	Link	Link Connectivity Issue	Link	LOW	Closed	19-02-2024 15:10	2/19/2024 4:13:33 PM	0:1:3:3			Restart the device now issue resolved	Onsite
17995	19-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190220240068		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 15:09	2/19/2024 4:12:27 PM	0:1:2:31			Reset the password now issue	Remote
17996	19-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190220240067		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 15:09	2/19/2024 4:12:05 PM	0:1:2:44			Remove the paper from printer now	Onsite
17997	19-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C190220240065		Hardware	System	Other Software	software	LOW	Closed	19-02-2024 15:08	2/19/2024 4:10:58 PM	0:1:2:42			Issue resolved with change the	Onsite
17998	19-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190220240066		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:08	2/19/2024 4:11:24 PM	0:1:2:34			Change the password now issue	Onsite
17999	19-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C190220240064		Hardware	PC	Not working at all	Others	LOW	Closed	19-02-2024 15:07	2/19/2024 4:10:47 PM	0:1:3:3			Issue resolved with change the	Onsite
18000	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C190220240063		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:06	2/19/2024 4:06:53 PM	0:1:0:27			issue resolved	Onsite
18001	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C190220240060		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	19-02-2024 15:05	2/19/2024 4:07:11 PM	0:1:1:41			issue resolved	Onsite
18002	19-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C190220240059		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	19-02-2024 15:05	2/19/2024 4:07:19 PM	0:1:2:18			issue resolved	Onsite
18003	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C190220240062		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	19-02-2024 15:05	2/19/2024 4:07:04 PM	0:1:1:13			issue resolved	Onsite
18004	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190220240061		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 15:05	2/19/2024 3:29:49 PM	0:0:24:16			ENF Image Uploader Software	Onsite
18005	19-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C190220240058		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	19-02-2024 15:04	2/19/2024 4:07:39 PM	0:1:3:1			issue resolved	Onsite
18006	19-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C190220240057		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 15:03	2/19/2024 4:08:40 PM	0:1:4:51			issue resolved	Onsite
18007	19-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BPI	C190220240054		Hardware	Laptop	System Password issue	Password	LOW	Closed	19-02-2024 15:02	2/19/2024 4:08:10 PM	0:1:6:9			issue resolved	Onsite
18008	19-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C190220240055		Hardware	Laptop	System Password issue	Password	LOW	Closed	19-02-2024 15:02	2/19/2024 4:08:27 PM	0:1:6:5			issue resolved	Onsite
18009	19-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C190220240056		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 15:02	2/19/2024 4:08:33 PM	0:1:5:47			issue resolved	Onsite
18010	19-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C190220240053		Hardware	Laptop	System Password issue	Password	LOW	Closed	19-02-2024 15:01	2/19/2024 4:07:45 PM	0:1:6:10			issue resolved	Onsite
18011	19-02-2024	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/	C190220240052		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-02-2024 15:00	2/19/2024 4:06:46 PM	0:1:5:53			issue resolved	Onsite
18012	19-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190220240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-02-2024 14:27	2/19/2024 3:41:21 PM	0:1:13:54			Mail corrupted.	Onsite
18013	19-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190220240051		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-02-2024 14:27	2/19/2024 3:41:39 PM	0:1:13:44			RAM faulty.	Onsite
18014	19-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C190220240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-02-2024 14:26	2/19/2024 3:41:04 PM	0:1:14:26			Mail sent to lotus support.	Onsite
18015	19-02-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C190220240048		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-02-2024 14:25	2/19/2024 3:40:25 PM	0:1:14:27			OS repaired.	Onsite
18016	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190220240047		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 14:23	2/19/2024 2:43:24 PM	0:0:20:5			Removed Jam Paper Now working	Onsite
18017	19-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C190220240046		NON-SAP	CAS	CAS	CAS CPC	LOW	Closed	19-02-2024 14:11	2/19/2024 2:14:01 PM	0:0:2:45			update the exe	Onsite
18018	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190220240045		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-02-2024 14:06	2/19/2024 2:14:20 PM	0:0:7:45			remove the paper	Onsite
18019	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240044		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 14:05	2/19/2024 2:05:46 PM	0:0:0:32			done issue resolved	Onsite
18020	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190220240043		Hardware	PC	Not working at all	Others	LOW	Closed	19-02-2024 14:04	2/19/2024 2:14:40 PM	0:0:9:42			change the password	Onsite
18021	19-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C190220240042		Hardware	PC	Hanging/Slow processing	Driver	LOW	Closed	19-02-2024 13:24	2/19/2024 1:27:37 PM	0:0:2:51			Trend scanning done full , removed	Onsite
18022	19-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C190220240041		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-02-2024 13:23	2/19/2024 1:27:08 PM	0:0:3:59			Ram 2+2 = 4GB installed done	Onsite
18023	19-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C190220240039		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-02-2024 13:22	2/19/2024 1:25:26 PM	0:0:3:26			Ram 2+2 = 4GB installed done	Onsite
18024	19-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	LEGAL	C190220240040		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	19-02-2024 13:22	2/19/2024 1:26:06 PM	0:0:3:31			Ram 2+2 = 4GB installed done	Onsite
18025	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240038		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 13:06	2/19/2024 2:05:35 PM	0:0:59:3			done issue resolved	Onsite
18026	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240037		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 12:56	2/19/2024 12:58:12 PM	0:0:2:7			done issue resolved	Onsite
18027	19-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C190220240036		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	19-02-2024 12:56	2/19/2024 2:04:26 PM	0:1:8:24			CPU ON/OFF BUTTON CLEAN AND PC	Onsite
18028	19-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190220240035		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 12:42	2/19/2024 2:18:17 PM	0:1:35:31			Password reset Done Issue resolved	Onsite
18029	19-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C190220240033		Hardware	Printer	Hardware Issue	Ticket	HIGH	Closed	19-02-2024 11:58	2/19/2024 3:13:24 PM	0:3:14:54			resolved	Onsite
18030	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240034		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 11:58	2/19/2024 12:02:18 PM	0:0:3:19			done issue resolved	Onsite
18031	19-02-2024	NEHRU PLACE	20 No Building	BUSINESS/	C190220240032		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-02-2024 11:30	2/19/2024 12:13:18 PM	0:0:43:10			IP configuration done	Onsite
18032	19-02-2024	NEHRU PLACE	20 No Building	IT	C190220240031		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 11:29	2/19/2024 12:12:54 PM	0:0:43:36			orcale installation done	Onsite
18033	19-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C190220240030		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-02-2024 11:28	2/19/2024 12:12:36 PM	0:0:44:14			IP & sap configuration done	Onsite
18034	19-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C190220240029		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 11:27	2/19/2024 12:12:08 PM	0:0:44:57			BSP & P96 configuration done	Onsite
18035	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190220240028		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 11:25	2/19/2024 12:34:39 PM	0:1:9:1			ADS Create & Login.	Onsite
18036	19-02-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C190220240026		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-02-2024 11:24	2/19/2024 11:24:32 AM	0:0:0:29			restore the pc	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18037	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190220240027		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-02-2024 11:24	2/19/2024 12:35:09 PM	0:1:10:39			Printer Software installation.	Onsite
18038	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-02-2024 11:23	2/19/2024 12:35:29 PM	0:1:11:53			Mail installation & configuration.	Onsite
18039	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190220240024		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	19-02-2024 11:22	2/19/2024 12:37:30 PM	0:1:14:53			Trend antivirus installation.	Onsite
18040	19-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190220240023		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-02-2024 11:21	2/19/2024 12:37:47 PM	0:1:16:1			New O.S. Installation.	Onsite
18041	19-02-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C190220240022		Hardware	PC	Not working at all	Others	LOW	Closed	19-02-2024 11:20	2/19/2024 12:38:13 PM	0:1:18:9			PC P.M & Audit.	Onsite
18042	19-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C190220240021		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-02-2024 11:17	2/19/2024 12:38:43 PM	0:1:21:6			Software reinstallation.	Onsite
18043	19-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C190220240020		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	19-02-2024 11:13	2/19/2024 11:52:37 AM	0:0:39:26			tray set issue resolved	Onsite
18044	19-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C190220240018		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 11:12	2/19/2024 11:29:57 AM	0:0:17:22			Issue resolved as reqd.	Remote
18045	19-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C190220240019		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-02-2024 11:12	2/19/2024 11:52:11 AM	0:0:39:34			ram moisture cleaned now issue	Onsite
18046	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240017		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 11:06	2/19/2024 11:10:33 AM	0:0:3:47			done issue resolved	Onsite
18047	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240016		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 11:06	2/19/2024 11:10:49 AM	0:0:4:31			done issue resolved	Onsite
18048	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240014		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 11:05	2/19/2024 11:11:21 AM	0:0:6:11			done issue resolved	Onsite
18049	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240015		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 11:05	2/19/2024 11:11:03 AM	0:0:5:28			done issue resolved	Onsite
18050	19-02-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C190220240012		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 10:49	2/19/2024 11:29:16 AM	0:0:40:12			Issue resolved as reqd.	Remote
18051	19-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C190220240013		Hardware	System	Other Software	Browser	LOW	Closed	19-02-2024 10:49	2/19/2024 11:29:41 AM	0:0:39:56			Issue resolved as reqd.	Remote
18052	19-02-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C190220240011		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 10:47	2/19/2024 11:29:04 AM	0:0:41:10			Issue resolved as reqd.	Remote
18053	19-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C190220240010		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 10:46	2/19/2024 11:28:49 AM	0:0:42:39			Issue resolved as reqd.	Remote
18054	19-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C190220240009		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-02-2024 10:31	2/21/2024 11:27:48 AM	2:0:56:44			LAN faulty	Onsite
18055	19-02-2024	NEHRU PLACE	20 No Building	Energy	C190220240008		Hardware	System	Other Software	New	LOW	Closed	19-02-2024 10:30	2/19/2024 11:26:15 AM	0:0:55:50			BSP configuration done	Onsite
18056	19-02-2024	NEHRU PLACE	20 No Building	Energy	C190220240007		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-02-2024 10:29	2/19/2024 11:25:57 AM	0:0:56:25			Password reset done via lotus support	Onsite
18057	19-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C190220240006		Hardware	PC	Network Not Working	Other	LOW	Closed	19-02-2024 10:28	2/19/2024 10:32:06 AM	0:0:3:20			check the pc and log the call	Onsite
18058	19-02-2024	NEHRU PLACE	20 No Building	BUSINESS/	C190220240005		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	19-02-2024 10:28	2/19/2024 11:25:22 AM	0:0:57:14			IP configure done	Onsite
18059	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190220240004		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-02-2024 10:27	2/19/2024 10:34:53 AM	0:0:7:9			install the drivers	Onsite
18060	19-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190220240003		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-02-2024 10:26	2/19/2024 10:35:31 AM	0:0:9:4			set the tonner	Onsite
18061	19-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C190220240002		Network	LAN Issue	LAN Issue	Others	LOW	Closed	19-02-2024 10:24	2/20/2024 11:38:26 AM	1:1:13:35			Please do the needful.	Onsite
18062	19-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190220240001		Hardware	PC	System Password issue	Password	LOW	Closed	19-02-2024 09:10	2/19/2024 9:10:53 AM	0:0:0:17			done issue resolved	Onsite
18063	20-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C200220240188		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 18:28	2/20/2024 6:34:58 PM	0:0:6:56			PDF file set as default on adobe	Remote
18064	20-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C200220240187		Hardware	Printer	Internet Issue	Internet	LOW	Closed	20-02-2024 18:26	2/20/2024 6:34:13 PM	0:0:7:26			Proxy enabled	Remote
18065	20-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C200220240186		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 18:25	2/20/2024 6:33:49 PM	0:0:8:32			Jam paper removed	Onsite
18066	20-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C200220240185		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 18:18	2/20/2024 6:33:11 PM	0:0:14:52			Mail password changed	Remote
18067	20-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C200220240184		Hardware	System	Other Software	Browser	LOW	Closed	20-02-2024 18:17	2/20/2024 6:31:54 PM	0:0:14:36			Popup blocker has been disabled	Remote
18068	20-02-2024	VASANT KUNJ	Bijwasan	O-M	C200220240183		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	20-02-2024 18:16	2/20/2024 6:29:46 PM	0:0:13:38			RJ45 crimped	Onsite
18069	20-02-2024	OTHERS	VSNL	OET	C200220240182		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	20-02-2024 17:52	2/20/2024 6:12:07 PM	0:0:19:44			Traveler installation and configured	Onsite
18070	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240181		Hardware	System	MS Office	File	LOW	Closed	20-02-2024 17:51	2/20/2024 6:11:42 PM	0:0:20:1			MS office re-installed	Onsite
18071	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240180		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 17:50	2/20/2024 6:11:21 PM	0:0:20:28			Oracle and CAS ,DLL Installed issue	Onsite
18072	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240179		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 17:49	2/20/2024 6:10:45 PM	0:0:21:17			Printer driver installed	Onsite
18073	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240178		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	20-02-2024 17:45	2/20/2024 6:10:22 PM	0:0:24:23			Password change issue resolve	Remote
18074	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240177		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:45	2/20/2024 6:09:59 PM	0:0:24:39			New Archive create	Remote
18075	20-02-2024	OTHERS	VSNL	O-M	C200220240176		Hardware	PC	Not working at all	Harddisk	LOW	Closed	20-02-2024 17:44	2/20/2024 6:09:41 PM	0:0:25:14			HDD replaced issue resolve	Onsite
18076	20-02-2024	NEHRU PLACE CSO	Third Floor -D Block Conf. Cabin	IT	C200220240175		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 17:37	2/20/2024 5:39:01 PM	0:0:1:16			Done	Remote
18077	20-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200220240174		Hardware	PC	TFT	Power	LOW	Closed	20-02-2024 17:34	2/20/2024 5:40:17 PM	0:0:5:43			Power cable change.	Onsite
18078	20-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200220240172		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 17:33	2/20/2024 5:36:44 PM	0:0:3:43			issue resolved	Onsite
18079	20-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200220240173		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:33	2/20/2024 5:40:34 PM	0:0:7:7			Reinstall mail	Onsite
18080	20-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200220240171		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:32	2/20/2024 5:36:35 PM	0:0:4:8			issue resolved	Onsite
18081	20-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200220240170		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 17:31	2/20/2024 5:36:24 PM	0:0:4:32			issue resolved	Onsite
18082	20-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C200220240169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:31	2/20/2024 5:36:10 PM	0:0:5:2			issue resolved	Onsite
18083	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C200220240168		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:30	2/20/2024 5:32:21 PM	0:0:1:51			resolved	Onsite
18084	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C200220240167		Hardware	Printer	Image Issue	Dark	LOW	Closed	20-02-2024 17:29	2/20/2024 5:32:09 PM	0:0:2:34			resolved	Onsite
18085	20-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C200220240166		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	20-02-2024 17:28	2/20/2024 5:31:46 PM	0:0:3:22			resolved	Onsite
18086	20-02-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C200220240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 17:27	2/20/2024 5:31:28 PM	0:0:4:3			resolved	Onsite
18087	20-02-2024	SAKET	Adchini	CIVIL	C200220240163		Hardware	System	Internet Issue	Internet	LOW	Closed	20-02-2024 17:26	2/20/2024 5:31:23 PM	0:0:5:16			Proxy re-configured	Onsite
18088	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C200220240164		Hardware	Printer	Image Issue	Light	LOW	Closed	20-02-2024 17:26	2/20/2024 5:31:14 PM	0:0:4:55			resolved	Onsite
18089	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240162		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 17:25	2/20/2024 5:35:55 PM	0:0:10:41			issue resolved	Onsite
18090	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240161		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 17:24	2/20/2024 5:30:46 PM	0:0:5:49			Re-installed the Adobe pro	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18091	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C200220240160		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 17:24	2/20/2024 5:30:56 PM	0:0:6:39			resolved	Onsite
18092	20-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C200220240159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:23	2/20/2024 5:35:19 PM	0:0:11:42			issue resolved	Onsite
18093	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240158		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	20-02-2024 17:22	2/20/2024 5:35:07 PM	0:0:12:57			issue resolved	Onsite
18094	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240157		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	20-02-2024 17:20	2/20/2024 5:34:58 PM	0:0:14:47			issue resolved	Onsite
18095	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:18	2/20/2024 5:34:42 PM	0:0:16:29			issue resolved	Onsite
18096	20-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200220240155		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 17:17	2/20/2024 5:40:48 PM	0:0:23:20			PRinter sharing issue.	Onsite
18097	20-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Energy	C200220240154		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 17:16	2/20/2024 5:34:31 PM	0:0:17:49			issue resolved	Onsite
18098	20-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C200220240153		Software	SAP R/3	CO	Others	LOW	Closed	20-02-2024 17:15	2/20/2024 5:41:18 PM	0:0:25:58			Password reset.	Onsite
18099	20-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C200220240152		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 17:14	2/20/2024 5:42:09 PM	0:0:27:28			change computer name and rejoin	Onsite
18100	20-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C200220240151		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 17:08	2/20/2024 5:16:01 PM	0:0:7:53			after pc password reset issue resolved	Onsite
18101	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:07	2/20/2024 5:15:38 PM	0:0:8:36			after all mail archived issue resolved	Onsite
18102	20-02-2024	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C200220240149		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-02-2024 17:05	2/20/2024 5:15:11 PM	0:0:10:10			after mail password reset issue	Onsite
18103	20-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C200220240147		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 16:58	2/20/2024 5:12:26 PM	0:0:14:23			after pc shifting issue resolved	Onsite
18104	20-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C200220240148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 16:58	2/20/2024 5:14:46 PM	0:0:16:10			after printer reconfigure issue	Onsite
18105	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240146		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 16:56	2/20/2024 5:11:57 PM	0:0:15:43			after pc password reset issue resolved	Onsite
18106	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240145		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:56	2/20/2024 4:59:48 PM	0:0:3:45			user password not work	Onsite
18107	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240144		Telecome	Instrumen	IP	Network	LOW	Closed	20-02-2024 16:55	2/20/2024 5:11:29 PM	0:0:16:2			after lan cable reinsert and phone	Onsite
18108	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240141		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-02-2024 16:54	2/20/2024 5:10:52 PM	0:0:16:49			after lan cable reinsert issue resolved	Onsite
18109	20-02-2024	SAKET	Adchini	DSK	C200220240142		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:54	2/20/2024 4:59:37 PM	0:0:5:23			user password not work	Onsite
18110	20-02-2024	SAKET	Adchini	SAFETY	C200220240143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 16:54	2/20/2024 5:00:50 PM	0:0:5:54			paper jam	Onsite
18111	20-02-2024	SAKET	Adchini	Survillanc	C200220240139		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 16:53	2/20/2024 5:00:25 PM	0:0:6:58			printer not connect	Onsite
18112	20-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C200220240140		Hardware	PC	System Password issue	Others	LOW	Closed	20-02-2024 16:53	2/20/2024 5:21:41 PM	0:0:28:13			PC login issue resolved as reqd.	Remote
18113	20-02-2024	SAKET	Adchini	SAFETY	C200220240135		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:52	2/20/2024 4:59:26 PM	0:0:7:24			user password not work	Onsite
18114	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240138		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 16:52	2/20/2024 5:00:07 PM	0:0:7:24			printer not work	Onsite
18115	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240137		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-02-2024 16:52	2/20/2024 5:10:17 PM	0:0:17:52			after paper jam clear issue resolved	Onsite
18116	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240136		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-02-2024 16:52	2/20/2024 5:20:45 PM	0:0:28:37			Windows update issue resolved.	Onsite
18117	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C200220240134		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 16:51	2/20/2024 5:10:04 PM	0:0:18:12			after paper jam clear issue resolved	Onsite
18118	20-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C200220240132		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	20-02-2024 16:51	2/20/2024 5:20:23 PM	0:0:29:1			RAM upgrade to 4 GB (2 GB Added).	Onsite
18119	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240133		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:51	2/20/2024 4:59:12 PM	0:0:7:42			user password not work	Onsite
18120	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240131		Hardware	Printer	Image Issue	Light	LOW	Closed	20-02-2024 16:48	2/20/2024 5:30:00 PM	0:0:41:29			Cartridge cleaned	Onsite
18121	20-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C200220240130		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	20-02-2024 16:48	2/20/2024 5:19:54 PM	0:0:31:24			RAM upgrade to 4 GB (2 GB Added).	Onsite
18122	20-02-2024	SAKET	Malviya Nagar CC	BUSINESS/	C200220240129		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:47	2/20/2024 5:29:22 PM	0:0:42:16			S/W permissions changed	Remote
18123	20-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C200220240128		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	20-02-2024 16:46	2/20/2024 5:18:30 PM	0:0:32:3			Issue resolved as reqd	Onsite
18124	20-02-2024	SAKET	MIG CC	O-M	C200220240127		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:45	2/20/2024 5:27:54 PM	0:0:42:50			BSP configured	Remote
18125	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240126		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:44	2/20/2024 5:26:54 PM	0:0:42:43			SAP re-installed	Onsite
18126	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240125		Hardware	System	MS Office	Software	LOW	Closed	20-02-2024 16:43	2/20/2024 4:52:59 PM	0:0:9:36			Ms excel not working issue resolved	Onsite
18127	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240123		Hardware	System	MS Office	File	LOW	Closed	20-02-2024 16:42	2/20/2024 4:52:21 PM	0:0:10:8			Ms office not working issue resolved	Onsite
18128	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240124		Hardware	Printer	Image Issue	Others	LOW	Closed	20-02-2024 16:42	2/20/2024 4:52:41 PM	0:0:9:54			Printing issue resolved	Onsite
18129	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C200220240122		Hardware	System	MS Office	File Not	LOW	Closed	20-02-2024 16:41	2/20/2024 5:09:34 PM	0:0:27:44			after pdf file extension change issue	Onsite
18130	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240121		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-02-2024 16:41	2/20/2024 4:52:05 PM	0:0:10:28			Login issue resolved	Onsite
18131	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240120		Hardware	PC	System Password issue	Others	LOW	Closed	20-02-2024 16:40	2/20/2024 4:51:49 PM	0:0:11:18			password issue resolved	Onsite
18132	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240118		Hardware	Laptop	Not working at all	Others	LOW	Closed	20-02-2024 16:39	2/20/2024 4:51:15 PM	0:0:12:4			Laptop not working issue resolved	Onsite
18133	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240119		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 16:39	2/20/2024 4:51:32 PM	0:0:11:47			google chrome not working issue	Onsite
18134	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C200220240117		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 16:35	2/20/2024 5:04:51 PM	0:0:29:42			reset the system password issue	Onsite
18135	20-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	O-M	C200220240116		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	20-02-2024 16:35	2/21/2024 9:55:48 AM	0:17:20:42			fwd call	Onsite
18136	20-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C200220240115		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	20-02-2024 16:34	2/20/2024 5:04:30 PM	0:0:30:7			paper setting change on printer issue	Onsite
18137	20-02-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C200220240114		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	20-02-2024 16:34	2/20/2024 4:36:56 PM	0:0:2:48			Resolved	Onsite
18138	20-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-DIV	C200220240113		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-02-2024 16:33	2/20/2024 5:04:00 PM	0:0:30:37			change the cartridge issue resolved	Onsite
18139	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240112		Hardware	USB	USB not Detected	USB	LOW	Closed	20-02-2024 16:32	2/20/2024 4:37:11 PM	0:0:4:26			Resolved	Onsite
18140	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240110		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:32	2/20/2024 4:37:43 PM	0:0:5:35			Resolved	Onsite
18141	20-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C200220240111		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	20-02-2024 16:32	2/20/2024 5:03:33 PM	0:0:31:4			updated the driver issue resolved	Onsite
18142	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240108		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:31	2/20/2024 4:38:02 PM	0:0:6:37			Resolved	Onsite
18143	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240107		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:31	2/20/2024 4:38:19 PM	0:0:7:11			Resolved	Onsite
18144	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C200220240109		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 16:31	2/20/2024 5:03:01 PM	0:0:31:11			change the pdf file extension issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18145	20-02-2024	NEHRU PLACE	W Block GK 1	O-M	C200220240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 16:30	2/20/2024 5:04:21 PM	0:0:33:47			Mail password reset & create new	Remote
18146	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240105		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:30	2/20/2024 4:38:34 PM	0:0:8:13			Resolved	Onsite
18147	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240104		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 16:29	2/20/2024 4:38:50 PM	0:0:9:27			Resolved	Onsite
18148	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240103		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:28	2/20/2024 4:55:50 PM	0:0:27:21			Resolved	Onsite
18149	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C200220240102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 16:27	2/20/2024 5:02:43 PM	0:0:34:48			change the host file issue resolved	Onsite
18150	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C200220240100		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	20-02-2024 16:27	2/20/2024 5:02:03 PM	0:0:34:52			cleared the paper and change the	Onsite
18151	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240101		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:27	2/20/2024 4:56:15 PM	0:0:28:56			Resolved	Onsite
18152	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C200220240098		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	20-02-2024 16:26	2/20/2024 5:01:33 PM	0:0:34:53			installed new os and configured all the	Onsite
18153	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240099		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 16:26	2/20/2024 4:56:29 PM	0:0:29:47			Resolved	Onsite
18154	20-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C200220240097		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	20-02-2024 16:20	2/20/2024 5:12:16 PM	0:0:52:5			After clear temp file and change	Onsite
18155	20-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C200220240096		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-02-2024 16:18	2/20/2024 5:11:02 PM	0:0:52:37			After replace local replica issue	Remote
18156	20-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C200220240095		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	20-02-2024 16:12	2/20/2024 5:10:23 PM	0:0:57:45			After replace patch cable issue	Onsite
18157	20-02-2024	SARITA VIHAR	Jullena	OM-DIV	C200220240094		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-02-2024 16:12	2/20/2024 5:10:01 PM	0:0:58:1			After clear stuck mails and compact,	Remote
18158	20-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C200220240093		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	20-02-2024 16:10	2/20/2024 5:06:16 PM	0:0:55:57			After clean ram and reinsert issue	Onsite
18159	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240092		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	20-02-2024 16:08	2/20/2024 5:03:55 PM	0:0:55:26			After remove paper and replace	Onsite
18160	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240091		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	20-02-2024 16:07	2/20/2024 5:02:20 PM	0:0:54:40			After window repair issue resolve	Onsite
18161	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240090		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	20-02-2024 16:06	2/20/2024 5:01:48 PM	0:0:55:15			after crimp rj45 connector issue	Onsite
18162	20-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C200220240087		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	20-02-2024 16:05	2/20/2024 4:20:29 PM	0:0:15:19			mail reconfigure	Onsite
18163	20-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C200220240088		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-02-2024 16:05	2/20/2024 4:05:53 PM	0:0:0:37			proxy issue	Remote
18164	20-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200220240089		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	20-02-2024 16:05	2/20/2024 4:50:44 PM	0:0:45:5			After temp file and change windows	Remote
18165	20-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C200220240086		Hardware	System	Other Software	Browser	HIGH	Closed	20-02-2024 16:04	2/20/2024 4:21:15 PM	0:0:16:56			browser link changed	Onsite
18166	20-02-2024	NIZAMUDDIN	Kilokri	OM-DIV	C200220240085		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-02-2024 16:03	2/20/2024 4:49:44 PM	0:0:46:40			After multiple process kills running in	Remote
18167	20-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C200220240083		Hardware	System	Other Software	proxy	HIGH	Closed	20-02-2024 16:02	2/20/2024 4:21:48 PM	0:0:19:44			network issue	Onsite
18168	20-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C200220240084		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-02-2024 16:02	2/20/2024 4:03:44 PM	0:0:1:28			paper jam	Onsite
18169	20-02-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C200220240082		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 16:01	2/20/2024 4:02:49 PM	0:0:1:3			password changed	Remote
18170	20-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C200220240081		Hardware	System	Other Software	proxy	HIGH	Closed	20-02-2024 16:01	2/20/2024 4:22:14 PM	0:0:21:7			network issue	Onsite
18171	20-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C200220240080		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	20-02-2024 15:59	2/20/2024 4:48:33 PM	0:0:48:46			After reconnect sharing printer issue	Remote
18172	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240079		Hardware	System	Other Software	New	MEDIUM	Closed	20-02-2024 15:59	2/20/2024 4:47:09 PM	0:0:48:7			After update windows issue resolved	Remote
18173	20-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C200220240078		Hardware	System	Internet Issue	Internet	HIGH	Closed	20-02-2024 15:58	2/20/2024 4:22:40 PM	0:0:23:41			Airtal link problem	Onsite
18174	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240077		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:57	2/20/2024 4:10:51 PM	0:0:13:51			Printer issue	Onsite
18175	20-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C200220240076		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	20-02-2024 15:56	2/20/2024 4:50:47 PM	0:0:54:20			PC IP ADDRESS RECONFIGURE AND	Onsite
18176	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 15:56	2/20/2024 4:11:07 PM	0:0:14:57			mail issue	Onsite
18177	20-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C200220240074		Hardware	System	Other Software	software	HIGH	Closed	20-02-2024 15:55	2/20/2024 4:20:03 PM	0:0:24:15			MS office reinstall	Onsite
18178	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240073		Hardware	PC	Restart Problem	Others	LOW	Closed	20-02-2024 15:55	2/20/2024 4:11:27 PM	0:0:15:53			dvd writer issue	Onsite
18179	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240071		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:54	2/20/2024 4:12:25 PM	0:0:18:2			Printer issue	Onsite
18180	20-02-2024	OTHERS	HUDCO Grid	PROTECTI	C200220240072		Network	Link	Link Connectivity Issue	Device	LOW	Closed	20-02-2024 15:54	2/20/2024 4:11:52 PM	0:0:16:58			network issue	Onsite
18181	20-02-2024	OTHERS	HUDCO Grid	PROTECTI	C200220240070		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-02-2024 15:53	2/20/2024 4:12:43 PM	0:0:19:3			Link issue	Onsite
18182	20-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C200220240069		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	20-02-2024 15:52	2/20/2024 4:49:25 PM	0:0:56:48			PRINTER DRIVER REINSTALLED AND	Remote
18183	20-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	Recovery	C200220240068		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	20-02-2024 15:51	2/20/2024 4:48:34 PM	0:0:57:7			PRINTER CARTAGE CHANGE AND	Remote
18184	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240067		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 15:41	2/20/2024 3:56:26 PM	0:0:15:23			PASSWORD CHANGED	Remote
18185	20-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C200220240066		Hardware	Laptop	System Password issue	Password	LOW	Closed	20-02-2024 15:40	2/20/2024 4:00:07 PM	0:0:19:46			password changed	Remote
18186	20-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C200220240065		Hardware	Laptop	System Password issue	Password	LOW	Closed	20-02-2024 15:39	2/20/2024 4:00:32 PM	0:0:20:54			password changed	Remote
18187	20-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C200220240064		Hardware	Laptop	Hanging/Slow processing	Harddisk	LOW	Closed	20-02-2024 15:38	2/20/2024 4:01:20 PM	0:0:22:54			hdd disk	Onsite
18188	20-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C200220240063		Hardware	System	MS Office	Others	LOW	Closed	20-02-2024 15:37	2/20/2024 4:02:08 PM	0:0:24:31			office update	Onsite
18189	20-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C200220240062		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 15:37	2/20/2024 4:05:28 PM	0:0:28:17			password changed	Onsite
18190	20-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C200220240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 15:36	2/20/2024 4:07:43 PM	0:0:30:56			inbox mail full (issue has been	Remote
18191	20-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200220240060		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	20-02-2024 15:26	2/20/2024 4:09:18 PM	0:0:42:39			Laptop user unlocked.	Onsite
18192	20-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C200220240059		Hardware	PC	Restart Problem	Physical	LOW	Closed	20-02-2024 15:24	2/20/2024 4:09:36 PM	0:0:44:42			Issue has been resolved after cleaning	Onsite
18193	20-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200220240058		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 15:23	2/20/2024 4:07:28 PM	0:0:43:56			Printer driver installed.	Onsite
18194	20-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200220240057		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 15:22	2/20/2024 4:07:03 PM	0:0:44:8			Printer driver installation.	Onsite
18195	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240056		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:19	2/20/2024 3:44:55 PM	0:0:25:40			Removed Jam Paper Now Working	Onsite
18196	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200220240055		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:11	2/20/2024 4:06:16 PM	0:0:54:36			Jam Paper Removed.	Onsite
18197	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C200220240054		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-02-2024 15:10	2/20/2024 4:08:15 PM	0:0:57:41			File Print Setting done.	Onsite
18198	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200220240053		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-02-2024 15:08	2/20/2024 4:08:38 PM	0:0:59:40			Cartridge change	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18199	20-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200220240052		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 15:08	2/20/2024 4:05:27 PM	0:0:56:55			IOMS password locked.	Onsite
18200	20-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200220240051		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 15:07	2/20/2024 4:01:55 PM	0:0:53:58			Keyboard sent to NHP.	Onsite
18201	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200220240050		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 15:07	2/20/2024 4:09:03 PM	0:1:1:44			Software resinstallation.	Onsite
18202	20-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C200220240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-02-2024 15:05	2/20/2024 4:11:08 PM	0:1:5:33			Webmail password change.	Onsite
18203	20-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C200220240048		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 15:03	2/20/2024 4:11:33 PM	0:1:7:40			Scanner software installation.	Onsite
18204	20-02-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C200220240047		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 15:01	2/20/2024 4:11:51 PM	0:1:10:27			PC P.M & Audit.	Onsite
18205	20-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C200220240046		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 14:54	2/20/2024 3:25:17 PM	0:0:30:45			clean cookies and history	Onsite
18206	20-02-2024	DWARKA	C2C Pocket 12 Janakpuri	LEGAL	C200220240045		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 14:50	2/20/2024 4:09:01 PM	0:1:18:29			Issue has been resolved after	Remote
18207	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 14:50	2/20/2024 3:18:28 PM	0:0:28:22			Mail Configure Now Working Issue	Onsite
18208	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C200220240043		Hardware	PC	New OS Insatallation	New OS	HIGH	Closed	20-02-2024 14:47	2/20/2024 5:22:43 PM	0:2:35:37			resolved	Onsite
18209	20-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200220240042		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 14:46	2/20/2024 2:46:40 PM	0:0:0:34			change the password	Remote
18210	20-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C200220240041		Network	Rack Issue	Rack Issue	Others	LOW	Closed	20-02-2024 14:45	2/20/2024 2:47:23 PM	0:0:1:59			clean with the help of housse keeping	Onsite
18211	20-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C200220240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 14:43	2/20/2024 2:47:41 PM	0:0:4:37			install the driver	Onsite
18212	20-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C200220240040		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 14:43	2/20/2024 4:08:13 PM	0:1:24:57			Issue has been resolved after reset	Remote
18213	20-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200220240038		Telecome	CCTV	Camera	Others	LOW	Closed	20-02-2024 14:41	2/20/2024 2:48:09 PM	0:0:7:4			copy the camera footage	Onsite
18214	20-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C200220240037		Hardware	PC	Not working at all	Physical	LOW	Closed	20-02-2024 14:38	2/20/2024 4:07:37 PM	0:1:29:2			Issue has been resolved after cleaning	Onsite
18215	20-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C200220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 13:50	2/20/2024 3:03:08 PM	0:1:12:11			Change the path now issue resolved	Remote
18216	20-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200220240035		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 13:50	2/20/2024 3:02:34 PM	0:1:12:9			Join with user name and password	Onsite
18217	20-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200220240034		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 13:49	2/20/2024 3:02:08 PM	0:1:12:14			Installed donet now issue resolved	Remote
18218	20-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200220240033		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 13:48	2/20/2024 3:01:43 PM	0:1:13:9			After restart the system now issue	Remote
18219	20-02-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C200220240032		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-02-2024 13:47	2/20/2024 3:00:41 PM	0:1:12:54			After FLT now link is working	Onsite
18220	20-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C200220240031		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-02-2024 13:47	2/20/2024 3:00:12 PM	0:1:13:4			Site visited wire is cut by monkey and	Onsite
18221	20-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C200220240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 13:39	2/20/2024 1:42:13 PM	0:0:3:1			issue resolved after reinstall the	Onsite
18222	20-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C200220240030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 13:39	2/20/2024 1:40:36 PM	0:0:0:39			issue resolved after reinstall the	Onsite
18223	20-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C200220240027		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 13:37	2/20/2024 1:41:43 PM	0:0:4:24			issue resolved after change the	Onsite
18224	20-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C200220240028		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 13:37	2/20/2024 1:41:51 PM	0:0:4:2			issue resolved after change the	Onsite
18225	20-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C200220240026		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	20-02-2024 13:35	2/20/2024 1:41:20 PM	0:0:6:20			issue resolved after clean the scanner	Onsite
18226	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240024		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 12:59	2/20/2024 2:20:49 PM	0:1:21:28			PAPER JAM REMOVED	Onsite
18227	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240025		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-02-2024 12:59	2/20/2024 2:20:11 PM	0:1:20:13			Lan cable loose	Onsite
18228	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240022		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 12:58	2/20/2024 2:20:29 PM	0:1:22:19			OS INSTALLED	Onsite
18229	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240023		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 12:58	2/20/2024 2:21:20 PM	0:1:22:32			Keyboard replaced	Onsite
18230	20-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C200220240021		Hardware	System	Other Software	Browser	LOW	Closed	20-02-2024 12:37	2/20/2024 12:59:09 PM	0:0:21:44			Sharing PC setting changed.	Onsite
18231	20-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C200220240020		Hardware	PC	System Password issue	Others	LOW	Closed	20-02-2024 12:36	2/20/2024 12:58:44 PM	0:0:22:4			PC password changed.	Remote
18232	20-02-2024	NIZAMUDDIN	Lajpat Nagar 2	PLANNING	C200220240019		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 12:36	2/20/2024 12:58:27 PM	0:0:22:24			Reconfigured printer with drivers.	Remote
18233	20-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C200220240018		Hardware	System	Other Software	Browser	LOW	Closed	20-02-2024 12:35	2/20/2024 12:58:05 PM	0:0:22:42			BSP Id unlocked & reset the password	Remote
18234	20-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C200220240017		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	20-02-2024 11:48	2/29/2024 9:49:29 AM	8:22:1:27			Phone not working	Onsite
18235	20-02-2024	NEHRU PLACE	20 No Building	C-M	C200220240016		Hardware	Laptop	Not working at all	Others	LOW	Closed	20-02-2024 11:44	2/20/2024 2:44:06 PM	0:3:0:6			BIOS setting change issue resolved	Onsite
18236	20-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C200220240015		Hardware	PC	Not working at all	Physical	LOW	Closed	20-02-2024 11:42	2/20/2024 2:43:10 PM	0:3:0:27			RAM clean & re-insert, issue resolved	Onsite
18237	20-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	CUSTOME	C200220240014		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-02-2024 11:39	2/20/2024 2:42:33 PM	0:3:2:38			mail unlock done	Onsite
18238	20-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C200220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 11:13	2/20/2024 11:18:02 AM	0:0:4:17			done issue resolved	Onsite
18239	20-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C200220240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 11:13	2/20/2024 11:17:48 AM	0:0:4:25			done issue resolved	Onsite
18240	20-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C200220240010		Hardware	OTHERS	QMS ISSUE	Connectivi	LOW	Closed	20-02-2024 10:58	2/20/2024 11:28:42 AM	0:0:30:37			portal settings done and reboot	Onsite
18241	20-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C200220240011		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 10:58	2/20/2024 11:05:45 AM	0:0:7:14			done issue resolved	Onsite
18242	20-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C200220240009		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	20-02-2024 10:57	2/20/2024 11:28:25 AM	0:0:31:16			printer connect done lan cable	Onsite
18243	20-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C200220240008		Hardware	UPS	Backup	Output	LOW	Closed	20-02-2024 10:55	2/20/2024 11:28:01 AM	0:0:32:17			UPS check call in traing center another	Onsite
18244	20-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C200220240007		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 10:52	2/20/2024 11:27:33 AM	0:0:34:40			Laptop call pdf software install done	Onsite
18245	20-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C200220240006		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	20-02-2024 10:51	2/20/2024 11:27:14 AM	0:0:35:20			printer driver config done and TRG pc	Onsite
18246	20-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C200220240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 10:47	2/20/2024 11:26:45 AM	0:0:39:38			Lotus mail not open software repair	Onsite
18247	20-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C200220240004		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-02-2024 10:25	2/21/2024 3:43:22 PM	1:5:18:21			lan cable faulty need to be replaced	Onsite
18248	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240002		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 09:56	2/20/2024 11:30:00 AM	0:1:33:34			Keyboard & mouse replaced as reqd.	Onsite
18249	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240003		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 09:56	2/20/2024 11:30:10 AM	0:1:33:18			Keyboard & mouse replaced as reqd.	Onsite
18250	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 09:55	2/20/2024 11:29:49 AM	0:1:33:51			Keyboard & mouse replaced as reqd.	Onsite
18251	20-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C200220240188		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 18:28	2/20/2024 6:34:58 PM	0:0:6:56			PDF file set as default on adobe	Remote
18252	20-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C200220240187		Hardware	Printer	Internet Issue	Internet	LOW	Closed	20-02-2024 18:26	2/20/2024 6:34:13 PM	0:0:7:26			Proxy enabled	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18253	20-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C200220240186		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 18:25	2/20/2024 6:33:49 PM	0:0:8:32			Jam paper removed	Onsite
18254	20-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C200220240185		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 18:18	2/20/2024 6:33:11 PM	0:0:14:52			Mail password changed	Remote
18255	20-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C200220240184		Hardware	System	Other Software	Browser	LOW	Closed	20-02-2024 18:17	2/20/2024 6:31:54 PM	0:0:14:36			Popup blocker has been disabled	Remote
18256	20-02-2024	VASANT KUNJ	Bijwasan	O-M	C200220240183		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	20-02-2024 18:16	2/20/2024 6:29:46 PM	0:0:13:38			RJ45 crimped	Onsite
18257	20-02-2024	OTHERS	VSNL	OET	C200220240182		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	20-02-2024 17:52	2/20/2024 6:12:07 PM	0:0:19:44			Traveler installation and configured	Onsite
18258	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240181		Hardware	System	MS Office	File	LOW	Closed	20-02-2024 17:51	2/20/2024 6:11:42 PM	0:0:20:1			MS office re-installed	Onsite
18259	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240180		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 17:50	2/20/2024 6:11:21 PM	0:0:20:28			Oracle and CAS ,DLL Installed issue	Onsite
18260	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240179		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 17:49	2/20/2024 6:10:45 PM	0:0:21:17			Printer driver installed	Onsite
18261	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240178		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	20-02-2024 17:45	2/20/2024 6:10:22 PM	0:0:24:23			Password change issue resolve	Remote
18262	20-02-2024	OTHERS	VSNL	KCC/MLCC	C200220240177		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:45	2/20/2024 6:09:59 PM	0:0:24:39			New Archive create	Remote
18263	20-02-2024	OTHERS	VSNL	O-M	C200220240176		Hardware	PC	Not working at all	Harddisk	LOW	Closed	20-02-2024 17:44	2/20/2024 6:09:41 PM	0:0:25:14			HDD replaced issue resolve	Onsite
18264	20-02-2024	NEHRU PLACE CSO	Third Floor -D Block Conf. Cabin	IT	C200220240175		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 17:37	2/20/2024 5:39:01 PM	0:0:1:16			Done	Remote
18265	20-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200220240174		Hardware	PC	TFT	Power	LOW	Closed	20-02-2024 17:34	2/20/2024 5:40:17 PM	0:0:5:43			Power cable change.	Onsite
18266	20-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200220240172		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 17:33	2/20/2024 5:36:44 PM	0:0:3:43			issue resolved	Onsite
18267	20-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200220240173		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:33	2/20/2024 5:40:34 PM	0:0:7:7			Reinstall mail	Onsite
18268	20-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200220240171		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:32	2/20/2024 5:36:35 PM	0:0:4:8			issue resolved	Onsite
18269	20-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200220240170		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 17:31	2/20/2024 5:36:24 PM	0:0:4:32			issue resolved	Onsite
18270	20-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C200220240169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:31	2/20/2024 5:36:10 PM	0:0:5:2			issue resolved	Onsite
18271	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C200220240168		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:30	2/20/2024 5:32:21 PM	0:0:1:51			resolved	Onsite
18272	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C200220240167		Hardware	Printer	Image Issue	Dark	LOW	Closed	20-02-2024 17:29	2/20/2024 5:32:09 PM	0:0:2:34			resolved	Onsite
18273	20-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C200220240166		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	20-02-2024 17:28	2/20/2024 5:31:46 PM	0:0:3:22			resolved	Onsite
18274	20-02-2024	NIZAMUDDIN	Lodhi Road Block 7	O-M	C200220240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 17:27	2/20/2024 5:31:28 PM	0:0:4:3			resolved	Onsite
18275	20-02-2024	SAKET	Adchini	CIVIL	C200220240163		Hardware	System	Internet Issue	Internet	LOW	Closed	20-02-2024 17:26	2/20/2024 5:31:23 PM	0:0:5:16			Proxy re-configured	Onsite
18276	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C200220240164		Hardware	Printer	Image Issue	Light	LOW	Closed	20-02-2024 17:26	2/20/2024 5:31:14 PM	0:0:4:55			resolved	Onsite
18277	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240162		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 17:25	2/20/2024 5:35:55 PM	0:0:10:41			issue resolved	Onsite
18278	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240161		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 17:24	2/20/2024 5:30:46 PM	0:0:5:49			Re-installed the Adobe pro	Onsite
18279	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C200220240160		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 17:24	2/20/2024 5:30:56 PM	0:0:6:39			resolved	Onsite
18280	20-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C200220240159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:23	2/20/2024 5:35:19 PM	0:0:11:42			issue resolved	Onsite
18281	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240158		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	20-02-2024 17:22	2/20/2024 5:35:07 PM	0:0:12:57			issue resolved	Onsite
18282	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240157		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	20-02-2024 17:20	2/20/2024 5:34:58 PM	0:0:14:47			issue resolved	Onsite
18283	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:18	2/20/2024 5:34:42 PM	0:0:16:29			issue resolved	Onsite
18284	20-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200220240155		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 17:17	2/20/2024 5:40:48 PM	0:0:23:20			PRinter sharing issue.	Onsite
18285	20-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Energy	C200220240154		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 17:16	2/20/2024 5:34:31 PM	0:0:17:49			issue resolved	Onsite
18286	20-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C200220240153		Software	SAP R/3	CO	Others	LOW	Closed	20-02-2024 17:15	2/20/2024 5:41:18 PM	0:0:25:58			Password reset.	Onsite
18287	20-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C200220240152		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 17:14	2/20/2024 5:42:09 PM	0:0:27:28			change computer name and rejoin	Onsite
18288	20-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C200220240151		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 17:08	2/20/2024 5:16:01 PM	0:0:7:53			after pc password reset issue resolved	Onsite
18289	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 17:07	2/20/2024 5:15:38 PM	0:0:8:36			after all mail archived issue resolved	Onsite
18290	20-02-2024	KHANPUR	Vishkarma Colony Pul Prahladpur	OM-DIV	C200220240149		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-02-2024 17:05	2/20/2024 5:15:11 PM	0:0:10:10			after mail password reset issue	Onsite
18291	20-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C200220240147		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 16:58	2/20/2024 5:12:26 PM	0:0:14:23			after pc shifting issue resolved	Onsite
18292	20-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C200220240148		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 16:58	2/20/2024 5:14:46 PM	0:0:16:10			after printer reconfigure issue	Onsite
18293	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240146		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 16:56	2/20/2024 5:11:57 PM	0:0:15:43			after pc password reset issue resolved	Onsite
18294	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240145		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:56	2/20/2024 4:59:48 PM	0:0:3:45			user password not work	Onsite
18295	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240144		Telecome	Instrumen	IP	Network	LOW	Closed	20-02-2024 16:55	2/20/2024 5:11:29 PM	0:0:16:2			after lan cable reinsert and phone	Onsite
18296	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240141		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-02-2024 16:54	2/20/2024 5:10:52 PM	0:0:16:49			after lan cable reinsert issue resolved	Onsite
18297	20-02-2024	SAKET	Adchini	DSK	C200220240142		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:54	2/20/2024 4:59:37 PM	0:0:5:23			user password not work	Onsite
18298	20-02-2024	SAKET	Adchini	SAFETY	C200220240143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 16:54	2/20/2024 5:00:50 PM	0:0:5:54			paper jam	Onsite
18299	20-02-2024	SAKET	Adchini	Survillanc	C200220240139		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 16:53	2/20/2024 5:00:25 PM	0:0:6:58			printer not connect	Onsite
18300	20-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C200220240140		Hardware	PC	System Password issue	Others	LOW	Closed	20-02-2024 16:53	2/20/2024 5:21:41 PM	0:0:28:13			PC login issue resolved as reqd.	Remote
18301	20-02-2024	SAKET	Adchini	SAFETY	C200220240135		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:52	2/20/2024 4:59:26 PM	0:0:7:24			user password not work	Onsite
18302	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240138		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 16:52	2/20/2024 5:00:07 PM	0:0:7:24			printer not work	Onsite
18303	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200220240137		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-02-2024 16:52	2/20/2024 5:10:17 PM	0:0:17:52			after paper jam clear issue resolved	Onsite
18304	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240136		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-02-2024 16:52	2/20/2024 5:20:45 PM	0:0:28:37			Windows update issue resolved.	Onsite
18305	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C200220240134		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 16:51	2/20/2024 5:10:04 PM	0:0:18:12			after paper jam clear issue resolved	Onsite
18306	20-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C200220240132		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	20-02-2024 16:51	2/20/2024 5:20:23 PM	0:0:29:1			RAM upgrade to 4 GB (2 GB Added).	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18307	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240133		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:51	2/20/2024 4:59:12 PM	0:0:7:42			user password not work	Onsite
18308	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240131		Hardware	Printer	Image Issue	Light	LOW	Closed	20-02-2024 16:48	2/20/2024 5:30:00 PM	0:0:41:29			Cartridge cleaned	Onsite
18309	20-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C200220240130		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	20-02-2024 16:48	2/20/2024 5:19:54 PM	0:0:31:24			RAM upgrade to 4 GB (2 GB Added).	Onsite
18310	20-02-2024	SAKET	Malviya Nagar CC	BUSINESS/	C200220240129		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:47	2/20/2024 5:29:22 PM	0:0:42:16			S/W permissions changed	Remote
18311	20-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C200220240128		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	20-02-2024 16:46	2/20/2024 5:18:30 PM	0:0:32:3			Issue resolved as reqd	Onsite
18312	20-02-2024	SAKET	MIG CC	O-M	C200220240127		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:45	2/20/2024 5:27:54 PM	0:0:42:50			BSP configured	Remote
18313	20-02-2024	SAKET	Adchini	BUSINESS/	C200220240126		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:44	2/20/2024 5:26:54 PM	0:0:42:43			SAP re-installed	Onsite
18314	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240125		Hardware	System	MS Office	Software	LOW	Closed	20-02-2024 16:43	2/20/2024 4:52:59 PM	0:0:9:36			Ms excel not working issue resolved	Onsite
18315	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240123		Hardware	System	MS Office	File	LOW	Closed	20-02-2024 16:42	2/20/2024 4:52:21 PM	0:0:10:8			Ms office not working issue resolved	Onsite
18316	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240124		Hardware	Printer	Image Issue	Others	LOW	Closed	20-02-2024 16:42	2/20/2024 4:52:41 PM	0:0:9:54			Printing issue resolved	Onsite
18317	20-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C200220240122		Hardware	System	MS Office	File Not	LOW	Closed	20-02-2024 16:41	2/20/2024 5:09:34 PM	0:0:27:44			after pdf file extension change issue	Onsite
18318	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240121		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-02-2024 16:41	2/20/2024 4:52:05 PM	0:0:10:28			Login issue resolved	Onsite
18319	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240120		Hardware	PC	System Password issue	Others	LOW	Closed	20-02-2024 16:40	2/20/2024 4:51:49 PM	0:0:11:18			password issue resolved	Onsite
18320	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240118		Hardware	Laptop	Not working at all	Others	LOW	Closed	20-02-2024 16:39	2/20/2024 4:51:15 PM	0:0:12:4			Laptop not working issue resolved	Onsite
18321	20-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200220240119		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 16:39	2/20/2024 4:51:32 PM	0:0:11:47			google chrome not working issue	Onsite
18322	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C200220240117		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 16:35	2/20/2024 5:04:51 PM	0:0:29:42			reset the system password issue	Onsite
18323	20-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	O-M	C200220240116		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	20-02-2024 16:35	2/21/2024 9:55:48 AM	0:17:20:42			fwd call	Onsite
18324	20-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C200220240115		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	20-02-2024 16:34	2/20/2024 5:04:30 PM	0:0:30:7			paper setting change on printer issue	Onsite
18325	20-02-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C200220240114		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	20-02-2024 16:34	2/20/2024 4:36:56 PM	0:0:2:48			Resolved	Onsite
18326	20-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-DIV	C200220240113		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-02-2024 16:33	2/20/2024 5:04:00 PM	0:0:30:37			change the cartridge issue resolved	Onsite
18327	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240112		Hardware	USB	USB not Detected	USB	LOW	Closed	20-02-2024 16:32	2/20/2024 4:37:11 PM	0:0:4:26			Resolved	Onsite
18328	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240110		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 16:32	2/20/2024 4:37:43 PM	0:0:5:35			Resolved	Onsite
18329	20-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C200220240111		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	20-02-2024 16:32	2/20/2024 5:03:33 PM	0:0:31:4			updated the driver issue resolved	Onsite
18330	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240108		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:31	2/20/2024 4:38:02 PM	0:0:6:37			Resolved	Onsite
18331	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240107		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:31	2/20/2024 4:38:19 PM	0:0:7:11			Resolved	Onsite
18332	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C200220240109		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 16:31	2/20/2024 5:03:01 PM	0:0:31:11			change the pdf file extension issue	Onsite
18333	20-02-2024	NEHRU PLACE	W Block GK 1	O-M	C200220240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 16:30	2/20/2024 5:04:21 PM	0:0:33:47			Mail password reset & create new	Remote
18334	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240105		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:30	2/20/2024 4:38:34 PM	0:0:8:13			Resolved	Onsite
18335	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240104		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 16:29	2/20/2024 4:38:50 PM	0:0:9:27			Resolved	Onsite
18336	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240103		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:28	2/20/2024 4:55:50 PM	0:0:27:21			Resolved	Onsite
18337	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C200220240102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 16:27	2/20/2024 5:02:43 PM	0:0:34:48			change the host file issue resolved	Onsite
18338	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C200220240100		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	20-02-2024 16:27	2/20/2024 5:02:03 PM	0:0:34:52			cleared the paper and change the	Onsite
18339	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240101		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 16:27	2/20/2024 4:56:15 PM	0:0:28:56			Resolved	Onsite
18340	20-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C200220240098		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	20-02-2024 16:26	2/20/2024 5:01:33 PM	0:0:34:53			installed new os and configured all the	Onsite
18341	20-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C200220240099		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 16:26	2/20/2024 4:56:29 PM	0:0:29:47			Resolved	Onsite
18342	20-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C200220240097		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	20-02-2024 16:20	2/20/2024 5:12:16 PM	0:0:52:5			After clear temp file and change	Onsite
18343	20-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C200220240096		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-02-2024 16:18	2/20/2024 5:11:02 PM	0:0:52:37			After replace local replica issue	Remote
18344	20-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C200220240095		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	20-02-2024 16:12	2/20/2024 5:10:23 PM	0:0:57:45			After replace patch cable issue	Onsite
18345	20-02-2024	SARITA VIHAR	Jullena	OM-DIV	C200220240094		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-02-2024 16:12	2/20/2024 5:10:01 PM	0:0:58:1			After clear stuck mails and compact,	Remote
18346	20-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C200220240093		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	20-02-2024 16:10	2/20/2024 5:06:16 PM	0:0:55:57			After clean ram and reinsert issue	Onsite
18347	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240092		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	20-02-2024 16:08	2/20/2024 5:03:55 PM	0:0:55:26			After remove paper and replace	Onsite
18348	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240091		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	20-02-2024 16:07	2/20/2024 5:02:20 PM	0:0:54:40			After window repair issue resolve	Onsite
18349	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240090		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	20-02-2024 16:06	2/20/2024 5:01:48 PM	0:0:55:15			after crimp rj45 connector issue	Onsite
18350	20-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C200220240087		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	20-02-2024 16:05	2/20/2024 4:20:29 PM	0:0:15:19			mail reconfigure	Onsite
18351	20-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C200220240088		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-02-2024 16:05	2/20/2024 4:05:53 PM	0:0:0:37			proxy issue	Remote
18352	20-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200220240089		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	20-02-2024 16:05	2/20/2024 4:50:44 PM	0:0:45:5			After temp file and change windows	Remote
18353	20-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C200220240086		Hardware	System	Other Software	Browser	HIGH	Closed	20-02-2024 16:04	2/20/2024 4:21:15 PM	0:0:16:56			browser link changed	Onsite
18354	20-02-2024	NIZAMUDDIN	Kilokri	OM-DIV	C200220240085		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-02-2024 16:03	2/20/2024 4:49:44 PM	0:0:46:40			After multiple process kills running in	Remote
18355	20-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C200220240083		Hardware	System	Other Software	proxy	HIGH	Closed	20-02-2024 16:02	2/20/2024 4:21:48 PM	0:0:19:44			network issue	Onsite
18356	20-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C200220240084		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-02-2024 16:02	2/20/2024 4:03:44 PM	0:0:1:28			paper jam	Onsite
18357	20-02-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C200220240082		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 16:01	2/20/2024 4:02:49 PM	0:0:1:3			password changed	Remote
18358	20-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C200220240081		Hardware	System	Other Software	proxy	HIGH	Closed	20-02-2024 16:01	2/20/2024 4:22:14 PM	0:0:21:7			network issue	Onsite
18359	20-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C200220240080		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	20-02-2024 15:59	2/20/2024 4:48:33 PM	0:0:48:46			After reconnect sharing printer issue	Remote
18360	20-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200220240079		Hardware	System	Other Software	New	MEDIUM	Closed	20-02-2024 15:59	2/20/2024 4:47:09 PM	0:0:48:7			After update windows issue resolved	Remote

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18361	20-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C200220240078		Hardware	System	Internet Issue	Internet	HIGH	Closed	20-02-2024 15:58	2/20/2024 4:22:40 PM	0:0:23:41			Airtal link problem	Onsite
18362	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240077		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:57	2/20/2024 4:10:51 PM	0:0:13:51			Printer issue	Onsite
18363	20-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C200220240076		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	20-02-2024 15:56	2/20/2024 4:50:47 PM	0:0:54:20			PC IP ADDRESS RECONFIGURE AND	Onsite
18364	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 15:56	2/20/2024 4:11:07 PM	0:0:14:57			mail issue	Onsite
18365	20-02-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C200220240074		Hardware	System	Other Software	software	HIGH	Closed	20-02-2024 15:55	2/20/2024 4:20:03 PM	0:0:24:15			MS office reinstall	Onsite
18366	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240073		Hardware	PC	Restart Problem	Others	LOW	Closed	20-02-2024 15:55	2/20/2024 4:11:27 PM	0:0:15:53			dvd writer issue	Onsite
18367	20-02-2024	OTHERS	Andrews Ganj	Enforcem	C200220240071		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:54	2/20/2024 4:12:25 PM	0:0:18:2			Printer issue	Onsite
18368	20-02-2024	OTHERS	HUDCO Grid	PROTECTI	C200220240072		Network	Link	Link Connectivity Issue	Device	LOW	Closed	20-02-2024 15:54	2/20/2024 4:11:52 PM	0:0:16:58			network issue	Onsite
18369	20-02-2024	OTHERS	HUDCO Grid	PROTECTI	C200220240070		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-02-2024 15:53	2/20/2024 4:12:43 PM	0:0:19:3			Link issue	Onsite
18370	20-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C200220240069		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	20-02-2024 15:52	2/20/2024 4:49:25 PM	0:0:56:48			PRINTER DRIVER REINSTALLED AND	Remote
18371	20-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	Recovery	C200220240068		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	20-02-2024 15:51	2/20/2024 4:48:34 PM	0:0:57:7			PRINTER CARTAGE CHANGE AND	Remote
18372	20-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C200220240067		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 15:41	2/20/2024 3:56:26 PM	0:0:15:23			PASSWORD CHANGED	Remote
18373	20-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C200220240066		Hardware	Laptop	System Password issue	Password	LOW	Closed	20-02-2024 15:40	2/20/2024 4:00:07 PM	0:0:19:46			password changed	Remote
18374	20-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C200220240065		Hardware	Laptop	System Password issue	Password	LOW	Closed	20-02-2024 15:39	2/20/2024 4:00:32 PM	0:0:20:54			password changed	Remote
18375	20-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C200220240064		Hardware	Laptop	Hanging/Slow processing	Harddisk	LOW	Closed	20-02-2024 15:38	2/20/2024 4:01:20 PM	0:0:22:54			hdd disk	Onsite
18376	20-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C200220240063		Hardware	System	MS Office	Others	LOW	Closed	20-02-2024 15:37	2/20/2024 4:02:08 PM	0:0:24:31			office update	Onsite
18377	20-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C200220240062		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 15:37	2/20/2024 4:05:28 PM	0:0:28:17			password changed	Onsite
18378	20-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C200220240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 15:36	2/20/2024 4:07:43 PM	0:0:30:56			inbox mail full (issue has been	Remote
18379	20-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200220240060		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	20-02-2024 15:26	2/20/2024 4:09:18 PM	0:0:42:39			Laptop user unlocked.	Onsite
18380	20-02-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C200220240059		Hardware	PC	Restart Problem	Physical	LOW	Closed	20-02-2024 15:24	2/20/2024 4:09:36 PM	0:0:44:42			Issue has been resolved after cleaning	Onsite
18381	20-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200220240058		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 15:23	2/20/2024 4:07:28 PM	0:0:43:56			Printer driver installed.	Onsite
18382	20-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200220240057		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 15:22	2/20/2024 4:07:03 PM	0:0:44:8			Printer driver installation.	Onsite
18383	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240056		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:19	2/20/2024 3:44:55 PM	0:0:25:40			Removed Jam Paper Now Working	Onsite
18384	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200220240055		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 15:11	2/20/2024 4:06:16 PM	0:0:54:36			Jam Paper Removed.	Onsite
18385	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C200220240054		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-02-2024 15:10	2/20/2024 4:08:15 PM	0:0:57:41			File Print Setting done.	Onsite
18386	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200220240053		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-02-2024 15:08	2/20/2024 4:08:38 PM	0:0:59:40			Cartridge change	Onsite
18387	20-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200220240052		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 15:08	2/20/2024 4:05:27 PM	0:0:56:55			IOMS password locked.	Onsite
18388	20-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200220240051		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 15:07	2/20/2024 4:01:55 PM	0:0:53:58			Keyboard sent to NHP.	Onsite
18389	20-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200220240050		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 15:07	2/20/2024 4:09:03 PM	0:1:1:44			Software resinstallation.	Onsite
18390	20-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C200220240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-02-2024 15:05	2/20/2024 4:11:08 PM	0:1:5:33			Webmail password change.	Onsite
18391	20-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C200220240048		Hardware	Scanner	Scaning issue	Others	LOW	Closed	20-02-2024 15:03	2/20/2024 4:11:33 PM	0:1:7:40			Scanner software installation.	Onsite
18392	20-02-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C200220240047		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 15:01	2/20/2024 4:11:51 PM	0:1:10:27			PC P.M & Audit.	Onsite
18393	20-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C200220240046		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 14:54	2/20/2024 3:25:17 PM	0:0:30:45			clean cookies and history	Onsite
18394	20-02-2024	DWARKA	C2C Pocket 12 Janakpuri	LEGAL	C200220240045		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 14:50	2/20/2024 4:09:01 PM	0:1:18:29			Issue has been resolved after	Remote
18395	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 14:50	2/20/2024 3:18:28 PM	0:0:28:22			Mail Configure Now Working Issue	Onsite
18396	20-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C200220240043		Hardware	PC	New OS Insatallation	New OS	HIGH	Closed	20-02-2024 14:47	2/20/2024 5:22:43 PM	0:2:35:37			resolved	Onsite
18397	20-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200220240042		Hardware	PC	Not working at all	Others	LOW	Closed	20-02-2024 14:46	2/20/2024 2:46:40 PM	0:0:0:34			change the password	Remote
18398	20-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C200220240041		Network	Rack Issue	Rack Issue	Others	LOW	Closed	20-02-2024 14:45	2/20/2024 2:47:23 PM	0:0:1:59			clean with the help of housse keeping	Onsite
18399	20-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C200220240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 14:43	2/20/2024 2:47:41 PM	0:0:4:37			install the driver	Onsite
18400	20-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C200220240040		Hardware	System	Other Software	software	LOW	Closed	20-02-2024 14:43	2/20/2024 4:08:13 PM	0:1:24:57			Issue has been resolved after reset	Remote
18401	20-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200220240038		Telecome	CCTV	Camera	Others	LOW	Closed	20-02-2024 14:41	2/20/2024 2:48:09 PM	0:0:7:4			copy the camera footage	Onsite
18402	20-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C200220240037		Hardware	PC	Not working at all	Physical	LOW	Closed	20-02-2024 14:38	2/20/2024 4:07:37 PM	0:1:29:2			Issue has been resolved after cleaning	Onsite
18403	20-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C200220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 13:50	2/20/2024 3:03:08 PM	0:1:12:11			Change the path now issue resolved	Remote
18404	20-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200220240035		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 13:50	2/20/2024 3:02:34 PM	0:1:12:9			Join with user name and password	Onsite
18405	20-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200220240034		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 13:49	2/20/2024 3:02:08 PM	0:1:12:14			Installed donet now issue resolved	Remote
18406	20-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200220240033		Hardware	System	Other Software	New	LOW	Closed	20-02-2024 13:48	2/20/2024 3:01:43 PM	0:1:13:9			After restart the system now issue	Remote
18407	20-02-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C200220240032		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-02-2024 13:47	2/20/2024 3:00:41 PM	0:1:12:54			After FLT now link is working	Onsite
18408	20-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C200220240031		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-02-2024 13:47	2/20/2024 3:00:12 PM	0:1:13:4			Site visited wire is cut by monkey and	Onsite
18409	20-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C200220240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 13:39	2/20/2024 1:42:13 PM	0:0:3:1			issue resolved after reinstall the	Onsite
18410	20-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C200220240030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 13:39	2/20/2024 1:40:36 PM	0:0:0:39			issue resolved after reinstall the	Onsite
18411	20-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C200220240027		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 13:37	2/20/2024 1:41:43 PM	0:0:4:24			issue resolved after change the	Onsite
18412	20-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C200220240028		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 13:37	2/20/2024 1:41:51 PM	0:0:4:2			issue resolved after change the	Onsite
18413	20-02-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C200220240026		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	20-02-2024 13:35	2/20/2024 1:41:20 PM	0:0:6:20			issue resolved after clean the scanner	Onsite
18414	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240024		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-02-2024 12:59	2/20/2024 2:20:49 PM	0:1:21:28			PAPER JAM REMOVED	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18415	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240025		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-02-2024 12:59	2/20/2024 2:20:11 PM	0:1:20:13			Lan cable loose	Onsite
18416	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240022		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-02-2024 12:58	2/20/2024 2:20:29 PM	0:1:22:19			OS INSTALLED	Onsite
18417	20-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200220240023		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 12:58	2/20/2024 2:21:20 PM	0:1:22:32			Keyboard replaced	Onsite
18418	20-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C200220240021		Hardware	System	Other Software	Browser	LOW	Closed	20-02-2024 12:37	2/20/2024 12:59:09 PM	0:0:21:44			Sharing PC setting changed.	Onsite
18419	20-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C200220240020		Hardware	PC	System Password issue	Others	LOW	Closed	20-02-2024 12:36	2/20/2024 12:58:44 PM	0:0:22:4			PC password changed.	Remote
18420	20-02-2024	NIZAMUDDIN	Lajpat Nagar 2	PLANNING	C200220240019		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-02-2024 12:36	2/20/2024 12:58:27 PM	0:0:22:24			Reconfigured printer with drivers.	Remote
18421	20-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C200220240018		Hardware	System	Other Software	Browser	LOW	Closed	20-02-2024 12:35	2/20/2024 12:58:05 PM	0:0:22:42			BSP Id unlocked & reset the password	Remote
18422	20-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C200220240017		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	20-02-2024 11:48	2/29/2024 9:49:29 AM	8:22:1:27			Phone not working	Onsite
18423	20-02-2024	NEHRU PLACE	20 No Building	C-M	C200220240016		Hardware	Laptop	Not working at all	Others	LOW	Closed	20-02-2024 11:44	2/20/2024 2:44:06 PM	0:3:0:6			BIOS setting change issue resolved	Onsite
18424	20-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C200220240015		Hardware	PC	Not working at all	Physical	LOW	Closed	20-02-2024 11:42	2/20/2024 2:43:10 PM	0:3:0:27			RAM clean & re-insert, issue resolved	Onsite
18425	20-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	CUSTOME	C200220240014		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-02-2024 11:39	2/20/2024 2:42:33 PM	0:3:2:38			mail unlock done	Onsite
18426	20-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C200220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 11:13	2/20/2024 11:18:02 AM	0:0:4:17			done issue resolved	Onsite
18427	20-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C200220240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 11:13	2/20/2024 11:17:48 AM	0:0:4:25			done issue resolved	Onsite
18428	20-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C200220240010		Hardware	OTHERS	QMS ISSUE	Connectivi	LOW	Closed	20-02-2024 10:58	2/20/2024 11:28:42 AM	0:0:30:37			portal settings done and reboot	Onsite
18429	20-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C200220240011		Hardware	PC	System Password issue	Password	LOW	Closed	20-02-2024 10:58	2/20/2024 11:05:45 AM	0:0:7:14			done issue resolved	Onsite
18430	20-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C200220240009		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	20-02-2024 10:57	2/20/2024 11:28:25 AM	0:0:31:16			printer connect done lan cable	Onsite
18431	20-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C200220240008		Hardware	UPS	Backup	Output	LOW	Closed	20-02-2024 10:55	2/20/2024 11:28:01 AM	0:0:32:17			UPS check call in traing center another	Onsite
18432	20-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C200220240007		Hardware	System	Other Software	Adobe	LOW	Closed	20-02-2024 10:52	2/20/2024 11:27:33 AM	0:0:34:40			Laptop call pdf software install done	Onsite
18433	20-02-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C200220240006		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	20-02-2024 10:51	2/20/2024 11:27:14 AM	0:0:35:20			printer driver config done and TRG pc	Onsite
18434	20-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C200220240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-02-2024 10:47	2/20/2024 11:26:45 AM	0:0:39:38			Lotus mail not open software repair	Onsite
18435	20-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C200220240004		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-02-2024 10:25	2/21/2024 3:43:22 PM	1:5:18:21			lan cable faulty need to be replaced	Onsite
18436	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240002		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 09:56	2/20/2024 11:30:00 AM	0:1:33:34			Keyboard & mouse replaced as reqd.	Onsite
18437	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240003		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 09:56	2/20/2024 11:30:10 AM	0:1:33:18			Keyboard & mouse replaced as reqd.	Onsite
18438	20-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200220240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-02-2024 09:55	2/20/2024 11:29:49 AM	0:1:33:51			Keyboard & mouse replaced as reqd.	Onsite
18439	21-02-2024	KHANPUR	Batra,Near Batra Hospital	O-M	C210220240171		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	21-02-2024 21:43	2/21/2024 9:48:26 PM	0:0:5:6			After ram change issue resolved	Onsite
18440	21-02-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C210220240170		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 21:38	2/21/2024 9:47:55 PM	0:0:9:11			After paper jam clear issue resolved	Onsite
18441	21-02-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C210220240169		Hardware	PC	Restart Problem	Others	HIGH	Closed	21-02-2024 21:34	2/21/2024 9:47:40 PM	0:0:12:48			After power cable reconnect issue	Onsite
18442	21-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C210220240168		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	21-02-2024 21:32	2/21/2024 9:47:04 PM	0:0:14:30			After scanner driver reinstall issue	Onsite
18443	21-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C210220240167		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 21:31	2/21/2024 9:46:27 PM	0:0:14:57			After paper jam clear issue resolved	Onsite
18444	21-02-2024	OTHERS	VSNL	RCM	C210220240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 18:08	2/21/2024 6:32:28 PM	0:0:24:23			Printer Installed	Onsite
18445	21-02-2024	OTHERS	VSNL	RCM	C210220240166		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 18:08	2/21/2024 6:32:45 PM	0:0:24:15			Printer Installed	Onsite
18446	21-02-2024	OTHERS	VSNL	QUALITY	C210220240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 17:56	2/21/2024 6:32:12 PM	0:0:35:50			many time open mail pc restart issue	Onsite
18447	21-02-2024	OTHERS	VSNL	HR	C210220240163		Hardware	UPS	Backup	No Power	LOW	Closed	21-02-2024 17:53	2/21/2024 6:31:29 PM	0:0:37:54			UPS Vendor come and resolve the	Onsite
18448	21-02-2024	OTHERS	VSNL	O-M	C210220240162		Telecome	Instrumen	SIP	Others	LOW	Closed	21-02-2024 17:49	2/21/2024 6:30:52 PM	0:0:41:10			Phone re-configured	Onsite
18449	21-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	DSS	C210220240161		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	21-02-2024 17:46	2/21/2024 6:12:46 PM	0:0:25:59			keyboard change and problem	Onsite
18450	21-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C210220240160		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	21-02-2024 17:45	2/21/2024 6:11:59 PM	0:0:26:46			pc network reconnect and problem	Onsite
18451	21-02-2024	NEHRU PLACE CSO	First Floor - E Block	CES	C210220240159		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	21-02-2024 17:44	2/21/2024 5:47:02 PM	0:0:2:18			issue resolved	Onsite
18452	21-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C210220240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 17:42	2/21/2024 5:46:51 PM	0:0:4:1			issue resolved	Onsite
18453	21-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-02-2024 17:41	2/21/2024 5:46:42 PM	0:0:4:46			issue resolved	Onsite
18454	21-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C210220240156		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 17:38	2/21/2024 5:46:34 PM	0:0:7:41			issue resolved	Onsite
18455	21-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CES	C210220240155		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:37	2/21/2024 5:46:23 PM	0:0:9:17			issue resolved	Onsite
18456	21-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C210220240154		Hardware	Printer	No display on Panel	Printer	MEDIUM	Closed	21-02-2024 17:35	2/21/2024 6:10:53 PM	0:0:35:34			printer power cable reconnect and	Onsite
18457	21-02-2024	NEHRU PLACE CSO	Third Floor - B Block	CES	C210220240153		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 17:35	2/21/2024 5:46:15 PM	0:0:11:3			issue resolved	Onsite
18458	21-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C210220240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 17:34	2/21/2024 5:46:06 PM	0:0:11:53			issue resolved	Onsite
18459	21-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C210220240151		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 17:32	2/21/2024 5:45:56 PM	0:0:13:31			issue resolved	Onsite
18460	21-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C210220240150		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	21-02-2024 17:31	2/21/2024 6:10:00 PM	0:0:38:16			D-link 8 port switch hang. Restart the	Onsite
18461	21-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C210220240149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 17:30	2/21/2024 5:45:47 PM	0:0:14:59			issue resolved	Onsite
18462	21-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C210220240148		Hardware	QMS	Hardware Issue	Ticket	HIGH	Closed	21-02-2024 17:25	2/21/2024 5:28:57 PM	0:0:3:24			Power isshu	Onsite
18463	21-02-2024	SAKET	Fatehpur Beri CC	O-M	C210220240147		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	21-02-2024 17:25	2/21/2024 5:38:25 PM	0:0:13:18			LAN adaptor disable than Enable	Onsite
18464	21-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C210220240146		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	21-02-2024 17:24	2/21/2024 5:29:29 PM	0:0:4:34			printer install	Onsite
18465	21-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C210220240143		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	21-02-2024 17:23	2/21/2024 5:30:19 PM	0:0:7:18			ram reconnect	Onsite
18466	21-02-2024	SAKET	Adchini	BUSINESS/	C210220240144		Hardware	PC	Not working at all	Others	LOW	Closed	21-02-2024 17:23	2/21/2024 5:36:47 PM	0:0:13:27			system slow	Onsite
18467	21-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C210220240145		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	21-02-2024 17:23	2/21/2024 5:29:52 PM	0:0:5:54			keyboard changed	Onsite
18468	21-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C210220240141		Hardware	System	Other Software	software	HIGH	Closed	21-02-2024 17:22	2/21/2024 5:28:25 PM	0:0:6:4			dtm exe changed	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18469	21-02-2024	SAKET	Adchini	CIVIL	C210220240142		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:22	2/21/2024 5:34:35 PM	0:0:11:54			system password issue	Onsite
18470	21-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210220240139		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 17:20	2/21/2024 6:16:30 PM	0:0:56:29			Link provided, working fine	
18471	21-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C210220240140		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 17:20	2/21/2024 6:18:06 PM	0:0:57:22			HDD data full, suggested user to	
18472	21-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210220240138		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 17:19	2/21/2024 6:15:28 PM	0:0:56:9			Link provided, working fine	
18473	21-02-2024	SAKET	Adchini	DSS	C210220240137		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:18	2/21/2024 5:34:24 PM	0:0:16:10			system password issue	Onsite
18474	21-02-2024	SAKET	Adchini	BUSINESS/	C210220240136		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 17:17	2/21/2024 5:35:08 PM	0:0:17:37			printer not work	Onsite
18475	21-02-2024	SAKET	Adchini	DSK	C210220240135		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:16	2/21/2024 5:34:14 PM	0:0:17:19			system password issue	Onsite
18476	21-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C210220240134		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-02-2024 17:14	2/21/2024 6:14:36 PM	0:0:59:37			Issue resolved	
18477	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240132		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:05	2/21/2024 5:12:15 PM	0:0:7:7			google chrome not working issue	Onsite
18478	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240133		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-02-2024 17:05	2/21/2024 5:08:50 PM	0:0:2:58			Restart printer	Onsite
18479	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240130		Hardware	System	MS Office	File	LOW	Closed	21-02-2024 17:04	2/21/2024 5:11:40 PM	0:0:7:35			Ms excel not working issue resolved	Onsite
18480	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240131		Hardware	MOUSE	Not working	Hardware	LOW	Closed	21-02-2024 17:04	2/21/2024 5:11:58 PM	0:0:7:28			Mouse not working issue resolved	Onsite
18481	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240129		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:03	2/21/2024 5:11:24 PM	0:0:7:46			google chrome not working issue	Onsite
18482	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240128		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:02	2/21/2024 5:11:08 PM	0:0:8:19			google chrome not working issue	Onsite
18483	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240127		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:01	2/21/2024 5:10:53 PM	0:0:8:54			IP msg not working issue resolved	Onsite
18484	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240126		Hardware	System	MS Office	File	LOW	Closed	21-02-2024 17:01	2/21/2024 5:10:38 PM	0:0:9:10			Ms office not working issue resolved	Onsite
18485	21-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	Dispancer	C210220240125		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 16:59	2/21/2024 5:42:41 PM	0:0:43:33			repair acrobat issue resolved	Onsite
18486	21-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C210220240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:56	2/21/2024 5:45:45 PM	0:0:49:39			A new mail archive has been created	Remote
18487	21-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C210220240123		Hardware	Attendane	Not working at all	Power	LOW	Closed	21-02-2024 16:55	2/21/2024 5:42:19 PM	0:0:46:41			change the power socket with help of	Onsite
18488	21-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C210220240122		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	21-02-2024 16:53	2/21/2024 5:40:28 PM	0:0:46:30			updated the chrome of token machine	Onsite
18489	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240121		Hardware	PC	Restart Problem	Physical	LOW	Closed	21-02-2024 16:50	2/21/2024 5:08:06 PM	0:0:17:56			Clean RAM port and insert again	Onsite
18490	21-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C210220240120		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	21-02-2024 16:48	2/21/2024 5:10:24 PM	0:0:22:12			After remapped scanner issue	Remote
18491	21-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C210220240119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:46	2/21/2024 5:36:22 PM	0:0:49:59			configured secondary mail id issue	Onsite
18492	21-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	HR	C210220240118		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 16:46	2/21/2024 4:47:34 PM	0:0:1:28			network cable unulugged	Onsite
18493	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240115		Telecome	Instrumen	SIP	Network	LOW	Closed	21-02-2024 16:44	2/21/2024 5:07:32 PM	0:0:23:30			Reconfigure IP phone.	Onsite
18494	21-02-2024	VASANT KUNJ	Kapashera	O-M	C210220240116		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 16:44	2/21/2024 5:45:10 PM	0:1:0:36			Browser settings reset	Remote
18495	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240117		Hardware	System	Other Software	New	MEDIUM	Closed	21-02-2024 16:44	2/21/2024 5:09:20 PM	0:0:24:39			After recreate P92 icon issue resolved	Remote
18496	21-02-2024	VASANT KUNJ	Kapashera	O-M	C210220240113		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	21-02-2024 16:43	2/21/2024 5:44:17 PM	0:1:0:56			IP has been assign	Onsite
18497	21-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C210220240114		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	21-02-2024 16:43	2/21/2024 5:35:55 PM	0:0:52:10			clean the trace file and deleted temp	Onsite
18498	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240112		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	21-02-2024 16:42	2/21/2024 5:08:22 PM	0:0:26:14			After crimp rj45 connector issue	Remote
18499	21-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C210220240110		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 16:41	2/21/2024 5:43:08 PM	0:1:1:31			Browser setting reset	Remote
18500	21-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C210220240111		Hardware	Printer	Image Issue	Light	LOW	Closed	21-02-2024 16:41	2/21/2024 5:35:12 PM	0:0:53:34			change the cartridge issue resolved	Onsite
18501	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:40	2/21/2024 5:07:05 PM	0:0:26:42			create new archive.	Onsite
18502	21-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C210220240108		Telecome	Instrumen	IP	Instrumen	LOW	Closed	21-02-2024 16:40	2/21/2024 5:41:17 PM	0:1:1:10			IP phone faulty mail has been sent to	Onsite
18503	21-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C210220240107		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:37	2/21/2024 5:06:42 PM	0:0:29:35			Change mail location.	Onsite
18504	21-02-2024	SARITA VIHAR	Badarpur	OM-DIV	C210220240106		Hardware	System	Other Software	New	MEDIUM	Closed	21-02-2024 16:25	2/21/2024 5:07:18 PM	0:0:41:47			BSP icon created issue resolved	Remote
18505	21-02-2024	SARITA VIHAR	Shaheen Bagh	OM-DIV	C210220240105		Hardware	PC	Not working at all	No power	MEDIUM	Closed	21-02-2024 16:24	2/21/2024 5:30:15 PM	0:1:5:53			After hold power button for 30	
18506	21-02-2024	SAKET	Chhatarpur CC	O-M	C210220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:23	2/21/2024 5:03:59 PM	0:0:40:3			Mail Archiving issue	Remote
18507	21-02-2024	SAKET	Chhatarpur CC	O-M	C210220240103		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 16:23	2/21/2024 5:01:42 PM	0:0:38:29			BSP is not showing in SAP	Remote
18508	21-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C210220240102		Hardware	System	Other Software	Browser	MEDIUM	Closed	21-02-2024 16:21	2/21/2024 4:57:18 PM	0:0:36:6			After reinstall chrome issue resolved	Remote
18509	21-02-2024	SAKET	Jonapur CC	O-M	C210220240101		Hardware	UPS	Backup	Output	LOW	Closed	21-02-2024 16:21	2/21/2024 5:00:11 PM	0:0:39:7			UPS power on issue	Onsite
18510	21-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C210220240100		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 16:20	2/21/2024 4:59:22 PM	0:0:38:59			S/W supporting files replaced	Onsite
18511	21-02-2024	SAKET	Malviya Nagar	HR	C210220240098		Hardware	PC	Network Not Working	Ticket	LOW	Closed	21-02-2024 16:19	2/21/2024 4:58:38 PM	0:0:39:26			Hard Drive faulty, call logged to	Onsite
18512	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240099		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 16:19	2/21/2024 4:38:18 PM	0:0:18:51			Removed jam Paper Now working	Onsite
18513	21-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C210220240096		Hardware	PC	Network Not Working	PC	LOW	Closed	21-02-2024 16:18	2/21/2024 4:58:04 PM	0:0:39:45			RAM Faulty, call logged to vendor	Onsite
18514	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240097		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 16:18	2/21/2024 4:37:47 PM	0:0:19:7			Clean Temp Files Issue Resolved	Onsite
18515	21-02-2024	SARITA VIHAR	Badarpur	BUSINESS/	C210220240095		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-02-2024 16:11	2/21/2024 4:16:46 PM	0:0:5:40			After replace local replica issue	Remote
18516	21-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C210220240094		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 16:05	2/21/2024 5:29:43 PM	0:1:24:29				
18517	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240093		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	21-02-2024 16:00	2/21/2024 4:16:22 PM	0:0:16:18			After reconfigure printer driver issue	Remote
18518	21-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C210220240092		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-02-2024 15:55	2/21/2024 4:15:51 PM	0:0:20:8			After remapped mail id issue resolved	Remote
18519	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240091		Hardware	PC	TFT	Others	MEDIUM	Closed	21-02-2024 15:40	2/21/2024 4:15:20 PM	0:0:34:40			After fix vga cable issue resolved	Onsite
18520	21-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C210220240090		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 15:39	2/21/2024 3:50:23 PM	0:0:11:14			Local lan cable loose.	Onsite
18521	21-02-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C210220240089		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 15:38	2/21/2024 4:05:46 PM	0:0:27:39			Password reset with the help of ADS	Onsite
18522	21-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C210220240088		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	21-02-2024 15:36	2/21/2024 4:14:49 PM	0:0:38:40			IP configured and printer installed call	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18523	21-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210220240087		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:36	2/21/2024 4:37:05 PM	0:1:1:0			SAP Password Reset	Onsite
18524	21-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210220240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:35	2/21/2024 4:36:38 PM	0:1:1:19			Password Reset	Onsite
18525	21-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C210220240085		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	21-02-2024 15:34	2/21/2024 3:50:02 PM	0:0:15:50			Complaint logged.	Onsite
18526	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C210220240084		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-02-2024 15:33	2/21/2024 4:36:18 PM	0:1:2:18			Unread mail Color Changed	Onsite
18527	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240083		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:31	2/21/2024 3:49:38 PM	0:0:17:39			USB cable faulty.	Onsite
18528	21-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C210220240082		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 15:28	2/21/2024 4:15:26 PM	0:0:46:30			Run Diagnostic and clean tem files	Onsite
18529	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C210220240081		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:27	2/21/2024 4:35:37 PM	0:1:8:8			Hindi Font Installed	Onsite
18530	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240080		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 15:27	2/21/2024 4:28:23 PM	0:1:1:0			Change the password now issue	Remote
18531	21-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C210220240079		Network	Link	Link Connectivity Issue	Link	LOW	Closed	21-02-2024 15:27	2/21/2024 4:35:29 PM	0:1:8:17			Done network troubleshooting steps	Onsite
18532	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	BUSINESS/	C210220240076		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:26	2/21/2024 4:35:04 PM	0:1:9:0			IMEI Number Update	Onsite
18533	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240078		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:26	2/21/2024 4:28:07 PM	0:1:1:18			Change the browser now issue	Remote
18534	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240077		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:26	2/21/2024 3:47:48 PM	0:0:21:30			PC password problem.	Onsite
18535	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240075		Hardware	System	MS Office	Malfuncti	LOW	Closed	21-02-2024 15:25	2/21/2024 4:27:48 PM	0:1:2:0			Reinstalled the MS Office now issue	Remote
18536	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240074		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 15:25	2/21/2024 4:27:28 PM	0:1:2:17			SAP P92 Password reset now issue	Onsite
18537	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C210220240072		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 15:24	2/21/2024 4:34:19 PM	0:1:10:5			Removed jam Paper Now Working	Onsite
18538	21-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C210220240073		Hardware	PC	Network Not Working	Other	LOW	Closed	21-02-2024 15:24	2/21/2024 4:26:59 PM	0:1:2:24			Change the Credential Manager name	Onsite
18539	21-02-2024	OTHERS	HUDCO Grid	PROTECTI	C210220240069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:23	2/21/2024 3:25:06 PM	0:0:1:50			mail issue	Onsite
18540	21-02-2024	OTHERS	Andrews Ganj	Enforcem	C210220240071		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 15:23	2/21/2024 3:24:55 PM	0:0:0:56			Adobe issue	Onsite
18541	21-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C210220240068		Network	Link	Link Connectivity Issue	Others	LOW	Closed	21-02-2024 15:23	2/21/2024 4:26:09 PM	0:1:3:0			IP Assign Done	Onsite
18542	21-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C210220240070		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 15:23	2/21/2024 4:26:49 PM	0:1:2:57			Change the Credential Manager name	Onsite
18543	21-02-2024	OTHERS	HUDCO Grid	PROTECTI	C210220240067		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	21-02-2024 15:22	2/21/2024 3:25:22 PM	0:0:2:48			Laptop slow issue	Onsite
18544	21-02-2024	OTHERS	HUDCO Grid	PROTECTI	C210220240066		Hardware	Laptop	Restart Problem	Others	LOW	Closed	21-02-2024 15:21	2/21/2024 3:25:38 PM	0:0:3:41			Laptop booting issue	Onsite
18545	21-02-2024	OTHERS	Police Colony	Enforcem	C210220240065		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	21-02-2024 15:21	2/21/2024 3:25:52 PM	0:0:4:31			RAM issue	Onsite
18546	21-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C210220240064		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:18	2/21/2024 4:16:51 PM	0:0:57:57			Google chrome reinstalled now	Onsite
18547	21-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C210220240063		Hardware	UPS	Backup	Hardware	LOW	Closed	21-02-2024 15:16	2/21/2024 4:14:55 PM	0:0:58:27			UPS Fan faulty bypass UPS Now	Onsite
18548	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240062		Hardware	System	MS Office	File Not	LOW	Closed	21-02-2024 15:16	2/21/2024 3:44:21 PM	0:0:27:55			MS office reinstalled.	Onsite
18549	21-02-2024	NEHRU PLACE CSO	Third Floor - B Block	IT	C210220240061		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	21-02-2024 15:16	2/21/2024 3:34:32 PM	0:0:18:24			Issue resolved	Onsite
18550	21-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C210220240060		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 15:15	2/21/2024 4:14:13 PM	0:0:58:31			Lan port hang restart system now	Onsite
18551	21-02-2024	NEHRU PLACE CSO	Second Floor - C Block	CES	C210220240059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:14	2/21/2024 3:34:26 PM	0:0:19:50			Issue resolved	Onsite
18552	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240058		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	21-02-2024 15:14	2/21/2024 3:43:09 PM	0:0:28:53			Lotus mail password unlocked.	Onsite
18553	21-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C210220240057		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 15:14	2/21/2024 4:13:46 PM	0:0:59:32			GP Policy Update on system	Remote
18554	21-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C210220240056		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 15:13	2/21/2024 3:34:18 PM	0:0:20:23			Issue resolved	Onsite
18555	21-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C210220240055		Hardware	System	MS Office	Software	LOW	Closed	21-02-2024 15:12	2/21/2024 3:34:11 PM	0:0:21:29			Issue resolved	Onsite
18556	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240054		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:12	2/21/2024 3:42:40 PM	0:0:30:7			PC password reset.	Onsite
18557	21-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210220240053		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 15:12	2/21/2024 3:34:03 PM	0:0:21:53			Issue resolved	Onsite
18558	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240052		Hardware	System	Other Software	Adobe	MEDIUM	Closed	21-02-2024 15:11	2/21/2024 4:14:17 PM	0:1:2:21			after change file extension issue	Remote
18559	21-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210220240051		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 15:11	2/21/2024 3:33:36 PM	0:0:21:53			Issue resolved	Onsite
18560	21-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Vigilance	C210220240050		Hardware	Laptop	Screen Issue	Others	LOW	Closed	21-02-2024 15:10	2/21/2024 3:33:26 PM	0:0:22:51			Connected	Onsite
18561	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C210220240049		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:10	2/21/2024 3:37:17 PM	0:0:26:50			WhatsApp relink to web browser &	Onsite
18562	21-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Vigilance	C210220240048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 15:10	2/21/2024 3:33:16 PM	0:0:23:14			connected	Onsite
18563	21-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C210220240047		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	21-02-2024 15:08	2/21/2024 5:31:07 PM	0:2:22:31			Issue has been resolved after create	
18564	21-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C210220240045		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 15:07	2/21/2024 4:38:43 PM	0:1:30:59			ADS Join & printer, SAP P92 configure	Onsite
18565	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210220240046		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:07	2/21/2024 3:36:19 PM	0:0:28:30			Mail archived & reactivate the mail	Onsite
18566	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210220240044		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	21-02-2024 15:07	2/21/2024 3:35:26 PM	0:0:28:19			LAN Port reconnect to printer.	Onsite
18567	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C210220240042		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-02-2024 15:06	2/21/2024 3:35:00 PM	0:0:28:30			RAM cleaning & reinsert the RAM.	Onsite
18568	21-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C210220240043		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 15:06	2/21/2024 5:30:17 PM	0:2:23:31			Issue has been resolved after reinstall	
18569	21-02-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C210220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:05	2/21/2024 5:28:37 PM	0:2:23:28			Issue has been resolved after changed	
18570	21-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C210220240039		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:05	2/21/2024 5:29:22 PM	0:2:23:53			Issue has been resolved after	
18571	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210220240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:05	2/21/2024 3:06:10 PM	0:0:0:23			create new archive	Remote
18572	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210220240041		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	21-02-2024 15:05	2/21/2024 3:34:29 PM	0:0:28:30			Shutdown laptop for 10 minutes after	Onsite
18573	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210220240037		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:01	2/21/2024 3:07:49 PM	0:0:6:8			check the printer and log the call	Remote
18574	21-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C210220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:00	2/21/2024 5:27:53 PM	0:2:26:57			Issue has been resolved after	
18575	21-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C210220240035		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	21-02-2024 14:57	2/21/2024 5:26:57 PM	0:2:29:4			Issue has been resolved after	
18576	21-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C210220240034		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-02-2024 14:54	2/21/2024 2:55:39 PM	0:0:1:7			repair the os	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18577	21-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C210220240033		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	21-02-2024 14:53	2/21/2024 2:56:14 PM	0:0:2:44			change the cable	Onsite
18578	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210220240032		Telecome	CCTV	Camera	Others	LOW	Closed	21-02-2024 14:51	2/21/2024 2:58:01 PM	0:0:6:27			copy the fottage	Onsite
18579	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	OM-DIV	C210220240031		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	21-02-2024 14:44	2/21/2024 2:59:15 PM	0:0:15:5			replace the keyboard	Onsite
18580	21-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C210220240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 14:35	2/21/2024 3:53:23 PM	0:1:17:52			mail replica replaced	Onsite
18581	21-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C210220240029		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 14:33	2/21/2024 3:52:57 PM	0:1:19:33			chrome reinstall	Onsite
18582	21-02-2024	NEHRU PLACE	20 No Building	Energy	C210220240028		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	21-02-2024 14:32	2/21/2024 3:46:09 PM	0:1:13:32			clean temp & prefetch file run	Onsite
18583	21-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C210220240027		Hardware	MOUSE	Not working	Hardware	LOW	Closed	21-02-2024 13:55	2/21/2024 1:56:15 PM	0:0:1:4			call logged to vendor	Onsite
18584	21-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C210220240026		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 13:54	2/21/2024 1:56:34 PM	0:0:1:56			resolved.	Onsite
18585	21-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C210220240024		Hardware	PC	Not working at all	Harddisk	LOW	Closed	21-02-2024 13:53	2/21/2024 1:57:12 PM	0:0:3:49			resolved	Onsite
18586	21-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C210220240025		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-02-2024 13:53	2/21/2024 1:56:53 PM	0:0:3:13			call logged to vendor for hdd	Onsite
18587	21-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C210220240022		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 13:52	2/21/2024 1:57:49 PM	0:0:5:40			resolved	Onsite
18588	21-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C210220240023		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 13:52	2/21/2024 1:57:37 PM	0:0:5:5			call logged to SDO and requested him	Onsite
18589	21-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C210220240021		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 13:51	2/21/2024 1:58:02 PM	0:0:6:41			resolved	Onsite
18590	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240019		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 12:47	2/21/2024 1:00:28 PM	0:0:12:37			Removed jam Paper Now Working	Onsite
18591	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240018		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 12:47	2/21/2024 2:39:27 PM	0:1:52:7			ADS Joined Now working Issue	Onsite
18592	21-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C210220240020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-02-2024 12:47	2/21/2024 1:16:18 PM	0:0:28:23			Printer issue resolved as reqd	Remote
18593	21-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C210220240017		Hardware	PC	Hanging/Slow processing	Virus issue	LOW	Closed	21-02-2024 12:45	2/21/2024 12:46:24 PM	0:0:0:45			Chrome portal issue proxy settings	Onsite
18594	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240016		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 12:45	2/21/2024 1:00:04 PM	0:0:14:40			Password Reset Issue Resolved	Onsite
18595	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240015		Hardware	Printer	Image Issue	Light	LOW	Closed	21-02-2024 12:44	2/21/2024 12:59:43 PM	0:0:15:0			Cartage Replaced Now Working Issue	Onsite
18596	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240014		Hardware	PC	Restart Problem	Others	LOW	Closed	21-02-2024 12:43	2/21/2024 12:59:12 PM	0:0:15:19			Date & Time Settings Change Now	Onsite
18597	21-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C210220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 12:41	2/21/2024 12:46:57 PM	0:0:5:3			Archives path set again and new	Onsite
18598	21-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210220240012		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 12:32	2/21/2024 1:15:57 PM	0:0:43:6			Issue resolved as reqd	Onsite
18599	21-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C210220240011		Network	LAN Issue	LAN Issue	Others	LOW	Closed	21-02-2024 12:32	2/21/2024 1:14:06 PM	0:0:41:45			Lan issue resolved	Onsite
18600	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240010		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-02-2024 11:50	2/21/2024 11:51:59 AM	0:0:1:43			issue resolved after replace the LAN	Onsite
18601	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240009		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-02-2024 11:49	2/21/2024 11:51:52 AM	0:0:2:18			issue resolved after replace the LAN	Onsite
18602	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240008		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:48	2/21/2024 11:51:06 AM	0:0:2:7			issue resolved after reset the	Onsite
18603	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240006		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:11	2/21/2024 11:50:45 AM	0:0:38:59			issue resolved after reset the	Onsite
18604	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240007		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:11	2/21/2024 11:50:56 AM	0:0:38:59			issue resolved after reset the	Onsite
18605	21-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C210220240004		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:09	2/21/2024 11:50:37 AM	0:0:41:13			issue resolved after reset the	Onsite
18606	21-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C210220240005		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	21-02-2024 11:09	2/21/2024 11:51:32 AM	0:0:41:47			issue resolved after clean the ram	Onsite
18607	21-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C210220240003		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	21-02-2024 11:02	2/21/2024 12:29:56 PM	0:1:27:6			network driver reinstall & set IP again	Onsite
18608	21-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C210220240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 11:01	2/21/2024 12:29:03 PM	0:1:27:29			Lotus mail password reset done now	Onsite
18609	21-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	MMG	C210220240001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-02-2024 10:57	2/21/2024 12:21:38 PM	0:1:23:40			Check power cable replaced with TFT	Onsite
18610	21-02-2024	KHANPUR	Batra,Near Batra Hospital	O-M	C210220240171		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	21-02-2024 21:43	2/21/2024 9:48:26 PM	0:0:5:6			After ram change issue resolved	Onsite
18611	21-02-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C210220240170		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 21:38	2/21/2024 9:47:55 PM	0:0:9:11			After paper jam clear issue resolved	Onsite
18612	21-02-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C210220240169		Hardware	PC	Restart Problem	Others	HIGH	Closed	21-02-2024 21:34	2/21/2024 9:47:40 PM	0:0:12:48			After power cable reconnect issue	Onsite
18613	21-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C210220240168		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	21-02-2024 21:32	2/21/2024 9:47:04 PM	0:0:14:30			After scanner driver reinstall issue	Onsite
18614	21-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C210220240167		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 21:31	2/21/2024 9:46:27 PM	0:0:14:57			After paper jam clear issue resolved	Onsite
18615	21-02-2024	OTHERS	VSNL	RCM	C210220240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 18:08	2/21/2024 6:32:28 PM	0:0:24:23			Printer Installed	Onsite
18616	21-02-2024	OTHERS	VSNL	RCM	C210220240166		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 18:08	2/21/2024 6:32:45 PM	0:0:24:15			Printer Installed	Onsite
18617	21-02-2024	OTHERS	VSNL	QUALITY	C210220240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 17:56	2/21/2024 6:32:12 PM	0:0:35:50			many time open mail pc restart issue	Onsite
18618	21-02-2024	OTHERS	VSNL	HR	C210220240163		Hardware	UPS	Backup	No Power	LOW	Closed	21-02-2024 17:53	2/21/2024 6:31:29 PM	0:0:37:54			UPS Vendor come and resolve the	Onsite
18619	21-02-2024	OTHERS	VSNL	O-M	C210220240162		Telecome	Instrumen	SIP	Others	LOW	Closed	21-02-2024 17:49	2/21/2024 6:30:52 PM	0:0:41:10			Phone re-configured	Onsite
18620	21-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	DSS	C210220240161		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	21-02-2024 17:46	2/21/2024 6:12:46 PM	0:0:25:59			keyboard change and problem	Onsite
18621	21-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C210220240160		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	21-02-2024 17:45	2/21/2024 6:11:59 PM	0:0:26:46			pc network reconnect and problem	Onsite
18622	21-02-2024	NEHRU PLACE CSO	First Floor - E Block	CES	C210220240159		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	21-02-2024 17:44	2/21/2024 5:47:02 PM	0:0:2:18			issue resolved	Onsite
18623	21-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C210220240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 17:42	2/21/2024 5:46:51 PM	0:0:4:1			issue resolved	Onsite
18624	21-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210220240157		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-02-2024 17:41	2/21/2024 5:46:42 PM	0:0:4:46			issue resolved	Onsite
18625	21-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C210220240156		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 17:38	2/21/2024 5:46:34 PM	0:0:7:41			issue resolved	Onsite
18626	21-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CES	C210220240155		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:37	2/21/2024 5:46:23 PM	0:0:9:17			issue resolved	Onsite
18627	21-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C210220240154		Hardware	Printer	No display on Panel	Printer	MEDIUM	Closed	21-02-2024 17:35	2/21/2024 6:10:53 PM	0:0:35:34			printer power cable reconnect and	Onsite
18628	21-02-2024	NEHRU PLACE CSO	Third Floor - B Block	CES	C210220240153		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 17:35	2/21/2024 5:46:15 PM	0:0:11:3			issue resolved	Onsite
18629	21-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C210220240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 17:34	2/21/2024 5:46:06 PM	0:0:11:53			issue resolved	Onsite
18630	21-02-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C210220240151		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 17:32	2/21/2024 5:45:56 PM	0:0:13:31			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:MS)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18631	21-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C210220240150		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	21-02-2024 17:31	2/21/2024 6:10:00 PM	0:0:38:16			D-link 8 port switch hang. Restart the	Onsite
18632	21-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C210220240149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 17:30	2/21/2024 5:45:47 PM	0:0:14:59			issue resolved	Onsite
18633	21-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C210220240148		Hardware	QMS	Hardware Issue	Ticket	HIGH	Closed	21-02-2024 17:25	2/21/2024 5:28:57 PM	0:0:3:24			Power isshu	Onsite
18634	21-02-2024	SAKET	Fatehpur Beri CC	O-M	C210220240147		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	21-02-2024 17:25	2/21/2024 5:38:25 PM	0:0:13:18			LAN adaptor disable than Enable	Onsite
18635	21-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C210220240146		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	21-02-2024 17:24	2/21/2024 5:29:29 PM	0:0:4:34			printer install	Onsite
18636	21-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C210220240143		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	21-02-2024 17:23	2/21/2024 5:30:19 PM	0:0:7:18			ram reconnect	Onsite
18637	21-02-2024	SAKET	Adchini	BUSINESS/	C210220240144		Hardware	PC	Not working at all	Others	LOW	Closed	21-02-2024 17:23	2/21/2024 5:36:47 PM	0:0:13:27			system slow	Onsite
18638	21-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C210220240145		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	21-02-2024 17:23	2/21/2024 5:29:52 PM	0:0:5:54			keyboard changed	Onsite
18639	21-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C210220240141		Hardware	System	Other Software	software	HIGH	Closed	21-02-2024 17:22	2/21/2024 5:28:25 PM	0:0:6:4			dtm exe changed	Onsite
18640	21-02-2024	SAKET	Adchini	CIVIL	C210220240142		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:22	2/21/2024 5:34:35 PM	0:0:11:54			system password issue	Onsite
18641	21-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210220240139		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 17:20	2/21/2024 6:16:30 PM	0:0:56:29			Link provided, working fine	
18642	21-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C210220240140		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 17:20	2/21/2024 6:18:06 PM	0:0:57:22			HDD data full, suggested user to	
18643	21-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210220240138		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 17:19	2/21/2024 6:15:28 PM	0:0:56:9			Link provided, working fine	
18644	21-02-2024	SAKET	Adchini	DSS	C210220240137		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:18	2/21/2024 5:34:24 PM	0:0:16:10			system password issue	Onsite
18645	21-02-2024	SAKET	Adchini	BUSINESS/	C210220240136		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 17:17	2/21/2024 5:35:08 PM	0:0:17:37			printer not work	Onsite
18646	21-02-2024	SAKET	Adchini	DSK	C210220240135		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 17:16	2/21/2024 5:34:14 PM	0:0:17:19			system password issue	Onsite
18647	21-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C210220240134		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-02-2024 17:14	2/21/2024 6:14:36 PM	0:0:59:37			Issue resolved	
18648	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240132		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:05	2/21/2024 5:12:15 PM	0:0:7:7			google chrome not working issue	Onsite
18649	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240133		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-02-2024 17:05	2/21/2024 5:08:50 PM	0:0:2:58			Restart printer	Onsite
18650	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240130		Hardware	System	MS Office	File	LOW	Closed	21-02-2024 17:04	2/21/2024 5:11:40 PM	0:0:7:35			Ms excel not working issue resolved	Onsite
18651	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240131		Hardware	MOUSE	Not working	Hardware	LOW	Closed	21-02-2024 17:04	2/21/2024 5:11:58 PM	0:0:7:28			Mouse not working issue resolved	Onsite
18652	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240129		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:03	2/21/2024 5:11:24 PM	0:0:7:46			google chrome not working issue	Onsite
18653	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240128		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:02	2/21/2024 5:11:08 PM	0:0:8:19			google chrome not working issue	Onsite
18654	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240127		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 17:01	2/21/2024 5:10:53 PM	0:0:8:54			IP msg not working issue resolved	Onsite
18655	21-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210220240126		Hardware	System	MS Office	File	LOW	Closed	21-02-2024 17:01	2/21/2024 5:10:38 PM	0:0:9:10			Ms office not working issue resolved	Onsite
18656	21-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	Dispancer	C210220240125		Hardware	System	Other Software	Adobe	LOW	Closed	21-02-2024 16:59	2/21/2024 5:42:41 PM	0:0:43:33			repair acrobat issue resolved	Onsite
18657	21-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C210220240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:56	2/21/2024 5:45:45 PM	0:0:49:39			A new mail archive has been created	Remote
18658	21-02-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C210220240123		Hardware	Attendane	Not working at all	Power	LOW	Closed	21-02-2024 16:55	2/21/2024 5:42:19 PM	0:0:46:41			change the power socket with help of	Onsite
18659	21-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C210220240122		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	21-02-2024 16:53	2/21/2024 5:40:28 PM	0:0:46:30			updated the chrome of token machine	Onsite
18660	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240121		Hardware	PC	Restart Problem	Physical	LOW	Closed	21-02-2024 16:50	2/21/2024 5:08:06 PM	0:0:17:56			Clean RAM port and insert again	Onsite
18661	21-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C210220240120		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	21-02-2024 16:48	2/21/2024 5:10:24 PM	0:0:22:12			After remapped scanner issue	Remote
18662	21-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C210220240119		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:46	2/21/2024 5:36:22 PM	0:0:49:59			configured secondary mail id issue	Onsite
18663	21-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	HR	C210220240118		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 16:46	2/21/2024 4:47:34 PM	0:0:1:28			network cable unulugged	Onsite
18664	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240115		Telecome	Instrumen	SIP	Network	LOW	Closed	21-02-2024 16:44	2/21/2024 5:07:32 PM	0:0:23:30			Reconfigure IP phone.	Onsite
18665	21-02-2024	VASANT KUNJ	Kapashera	O-M	C210220240116		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 16:44	2/21/2024 5:45:10 PM	0:1:0:36			Browser settings reset	Remote
18666	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240117		Hardware	System	Other Software	New	MEDIUM	Closed	21-02-2024 16:44	2/21/2024 5:09:20 PM	0:0:24:39			After recreate P92 icon issue resolved	Remote
18667	21-02-2024	VASANT KUNJ	Kapashera	O-M	C210220240113		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	21-02-2024 16:43	2/21/2024 5:44:17 PM	0:1:0:56			IP has been assign	Onsite
18668	21-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C210220240114		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	21-02-2024 16:43	2/21/2024 5:35:55 PM	0:0:52:10			clean the trace file and deleted temp	Onsite
18669	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240112		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	21-02-2024 16:42	2/21/2024 5:08:22 PM	0:0:26:14			After crimp rj45 connector issue	Remote
18670	21-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C210220240110		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 16:41	2/21/2024 5:43:08 PM	0:1:1:31			Browser setting reset	Remote
18671	21-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C210220240111		Hardware	Printer	Image Issue	Light	LOW	Closed	21-02-2024 16:41	2/21/2024 5:35:12 PM	0:0:53:34			change the cartridge issue resolved	Onsite
18672	21-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210220240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:40	2/21/2024 5:07:05 PM	0:0:26:42			create new archive.	Onsite
18673	21-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C210220240108		Telecome	Instrumen	IP	Instrumen	LOW	Closed	21-02-2024 16:40	2/21/2024 5:41:17 PM	0:1:1:10			IP phone faulty mail has been sent to	Onsite
18674	21-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C210220240107		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:37	2/21/2024 5:06:42 PM	0:0:29:35			Change mail location.	Onsite
18675	21-02-2024	SARITA VIHAR	Badarpur	OM-DIV	C210220240106		Hardware	System	Other Software	New	MEDIUM	Closed	21-02-2024 16:25	2/21/2024 5:07:18 PM	0:0:41:47			BSP icon created issue resolved	Remote
18676	21-02-2024	SARITA VIHAR	Shaheen Bagh	OM-DIV	C210220240105		Hardware	PC	Not working at all	No power	MEDIUM	Closed	21-02-2024 16:24	2/21/2024 5:30:15 PM	0:1:5:53			After hold power button for 30	
18677	21-02-2024	SAKET	Chhatarpur CC	O-M	C210220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 16:23	2/21/2024 5:03:59 PM	0:0:40:3			Mail Archiving issue	Remote
18678	21-02-2024	SAKET	Chhatarpur CC	O-M	C210220240103		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 16:23	2/21/2024 5:01:42 PM	0:0:38:29			BSP is not showing in SAP	Remote
18679	21-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C210220240102		Hardware	System	Other Software	Browser	MEDIUM	Closed	21-02-2024 16:21	2/21/2024 4:57:18 PM	0:0:36:6			After reinstall chrome issue resolved	Remote
18680	21-02-2024	SAKET	Jonapur CC	O-M	C210220240101		Hardware	UPS	Backup	Output	LOW	Closed	21-02-2024 16:21	2/21/2024 5:00:11 PM	0:0:39:7			UPS power on issue	Onsite
18681	21-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C210220240100		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 16:20	2/21/2024 4:59:22 PM	0:0:38:59			S/W supporting files replaced	Onsite
18682	21-02-2024	SAKET	Malviya Nagar	HR	C210220240098		Hardware	PC	Network Not Working	Ticket	LOW	Closed	21-02-2024 16:19	2/21/2024 4:58:38 PM	0:0:39:26			Hard Drive faulty, call logged to	Onsite
18683	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240099		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 16:19	2/21/2024 4:38:18 PM	0:0:18:51			Removed jam Paper Now working	Onsite
18684	21-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C210220240096		Hardware	PC	Network Not Working	PC	LOW	Closed	21-02-2024 16:18	2/21/2024 4:58:04 PM	0:0:39:45			RAM Faulty, call logged to vendor	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18685	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240097		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 16:18	2/21/2024 4:37:47 PM	0:0:19:7			Clean Temp Files Issue Resolved	Onsite
18686	21-02-2024	SARITA VIHAR	Badarpur	BUSINESS/	C210220240095		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-02-2024 16:11	2/21/2024 4:16:46 PM	0:0:5:40			After replace local replica issue	Remote
18687	21-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C210220240094		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 16:05	2/21/2024 5:29:43 PM	0:1:24:29				
18688	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240093		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	21-02-2024 16:00	2/21/2024 4:16:22 PM	0:0:16:18			After reconfigure printer driver issue	Remote
18689	21-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C210220240092		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-02-2024 15:55	2/21/2024 4:15:51 PM	0:0:20:8			After remapped mail id issue resolved	Remote
18690	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240091		Hardware	PC	TFT	Others	MEDIUM	Closed	21-02-2024 15:40	2/21/2024 4:15:20 PM	0:0:34:40			After fix vga cable issue resolved	Onsite
18691	21-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C210220240090		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 15:39	2/21/2024 3:50:23 PM	0:0:11:14			Local lan cable loose.	Onsite
18692	21-02-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C210220240089		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 15:38	2/21/2024 4:05:46 PM	0:0:27:39			Password reset with the help of ADS	Onsite
18693	21-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C210220240088		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	21-02-2024 15:36	2/21/2024 4:14:49 PM	0:0:38:40			IP configured and printer installed call	Onsite
18694	21-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210220240087		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:36	2/21/2024 4:37:05 PM	0:1:1:0			SAP Password Reset	Onsite
18695	21-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210220240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:35	2/21/2024 4:36:38 PM	0:1:1:19			Password Reset	Onsite
18696	21-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C210220240085		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	21-02-2024 15:34	2/21/2024 3:50:02 PM	0:0:15:50			Complaint logged.	Onsite
18697	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C210220240084		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-02-2024 15:33	2/21/2024 4:36:18 PM	0:1:2:18			Unread mail Color Changed	Onsite
18698	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240083		Hardware	Scanner	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:31	2/21/2024 3:49:38 PM	0:0:17:39			USB cable faulty.	Onsite
18699	21-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C210220240082		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 15:28	2/21/2024 4:15:26 PM	0:0:46:30			Run Diagnostic and clean tem files	Onsite
18700	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C210220240081		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:27	2/21/2024 4:35:37 PM	0:1:8:8			Hindi Font Installed	Onsite
18701	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240080		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 15:27	2/21/2024 4:28:23 PM	0:1:1:0			Change the password now issue	Remote
18702	21-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C210220240079		Network	Link	Link Connectivity Issue	Link	LOW	Closed	21-02-2024 15:27	2/21/2024 4:35:29 PM	0:1:8:17			Done network troubleshooting steps	Onsite
18703	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	BUSINESS/	C210220240076		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:26	2/21/2024 4:35:04 PM	0:1:9:0			IMEI Number Update	Onsite
18704	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240078		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:26	2/21/2024 4:28:07 PM	0:1:1:18			Change the browser now issue	Remote
18705	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240077		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:26	2/21/2024 3:47:48 PM	0:0:21:30			PC password problem.	Onsite
18706	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240075		Hardware	System	MS Office	Malfuncti	LOW	Closed	21-02-2024 15:25	2/21/2024 4:27:48 PM	0:1:2:0			Reinstalled the MS Office now issue	Remote
18707	21-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210220240074		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 15:25	2/21/2024 4:27:28 PM	0:1:2:17			SAP P92 Password reset now issue	Onsite
18708	21-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C210220240072		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 15:24	2/21/2024 4:34:19 PM	0:1:10:5			Removed jam Paper Now Working	Onsite
18709	21-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C210220240073		Hardware	PC	Network Not Working	Other	LOW	Closed	21-02-2024 15:24	2/21/2024 4:26:59 PM	0:1:2:24			Change the Credential Manager name	Onsite
18710	21-02-2024	OTHERS	HUDCO Grid	PROTECTI	C210220240069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:23	2/21/2024 3:25:06 PM	0:0:1:50			mail issue	Onsite
18711	21-02-2024	OTHERS	Andrews Ganj	Enforcem	C210220240071		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 15:23	2/21/2024 3:24:55 PM	0:0:0:56			Adobe issue	Onsite
18712	21-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C210220240068		Network	Link	Link Connectivity Issue	Others	LOW	Closed	21-02-2024 15:23	2/21/2024 4:26:09 PM	0:1:3:0			IP Assign Done	Onsite
18713	21-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C210220240070		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 15:23	2/21/2024 4:26:49 PM	0:1:2:57			Change the Credential Manager name	Onsite
18714	21-02-2024	OTHERS	HUDCO Grid	PROTECTI	C210220240067		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	21-02-2024 15:22	2/21/2024 3:25:22 PM	0:0:2:48			Laptop slow issue	Onsite
18715	21-02-2024	OTHERS	HUDCO Grid	PROTECTI	C210220240066		Hardware	Laptop	Restart Problem	Others	LOW	Closed	21-02-2024 15:21	2/21/2024 3:25:38 PM	0:0:3:41			Laptop booting issue	Onsite
18716	21-02-2024	OTHERS	Police Colony	Enforcem	C210220240065		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	21-02-2024 15:21	2/21/2024 3:25:52 PM	0:0:4:31			RAM issue	Onsite
18717	21-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C210220240064		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:18	2/21/2024 4:16:51 PM	0:0:57:57			Google chrome reinstalled now	Onsite
18718	21-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C210220240063		Hardware	UPS	Backup	Hardware	LOW	Closed	21-02-2024 15:16	2/21/2024 4:14:55 PM	0:0:58:27			UPS Fan faulty bypass UPS Now	Onsite
18719	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240062		Hardware	System	MS Office	File Not	LOW	Closed	21-02-2024 15:16	2/21/2024 3:44:21 PM	0:0:27:55			MS office reinstalled.	Onsite
18720	21-02-2024	NEHRU PLACE CSO	Third Floor - B Block	IT	C210220240061		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	21-02-2024 15:16	2/21/2024 3:34:32 PM	0:0:18:24			Issue resolved	Onsite
18721	21-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C210220240060		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 15:15	2/21/2024 4:14:13 PM	0:0:58:31			Lan port hang restart system now	Onsite
18722	21-02-2024	NEHRU PLACE CSO	Second Floor - C Block	CES	C210220240059		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:14	2/21/2024 3:34:26 PM	0:0:19:50			Issue resolved	Onsite
18723	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240058		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	21-02-2024 15:14	2/21/2024 3:43:09 PM	0:0:28:53			Lotus mail password unlocked.	Onsite
18724	21-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C210220240057		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 15:14	2/21/2024 4:13:46 PM	0:0:59:32			GP Policy Update on system	Remote
18725	21-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C210220240056		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 15:13	2/21/2024 3:34:18 PM	0:0:20:23			Issue resolved	Onsite
18726	21-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C210220240055		Hardware	System	MS Office	Software	LOW	Closed	21-02-2024 15:12	2/21/2024 3:34:11 PM	0:0:21:29			Issue resolved	Onsite
18727	21-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210220240054		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:12	2/21/2024 3:42:40 PM	0:0:30:7			PC password reset.	Onsite
18728	21-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210220240053		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 15:12	2/21/2024 3:34:03 PM	0:0:21:53			Issue resolved	Onsite
18729	21-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210220240052		Hardware	System	Other Software	Adobe	MEDIUM	Closed	21-02-2024 15:11	2/21/2024 4:14:17 PM	0:1:2:21			after change file extension issue	Remote
18730	21-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210220240051		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 15:11	2/21/2024 3:33:36 PM	0:0:21:53			Issue resolved	Onsite
18731	21-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Vigilance	C210220240050		Hardware	Laptop	Screen Issue	Others	LOW	Closed	21-02-2024 15:10	2/21/2024 3:33:26 PM	0:0:22:51			Connected	Onsite
18732	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C210220240049		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 15:10	2/21/2024 3:37:17 PM	0:0:26:50			WhatsApp relink to web browser &	Onsite
18733	21-02-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	Vigilance	C210220240048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 15:10	2/21/2024 3:33:16 PM	0:0:23:14			connected	Onsite
18734	21-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C210220240047		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	21-02-2024 15:08	2/21/2024 5:31:07 PM	0:2:22:31			Issue has been resolved after create	
18735	21-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C210220240045		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-02-2024 15:07	2/21/2024 4:38:43 PM	0:1:30:59			ADS Join & printer, SAP P92 configure	Onsite
18736	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210220240046		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:07	2/21/2024 3:36:19 PM	0:0:28:30			Mail archived & reactivate the mail	Onsite
18737	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210220240044		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	21-02-2024 15:07	2/21/2024 3:35:26 PM	0:0:28:19			LAN Port reconnect to printer.	Onsite
18738	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C210220240042		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-02-2024 15:06	2/21/2024 3:35:00 PM	0:0:28:30			RAM cleaning & reinsert the RAM.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18739	21-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C210220240043		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-02-2024 15:06	2/21/2024 5:30:17 PM	0:2:23:31			Issue has been resolved after reinstall	
18740	21-02-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C210220240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:05	2/21/2024 5:28:37 PM	0:2:23:28			Issue has been resolved after changed	
18741	21-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C210220240039		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:05	2/21/2024 5:29:22 PM	0:2:23:53			Issue has been resolved after	
18742	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210220240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:05	2/21/2024 3:06:10 PM	0:0:0:23			create new archive	Remote
18743	21-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210220240041		Hardware	Laptop	Hanging/Slow processing	Heating	LOW	Closed	21-02-2024 15:05	2/21/2024 3:34:29 PM	0:0:28:30			Shutdown laptop for 10 minutes after	Onsite
18744	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210220240037		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-02-2024 15:01	2/21/2024 3:07:49 PM	0:0:6:8			check the printer and log the call	Remote
18745	21-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C210220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 15:00	2/21/2024 5:27:53 PM	0:2:26:57			Issue has been resolved after	
18746	21-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C210220240035		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	21-02-2024 14:57	2/21/2024 5:26:57 PM	0:2:29:4			Issue has been resolved after	
18747	21-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C210220240034		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-02-2024 14:54	2/21/2024 2:55:39 PM	0:0:1:7			repair the os	Onsite
18748	21-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C210220240033		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	21-02-2024 14:53	2/21/2024 2:56:14 PM	0:0:2:44			change the cable	Onsite
18749	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210220240032		Telecome	CCTV	Camera	Others	LOW	Closed	21-02-2024 14:51	2/21/2024 2:58:01 PM	0:0:6:27			copy the fottage	Onsite
18750	21-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	OM-DIV	C210220240031		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	21-02-2024 14:44	2/21/2024 2:59:15 PM	0:0:15:5			replace the keyboard	Onsite
18751	21-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C210220240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 14:35	2/21/2024 3:53:23 PM	0:1:17:52			mail replica replaced	Onsite
18752	21-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C210220240029		Hardware	System	Other Software	Browser	LOW	Closed	21-02-2024 14:33	2/21/2024 3:52:57 PM	0:1:19:33			chrome reinstall	Onsite
18753	21-02-2024	NEHRU PLACE	20 No Building	Energy	C210220240028		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	21-02-2024 14:32	2/21/2024 3:46:09 PM	0:1:13:32			clean temp & prefetch file run	Onsite
18754	21-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C210220240027		Hardware	MOUSE	Not working	Hardware	LOW	Closed	21-02-2024 13:55	2/21/2024 1:56:15 PM	0:0:1:4			call logged to vendor	Onsite
18755	21-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C210220240026		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 13:54	2/21/2024 1:56:34 PM	0:0:1:56			resolved.	Onsite
18756	21-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C210220240024		Hardware	PC	Not working at all	Harddisk	LOW	Closed	21-02-2024 13:53	2/21/2024 1:57:12 PM	0:0:3:49			resolved	Onsite
18757	21-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C210220240025		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-02-2024 13:53	2/21/2024 1:56:53 PM	0:0:3:13			call logged to vendor for hdd	Onsite
18758	21-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C210220240022		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 13:52	2/21/2024 1:57:49 PM	0:0:5:40			resolved	Onsite
18759	21-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C210220240023		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-02-2024 13:52	2/21/2024 1:57:37 PM	0:0:5:5			call logged to SDO and requested him	Onsite
18760	21-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C210220240021		Hardware	System	Other Software	software	LOW	Closed	21-02-2024 13:51	2/21/2024 1:58:02 PM	0:0:6:41			resolved	Onsite
18761	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240019		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-02-2024 12:47	2/21/2024 1:00:28 PM	0:0:12:37			Removed jam Paper Now Working	Onsite
18762	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240018		Hardware	System	Other Software	New	LOW	Closed	21-02-2024 12:47	2/21/2024 2:39:27 PM	0:1:52:7			ADS Joined Now working Issue	Onsite
18763	21-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C210220240020		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-02-2024 12:47	2/21/2024 1:16:18 PM	0:0:28:23			Printer issue resolved as reqd	Remote
18764	21-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C210220240017		Hardware	PC	Hanging/Slow processing	Virus issue	LOW	Closed	21-02-2024 12:45	2/21/2024 12:46:24 PM	0:0:0:45			Chrome portal issue proxy settings	Onsite
18765	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240016		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 12:45	2/21/2024 1:00:04 PM	0:0:14:40			Password Reset Issue Resolved	Onsite
18766	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240015		Hardware	Printer	Image Issue	Light	LOW	Closed	21-02-2024 12:44	2/21/2024 12:59:43 PM	0:0:15:0			Cartage Replaced Now Working Issue	Onsite
18767	21-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210220240014		Hardware	PC	Restart Problem	Others	LOW	Closed	21-02-2024 12:43	2/21/2024 12:59:12 PM	0:0:15:19			Date & Time Settings Change Now	Onsite
18768	21-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C210220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 12:41	2/21/2024 12:46:57 PM	0:0:5:3			Archives path set again and new	Onsite
18769	21-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210220240012		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-02-2024 12:32	2/21/2024 1:15:57 PM	0:0:43:6			Issue resolved as reqd	Onsite
18770	21-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C210220240011		Network	LAN Issue	LAN Issue	Others	LOW	Closed	21-02-2024 12:32	2/21/2024 1:14:06 PM	0:0:41:45			Lan issue resolved	Onsite
18771	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240010		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-02-2024 11:50	2/21/2024 11:51:59 AM	0:0:1:43			issue resolved after replace the LAN	Onsite
18772	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240009		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-02-2024 11:49	2/21/2024 11:51:52 AM	0:0:2:18			issue resolved after replace the LAN	Onsite
18773	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240008		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:48	2/21/2024 11:51:06 AM	0:0:2:7			issue resolved after reset the	Onsite
18774	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240006		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:11	2/21/2024 11:50:45 AM	0:0:38:59			issue resolved after reset the	Onsite
18775	21-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210220240007		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:11	2/21/2024 11:50:56 AM	0:0:38:59			issue resolved after reset the	Onsite
18776	21-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C210220240004		Hardware	PC	System Password issue	Password	LOW	Closed	21-02-2024 11:09	2/21/2024 11:50:37 AM	0:0:41:13			issue resolved after reset the	Onsite
18777	21-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C210220240005		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	21-02-2024 11:09	2/21/2024 11:51:32 AM	0:0:41:47			issue resolved after clean the ram	Onsite
18778	21-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C210220240003		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	21-02-2024 11:02	2/21/2024 12:29:56 PM	0:1:27:6			network driver reinstall & set IP again	Onsite
18779	21-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C210220240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-02-2024 11:01	2/21/2024 12:29:03 PM	0:1:27:29			Lotus mail password reset done now	Onsite
18780	21-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	MMG	C210220240001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-02-2024 10:57	2/21/2024 12:21:38 PM	0:1:23:40			Check power cable replaced with TFT	Onsite
18781	22-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C220220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-02-2024 20:02	2/22/2024 8:07:08 PM	0:0:4:36			after paper jam clear issue resolved	Onsite
18782	22-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C220220240122		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	22-02-2024 19:48	2/22/2024 8:06:27 PM	0:0:18:17			after hdd storge drive clear issue	Onsite
18783	22-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C220220240121		Hardware	System	MS Office	File	LOW	Closed	22-02-2024 17:51	2/22/2024 5:58:11 PM	0:0:6:52			repair ms office issue resolved	Onsite
18784	22-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C220220240119		Network	Link	Link Connectivity Issue	High	LOW	Closed	22-02-2024 17:50	2/22/2024 5:57:18 PM	0:0:7:1			reboot the router issue resolved	Onsite
18785	22-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	O-M	C220220240120		Hardware	UPS	Backup	Over	LOW	Closed	22-02-2024 17:50	2/22/2024 5:57:43 PM	0:0:6:57			removed the printer cable issue	Onsite
18786	22-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220220240117		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 17:37	2/22/2024 5:51:00 PM	0:0:13:50			issue resolved	Onsite
18787	22-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C220220240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 17:37	2/22/2024 5:51:11 PM	0:0:13:19			issue resolved	Onsite
18788	22-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220220240116		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 17:36	2/22/2024 5:50:52 PM	0:0:14:25			issue resolved	Onsite
18789	22-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220220240115		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 17:35	2/22/2024 5:50:44 PM	0:0:14:56			issue resolved	Onsite
18790	22-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C220220240114		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 17:34	2/22/2024 5:50:37 PM	0:0:15:58			issue resolved	Onsite
18791	22-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	Store	C220220240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 17:15	2/22/2024 5:21:06 PM	0:0:5:57			Mail password has been changed	Remote
18792	22-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C220220240112		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 17:13	2/22/2024 5:20:37 PM	0:0:6:47			Wi-Fi has been disabled and	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18793	22-02-2024	VASANT KUNJ	Mahipalpur	O-M	C220220240111		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 17:12	2/22/2024 5:19:36 PM	0:0:7:16			Archive and compact the mail	Remote
18794	22-02-2024	VASANT KUNJ	Kapashera	O-M	C220220240110		Hardware	PC	Network Not Working	Other	LOW	Closed	22-02-2024 17:10	2/22/2024 5:17:43 PM	0:0:7:7			RJ45 crimped and reinserted	Onsite
18795	22-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C220220240109		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 17:08	2/22/2024 5:16:44 PM	0:0:7:52			RAM clean and reinserted	Onsite
18796	22-02-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C220220240108		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-02-2024 16:59	2/22/2024 5:05:13 PM	0:0:5:22			issue resolved after change the LAN	Onsite
18797	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240107		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-02-2024 16:58	2/22/2024 5:05:07 PM	0:0:6:37			issue resolved after change the LAN	Onsite
18798	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240106		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 16:57	2/22/2024 5:04:46 PM	0:0:6:56			issue resolved after reset a password	Onsite
18799	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240105		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 16:57	2/22/2024 5:04:25 PM	0:0:6:58			issue resolved after create a new	Onsite
18800	22-02-2024	NEHRU PLACE CSO	Second Floor - C Block	SAFETY	C220220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 16:56	2/22/2024 5:07:42 PM	0:0:11:6			done	Onsite
18801	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240103		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-02-2024 16:56	2/22/2024 5:04:07 PM	0:0:7:49			keyboard change and issue resolved	Onsite
18802	22-02-2024	NEHRU PLACE CSO	Second Floor - C Block	O-M	C220220240102		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	22-02-2024 16:56	2/22/2024 5:07:33 PM	0:0:11:32			Needful done	Onsite
18803	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240101		Hardware	System	MS Office	Others	LOW	Closed	22-02-2024 16:55	2/22/2024 5:03:50 PM	0:0:8:33			installation done and call closed	Onsite
18804	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240099		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	22-02-2024 16:54	2/22/2024 5:03:37 PM	0:0:9:11			installation done and call closed	Onsite
18805	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240100		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-02-2024 16:54	2/22/2024 5:03:43 PM	0:0:8:45			installation done and call closed	Onsite
18806	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220220240098		Hardware	Laptop	Network Not Working	Other	LOW	Closed	22-02-2024 16:52	2/22/2024 5:03:19 PM	0:0:10:25			issue resolved after take a data	Onsite
18807	22-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C220220240097		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 16:15	2/22/2024 4:53:39 PM	0:0:37:48			Issue resolved	Onsite
18808	22-02-2024	NEHRU PLACE CSO	Second Floor - D Block	C-M	C220220240096		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 16:14	2/22/2024 4:53:13 PM	0:0:38:16			Issue resolved	Onsite
18809	22-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C220220240095		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 16:13	2/22/2024 4:52:53 PM	0:0:39:9			Issue resolved	Onsite
18810	22-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C220220240094		Hardware	Laptop	System Password issue	Others	LOW	Closed	22-02-2024 16:12	2/22/2024 4:52:37 PM	0:0:39:55			Issue resolved	Onsite
18811	22-02-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C220220240093		Hardware	Laptop	System Password issue	Others	LOW	Closed	22-02-2024 16:12	2/22/2024 4:52:31 PM	0:0:40:15			Issue resolved	Onsite
18812	22-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C220220240092		Hardware	Laptop	System Password issue	Password	LOW	Closed	22-02-2024 16:07	2/22/2024 4:52:24 PM	0:0:44:53			Issue resolved	Onsite
18813	22-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C220220240091		Hardware	Laptop	Hanging/Slow processing	RAM Issue	LOW	Closed	22-02-2024 14:58	2/22/2024 4:33:36 PM	0:1:34:58			Clean RAM now working fine	Onsite
18814	22-02-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C220220240090		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-02-2024 14:57	2/22/2024 4:31:50 PM	0:1:34:27			Change mouse now working fine	Onsite
18815	22-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C220220240089		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 14:55	2/22/2024 4:31:04 PM	0:1:35:30			Change USB cable now working fine	Onsite
18816	22-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C220220240088		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-02-2024 14:54	2/22/2024 4:29:50 PM	0:1:34:58			Change RJ45 Connector now working	Onsite
18817	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240087		Hardware	PC	Hanging/Slow processing	RAM Issue	MEDIUM	Closed	22-02-2024 14:43	2/22/2024 3:19:13 PM	0:0:35:46			After clean and reinsert ram issue	
18818	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240086		Hardware	System	Other Software	Adobe	MEDIUM	Closed	22-02-2024 14:32	2/22/2024 3:20:46 PM	0:0:48:32			After reinstall Adobe software issue	
18819	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240085		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	22-02-2024 14:30	2/22/2024 3:15:58 PM	0:0:45:4			After crimp RJ45 connector issue	
18820	22-02-2024	SAKET	Adchini	DSS	C220220240084		Hardware	PC	TFT	Power	LOW	Closed	22-02-2024 14:30	2/22/2024 2:35:00 PM	0:0:4:40			TFT Power cable changed	Onsite
18821	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240083		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	22-02-2024 14:28	2/22/2024 3:17:21 PM	0:0:48:42			After clean temp file and change	
18822	22-02-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C220220240082		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 14:22	2/22/2024 2:27:08 PM	0:0:4:43			Resolved	Onsite
18823	22-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C220220240081		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 14:20	2/22/2024 2:26:45 PM	0:0:6:4			Resolved	Onsite
18824	22-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C220220240080		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 14:19	2/22/2024 2:26:25 PM	0:0:6:31			Resolved	Onsite
18825	22-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C220220240079		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 14:18	2/22/2024 2:26:11 PM	0:0:7:12			Resolved	Onsite
18826	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240078		Hardware	System	MS Office	Others	LOW	Closed	22-02-2024 14:07	2/22/2024 2:11:57 PM	0:0:4:10			resolved	Onsite
18827	22-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C220220240077		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	22-02-2024 14:06	2/22/2024 2:12:12 PM	0:0:6:4			resolved	Onsite
18828	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240075		Hardware	PC	TFT	Others	LOW	Closed	22-02-2024 14:05	2/22/2024 2:12:43 PM	0:0:7:29			Cable issue	Onsite
18829	22-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C220220240076		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	22-02-2024 14:05	2/22/2024 2:12:23 PM	0:0:6:39			resolved	Onsite
18830	22-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C220220240074		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 14:04	2/22/2024 2:12:54 PM	0:0:8:14			resolved	Onsite
18831	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240073		Hardware	PC	Restart Problem	Hardware	LOW	Closed	22-02-2024 14:04	2/22/2024 2:13:07 PM	0:0:9:2			resolved	Onsite
18832	22-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220220240071		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	22-02-2024 14:03	2/26/2024 5:16:34 PM	4:3:13:29			Call Close By Sanjay & Subhash	Onsite
18833	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240072		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 14:03	2/22/2024 2:13:17 PM	0:0:9:49			resolved	Onsite
18834	22-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C220220240070		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-02-2024 14:01	2/22/2024 2:13:00 PM	0:0:11:20			Issue resolved, Ram upgrade to 4 GB,	
18835	22-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C220220240069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-02-2024 14:00	2/22/2024 2:14:24 PM	0:0:13:56			Issue resolved as required	
18836	22-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C220220240068		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-02-2024 13:55	2/22/2024 2:16:28 PM	0:0:21:7			Printer issue resolved as required	
18837	22-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C220220240067		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-02-2024 13:53	2/22/2024 2:21:50 PM	0:0:28:0			Ram upgrade as required	
18838	22-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220220240066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:45	2/22/2024 1:52:23 PM	0:0:6:53			Change mail password	Onsite
18839	22-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C220220240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:43	2/22/2024 1:51:40 PM	0:0:7:45			start reactivate mail send function.	Onsite
18840	22-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220220240064		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:42	2/22/2024 1:50:55 PM	0:0:8:12			Mail forward to lotus team	Onsite
18841	22-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C220220240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:39	2/22/2024 1:50:12 PM	0:0:10:24			Mail password change.	Onsite
18842	22-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220220240062		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:25	2/22/2024 1:49:25 PM	0:0:24:8			ADS Password reset.	Onsite
18843	22-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220220240061		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:24	2/22/2024 1:50:08 PM	0:0:26:4			In Services services start.	Onsite
18844	22-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220220240060		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:23	2/22/2024 1:50:29 PM	0:0:27:25			ADS Password reset.	Onsite
18845	22-02-2024	PALAM	Kailash Puri Complaint Center	O-M	C220220240059		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:20	2/22/2024 1:50:51 PM	0:0:30:6			Sap Password reset.	Onsite
18846	22-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220220240058		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-02-2024 13:19	2/22/2024 1:51:25 PM	0:0:31:34			Mouse Replaced.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18847	22-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220220240057		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-02-2024 13:18	2/22/2024 1:51:49 PM	0:0:33:4			Password reset.	Onsite
18848	22-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220220240056		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 13:17	2/22/2024 1:52:21 PM	0:0:34:36			Scanner software installation.	Onsite
18849	22-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220220240055		Hardware	System	Other Software	software	MEDIUM	Closed	22-02-2024 13:02	2/22/2024 1:37:05 PM	0:0:35:0			after reinstall adobe software issue	Remote
18850	22-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C220220240054		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 13:00	2/22/2024 1:36:37 PM	0:0:36:5			After compact issue resolved	Onsite
18851	22-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C220220240053		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	22-02-2024 12:59	2/22/2024 1:36:18 PM	0:0:36:55			After repair windows issue resolved	Onsite
18852	22-02-2024	SARITA VIHAR	Sukhdev Vihar	BUSINESS/	C220220240052		Hardware	System	Other Software	New	MEDIUM	Closed	22-02-2024 12:58	2/22/2024 1:35:50 PM	0:0:37:41			after recreate dtm exe issue resolved	Onsite
18853	22-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C220220240051		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	22-02-2024 12:57	2/22/2024 1:35:22 PM	0:0:38:16			After clean temp file and change	Remote
18854	22-02-2024	SARITA VIHAR	Jullena	OM-DIV	C220220240050		Network	Link	Link Connectivity Issue	Router	MEDIUM	Closed	22-02-2024 12:56	2/22/2024 1:34:48 PM	0:0:38:32			Router send to nehru place for	Onsite
18855	22-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C220220240049		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-02-2024 12:55	2/22/2024 1:51:28 PM	0:0:56:12			After update driver issue resolved	Remote
18856	22-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C220220240048		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 12:54	2/22/2024 1:51:01 PM	0:0:56:21			After clear stuck mails and compact	Remote
18857	22-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220220240047		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	22-02-2024 12:47	2/26/2024 5:16:12 PM	4:4:28:58			Call Close By Sanjay & Subhash	Onsite
18858	22-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C220220240046		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 12:34	2/22/2024 1:36:55 PM	0:1:2:6			Mail inbox and sent all archive and	Remote
18859	22-02-2024	NEHRU PLACE	20 No Building	Energy	C220220240045		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-02-2024 12:33	2/22/2024 12:51:28 PM	0:0:18:2			printer driver update	Onsite
18860	22-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C220220240044		Hardware	System	Other Software	New	LOW	Closed	22-02-2024 12:29	2/22/2024 12:51:11 PM	0:0:21:55			VPN installation and configuration	Onsite
18861	22-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C220220240043		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	22-02-2024 12:28	2/26/2024 5:16:53 PM	4:4:48:6			Call Close By Sanjay & Subhash	Onsite
18862	22-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C220220240042		Hardware	System	Other Software	software	MEDIUM	Closed	22-02-2024 12:21	2/22/2024 1:35:50 PM	0:1:14:48			Adobe Reader software reinstalled	Remote
18863	22-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C220220240041		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 12:19	2/22/2024 1:34:46 PM	0:1:14:47			Mail Archive path setting reconfigure	Remote
18864	22-02-2024	SAKET	Adchini	BUSINESS/	C220220240040		Hardware	Laptop	Not working at all	No power	LOW	Closed	22-02-2024 12:15	2/22/2024 12:36:12 PM	0:0:20:29			power issue	Onsite
18865	22-02-2024	SAKET	Adchini	BUSINESS/	C220220240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-02-2024 12:14	2/22/2024 12:35:52 PM	0:0:20:55			Printer driver installed	Onsite
18866	22-02-2024	SAKET	Malviya Nagar	O-M	C220220240038		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 12:12	2/22/2024 12:35:29 PM	0:0:22:43			USB cable issue	Onsite
18867	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240036		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 12:11	2/22/2024 1:46:36 PM	0:1:35:9			Some file missing.	Onsite
18868	22-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C220220240037		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-02-2024 12:11	2/22/2024 1:46:50 PM	0:1:35:0			Keyboard replaced.	Onsite
18869	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240035		Telecome	Instrumen	SIP	Others	LOW	Closed	22-02-2024 12:10	2/22/2024 1:43:56 PM	0:1:32:57			SIP phone transferred.	Onsite
18870	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240034		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-02-2024 12:10	2/22/2024 1:43:31 PM	0:1:33:10			LAN cable was loose.	Onsite
18871	22-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C220220240032		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	22-02-2024 12:09	2/22/2024 12:50:46 PM	0:0:41:41			Network driver update and restart	Onsite
18872	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240033		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-02-2024 12:09	2/22/2024 1:43:14 PM	0:1:33:56			LAN connector replaced.	Onsite
18873	22-02-2024	NEHRU PLACE	20 No Building	C-M	C220220240030		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 12:08	2/22/2024 12:49:59 PM	0:0:41:29			PASSWORD RESET DONE	Onsite
18874	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240031		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 12:08	2/22/2024 1:41:03 PM	0:1:32:16			Due to server slow.	Onsite
18875	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240029		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	22-02-2024 12:07	2/22/2024 1:39:59 PM	0:1:32:6			LAN cable loose.	Onsite
18876	22-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C220220240028		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	22-02-2024 11:43					Lan Not working pls send lan team for	Onsite
18877	22-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C220220240027		Telecome	Instrumen	Analog	Instrumen	HIGH	Closed	22-02-2024 11:41	2/22/2024 12:59:17 PM	0:1:17:40			change the code issue resolved	Onsite
18878	22-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C220220240026		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 11:39	2/22/2024 11:59:11 AM	0:0:19:57			RAM cleaning & reinsert the RAM.	Onsite
18879	22-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C220220240025		Hardware	MOUSE	Not working	Other	LOW	Closed	22-02-2024 11:38	2/22/2024 11:58:33 AM	0:0:20:0			Restart the PC and reconnect to	Onsite
18880	22-02-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C220220240024		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 11:37	2/22/2024 11:57:29 AM	0:0:19:33			Cleaning RAM & reinsert into another	Onsite
18881	22-02-2024	SAKET	Chhatarpur CC	BUSINESS/	C220220240023		Telecome	CCTV	DVR/NVR	Network	LOW	Closed	22-02-2024 11:21	2/22/2024 11:35:54 AM	0:0:14:28			CCTV Camera is not working	Onsite
18882	22-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C220220240022		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	22-02-2024 11:09	2/22/2024 12:13:26 PM	0:1:3:34			keyboard changed	Onsite
18883	22-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C220220240021		Hardware	PC	Restart Problem	Others	HIGH	Closed	22-02-2024 11:07	2/22/2024 12:13:58 PM	0:1:6:28			Power cable changed	Onsite
18884	22-02-2024	SAKET	D-Block Saket	O-M	C220220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 11:07	2/22/2024 11:12:17 AM	0:0:5:10			New Archive created	Remote
18885	22-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C220220240019		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	22-02-2024 11:06	2/22/2024 12:12:52 PM	0:1:6:28			printer paper jam cline	Onsite
18886	22-02-2024	SAKET	Adchini	IT	C220220240018		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 11:05	2/22/2024 11:09:30 AM	0:0:3:36			Password reset from AD for Head	Remote
18887	22-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 11:04	2/22/2024 11:52:42 AM	0:0:48:11			Create new archive Now Issue	Remote
18888	22-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220220240016		Telecome	Instrumen	SIP	Network	LOW	Closed	22-02-2024 11:03	2/22/2024 11:52:24 AM	0:0:48:26			Login with extension no and password	Onsite
18889	22-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220220240015		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 11:03	2/22/2024 11:51:56 AM	0:0:48:29			Reset the P92 password Now Issue	Onsite
18890	22-02-2024	ALAKNANDA	Giri Nagar	MMG	C220220240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 11:02	2/22/2024 11:51:34 AM	0:0:48:36			Archive all mail and compact Now	Onsite
18891	22-02-2024	ALAKNANDA	Giri Nagar	MMG	C220220240013		Hardware	Laptop	System Password issue	Others	LOW	Closed	22-02-2024 11:02	2/22/2024 11:51:06 AM	0:0:48:44			Restart the PC and login after 10 min	Onsite
18892	22-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C220220240012		Hardware	Attendane	Others	new	LOW	Closed	22-02-2024 11:01	2/22/2024 11:50:30 AM	0:0:48:55			Card Activated Now Issue Resolved	Onsite
18893	22-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C220220240011		Hardware	PC	TFT	Half	LOW	Closed	22-02-2024 10:49	2/22/2024 10:50:28 AM	0:0:0:46			set the display	Onsite
18894	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240010		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 10:47	2/22/2024 10:50:45 AM	0:0:3:22			install the os	Onsite
18895	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240009		Hardware	PC	Not working at all	Physical	LOW	Closed	22-02-2024 10:46	2/22/2024 10:52:00 AM	0:0:5:33			clean with blower	Onsite
18896	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240008		NON-SAP	DSK	Digi Seva Kendra Portal	Others	LOW	Closed	22-02-2024 10:45	2/22/2024 10:52:34 AM	0:0:7:30			clear the cache	Onsite
18897	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240007		NON-SAP	Others	Others	Others	LOW	Closed	22-02-2024 10:43	2/22/2024 10:53:46 AM	0:0:9:50			repair the ms office	Remote
18898	22-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220220240006		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 10:34	2/22/2024 11:15:09 AM	0:0:40:55			Color Settings Change Issue Resolved	Onsite
18899	22-02-2024	SAKET	Fatehpur Beri CC	O-M	C220220240005		Hardware	PC	Not working at all	Others	LOW	Closed	22-02-2024 10:33	2/22/2024 11:13:18 AM	0:0:39:41			Windows booting issue	Onsite
18900	22-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220220240004		Hardware	Printer	Image Issue	Light	LOW	Closed	22-02-2024 10:32	2/22/2024 11:14:36 AM	0:0:42:16			Cartage Replaced Issue Resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18901	22-02-2024	SAKET	Pushp Vihar Sector 3	O-M	C220220240003		Hardware	OTHERS	VPN ISSUE	Wifi/Mobi le Data	LOW	Closed	22-02-2024 10:28	2/22/2024 11:11:43 AM	0:0:42:46			WIFI connectivity issue call logged to	Onsite
18902	22-02-2024	SAKET	Adchini	BUSINESS/ DET	C220220240002		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-02-2024 10:27	2/22/2024 11:10:06 AM	0:0:42:23			Paper removed from printer	Onsite
18903	22-02-2024	SAKET	Adchini	BUSINESS/ DET	C220220240001		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 10:25	2/22/2024 11:08:35 AM	0:0:42:53			Password reset from AD for RKP	Remote
18904	22-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C220220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-02-2024 20:02	2/22/2024 8:07:08 PM	0:0:4:36			after paper jam clear issue resolved	Onsite
18905	22-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C220220240122		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	22-02-2024 19:48	2/22/2024 8:06:27 PM	0:0:18:17			after hdd storge drive clear issue	Onsite
18906	22-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C220220240121		Hardware	System	MS Office	File	LOW	Closed	22-02-2024 17:51	2/22/2024 5:58:11 PM	0:0:6:52			repair ms office issue resolved	Onsite
18907	22-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C220220240119		Network	Link	Link Connectivity Issue	High	LOW	Closed	22-02-2024 17:50	2/22/2024 5:57:18 PM	0:0:7:1			reboot the router issue resolved	Onsite
18908	22-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	O-M	C220220240120		Hardware	UPS	Backup	Over	LOW	Closed	22-02-2024 17:50	2/22/2024 5:57:43 PM	0:0:6:57			removed the printer cable issue	Onsite
18909	22-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220220240117		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 17:37	2/22/2024 5:51:00 PM	0:0:13:50			issue resolved	Onsite
18910	22-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C220220240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 17:37	2/22/2024 5:51:11 PM	0:0:13:19			issue resolved	Onsite
18911	22-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220220240116		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 17:36	2/22/2024 5:50:52 PM	0:0:14:25			issue resolved	Onsite
18912	22-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220220240115		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 17:35	2/22/2024 5:50:44 PM	0:0:14:56			issue resolved	Onsite
18913	22-02-2024	NEHRU PLACE CSO	Ground Floor	HR	C220220240114		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 17:34	2/22/2024 5:50:37 PM	0:0:15:58			issue resolved	Onsite
18914	22-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	Store	C220220240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 17:15	2/22/2024 5:21:06 PM	0:0:5:57			Mail password has been changed	Remote
18915	22-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C220220240112		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 17:13	2/22/2024 5:20:37 PM	0:0:6:47			Wi-Fi has been disabled and	Onsite
18916	22-02-2024	VASANT KUNJ	Mahipalpur	O-M	C220220240111		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 17:12	2/22/2024 5:19:36 PM	0:0:7:16			Archive and compact the mail	Remote
18917	22-02-2024	VASANT KUNJ	Kapashera	O-M	C220220240110		Hardware	PC	Network Not Working	Other	LOW	Closed	22-02-2024 17:10	2/22/2024 5:17:43 PM	0:0:7:7			RJ45 crimped and reinserted	Onsite
18918	22-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C220220240109		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 17:08	2/22/2024 5:16:44 PM	0:0:7:52			RAM clean and reinserted	Onsite
18919	22-02-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/ DET	C220220240108		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-02-2024 16:59	2/22/2024 5:05:13 PM	0:0:5:22			issue resolved after change the LAN	Onsite
18920	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240107		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-02-2024 16:58	2/22/2024 5:05:07 PM	0:0:6:37			issue resolved after change the LAN	Onsite
18921	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240106		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 16:57	2/22/2024 5:04:46 PM	0:0:6:56			issue resolved after reset a password	Onsite
18922	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240105		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 16:57	2/22/2024 5:04:25 PM	0:0:6:58			issue resolved after create a new	Onsite
18923	22-02-2024	NEHRU PLACE CSO	Second Floor - C Block	SAFETY	C220220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 16:56	2/22/2024 5:07:42 PM	0:0:11:6			done	Onsite
18924	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240103		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-02-2024 16:56	2/22/2024 5:04:07 PM	0:0:7:49			keyboard change and issue resolved	Onsite
18925	22-02-2024	NEHRU PLACE CSO	Second Floor - C Block	O-M	C220220240102		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	22-02-2024 16:56	2/22/2024 5:07:33 PM	0:0:11:32			Needful done	Onsite
18926	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240101		Hardware	System	MS Office	Others	LOW	Closed	22-02-2024 16:55	2/22/2024 5:03:50 PM	0:0:8:33			installation done and call closed	Onsite
18927	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240099		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	22-02-2024 16:54	2/22/2024 5:03:37 PM	0:0:9:11			installation done and call closed	Onsite
18928	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240100		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-02-2024 16:54	2/22/2024 5:03:43 PM	0:0:8:45			installation done and call closed	Onsite
18929	22-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/ DET	C220220240098		Hardware	Laptop	Network Not Working	Other	LOW	Closed	22-02-2024 16:52	2/22/2024 5:03:19 PM	0:0:10:25			issue resolved after take a data	Onsite
18930	22-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C220220240097		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 16:15	2/22/2024 4:53:39 PM	0:0:37:48			Issue resolved	Onsite
18931	22-02-2024	NEHRU PLACE CSO	Second Floor - D Block	C-M	C220220240096		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 16:14	2/22/2024 4:53:13 PM	0:0:38:16			Issue resolved	Onsite
18932	22-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C220220240095		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 16:13	2/22/2024 4:52:53 PM	0:0:39:9			Issue resolved	Onsite
18933	22-02-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/ DET	C220220240094		Hardware	Laptop	System Password issue	Others	LOW	Closed	22-02-2024 16:12	2/22/2024 4:52:37 PM	0:0:39:55			Issue resolved	Onsite
18934	22-02-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C220220240093		Hardware	Laptop	System Password issue	Others	LOW	Closed	22-02-2024 16:12	2/22/2024 4:52:31 PM	0:0:40:15			Issue resolved	Onsite
18935	22-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA TE	C220220240092		Hardware	Laptop	System Password issue	Password	LOW	Closed	22-02-2024 16:07	2/22/2024 4:52:24 PM	0:0:44:53			Issue resolved	Onsite
18936	22-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C220220240091		Hardware	Laptop	Hanging/Slow processing	RAM Issue	LOW	Closed	22-02-2024 14:58	2/22/2024 4:33:36 PM	0:1:34:58			Clean RAM now working fine	Onsite
18937	22-02-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C220220240090		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-02-2024 14:57	2/22/2024 4:31:50 PM	0:1:34:27			Change mouse now working fine	Onsite
18938	22-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C220220240089		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 14:55	2/22/2024 4:31:04 PM	0:1:35:30			Change USB cable now working fine	Onsite
18939	22-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C220220240088		Network	LAN Issue	LAN Issue	Others	LOW	Closed	22-02-2024 14:54	2/22/2024 4:29:50 PM	0:1:34:58			Change RJ45 Connector now working	Onsite
18940	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240087		Hardware	PC	Hanging/Slow processing	RAM Issue	MEDIUM	Closed	22-02-2024 14:43	2/22/2024 3:19:13 PM	0:0:35:46			After clean and reinsert ram issue	
18941	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240086		Hardware	System	Other Software	Adobe	MEDIUM	Closed	22-02-2024 14:32	2/22/2024 3:20:46 PM	0:0:48:32			After reinstall Adobe software issue	
18942	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240085		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	22-02-2024 14:30	2/22/2024 3:15:58 PM	0:0:45:4			After crimp RJ45 connector issue	
18943	22-02-2024	SAKET	Adchini	DSS	C220220240084		Hardware	PC	TFT	Power	LOW	Closed	22-02-2024 14:30	2/22/2024 2:35:00 PM	0:0:4:40			TFT Power cable changed	Onsite
18944	22-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C220220240083		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	22-02-2024 14:28	2/22/2024 3:17:21 PM	0:0:48:42			After clean temp file and change	
18945	22-02-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C220220240082		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 14:22	2/22/2024 2:27:08 PM	0:0:4:43			Resolved	Onsite
18946	22-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/ DET	C220220240081		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 14:20	2/22/2024 2:26:45 PM	0:0:6:4			Resolved	Onsite
18947	22-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/ DET	C220220240080		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 14:19	2/22/2024 2:26:25 PM	0:0:6:31			Resolved	Onsite
18948	22-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/ DET	C220220240079		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 14:18	2/22/2024 2:26:11 PM	0:0:7:12			Resolved	Onsite
18949	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240078		Hardware	System	MS Office	Others	LOW	Closed	22-02-2024 14:07	2/22/2024 2:11:57 PM	0:0:4:10			resolved	Onsite
18950	22-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C220220240077		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	22-02-2024 14:06	2/22/2024 2:12:12 PM	0:0:6:4			resolved	Onsite
18951	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240075		Hardware	PC	TFT	Others	LOW	Closed	22-02-2024 14:05	2/22/2024 2:12:43 PM	0:0:7:29			Cable issue	Onsite
18952	22-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C220220240076		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	22-02-2024 14:05	2/22/2024 2:12:23 PM	0:0:6:39			resolved	Onsite
18953	22-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C220220240074		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 14:04	2/22/2024 2:12:54 PM	0:0:8:14			resolved	Onsite
18954	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240073		Hardware	PC	Restart Problem	Hardware	LOW	Closed	22-02-2024 14:04	2/22/2024 2:13:07 PM	0:0:9:2			resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
18955	22-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220220240071		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	22-02-2024 14:03	2/26/2024 5:16:34 PM	4:3:13:29			Call Close By Sanjay & Subhash	Onsite
18956	22-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C220220240072		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 14:03	2/22/2024 2:13:17 PM	0:0:9:49			resolved	Onsite
18957	22-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C220220240070		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-02-2024 14:01	2/22/2024 2:13:00 PM	0:0:11:20			Issue resolved, Ram upgrade to 4 GB,	
18958	22-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C220220240069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-02-2024 14:00	2/22/2024 2:14:24 PM	0:0:13:56			Issue resolved as required	
18959	22-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C220220240068		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-02-2024 13:55	2/22/2024 2:16:28 PM	0:0:21:7			Printer issue resolved as required	
18960	22-02-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C220220240067		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	22-02-2024 13:53	2/22/2024 2:21:50 PM	0:0:28:0			Ram upgrade as required	
18961	22-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220220240066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:45	2/22/2024 1:52:23 PM	0:0:6:53			Change mail password	Onsite
18962	22-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C220220240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:43	2/22/2024 1:51:40 PM	0:0:7:45			start reactivate mail send function.	Onsite
18963	22-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220220240064		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:42	2/22/2024 1:50:55 PM	0:0:8:12			Mail forward to lotus team	Onsite
18964	22-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C220220240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 13:39	2/22/2024 1:50:12 PM	0:0:10:24			Mail password change.	Onsite
18965	22-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220220240062		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:25	2/22/2024 1:49:25 PM	0:0:24:8			ADS Password reset.	Onsite
18966	22-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220220240061		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:24	2/22/2024 1:50:08 PM	0:0:26:4			In Services services start.	Onsite
18967	22-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220220240060		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:23	2/22/2024 1:50:29 PM	0:0:27:25			ADS Password reset.	Onsite
18968	22-02-2024	PALAM	Kailash Puri Complaint Center	O-M	C220220240059		Hardware	System	Other Software	Browser	LOW	Closed	22-02-2024 13:20	2/22/2024 1:50:51 PM	0:0:30:6			Sap Password reset.	Onsite
18969	22-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220220240058		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-02-2024 13:19	2/22/2024 1:51:25 PM	0:0:31:34			Mouse Replaced.	Onsite
18970	22-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220220240057		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-02-2024 13:18	2/22/2024 1:51:49 PM	0:0:33:4			Password reset.	Onsite
18971	22-02-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220220240056		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 13:17	2/22/2024 1:52:21 PM	0:0:34:36			Scanner software installation.	Onsite
18972	22-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220220240055		Hardware	System	Other Software	software	MEDIUM	Closed	22-02-2024 13:02	2/22/2024 1:37:05 PM	0:0:35:0			after reinstall adobe software issue	Remote
18973	22-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C220220240054		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 13:00	2/22/2024 1:36:37 PM	0:0:36:5			After compact issue resolved	Onsite
18974	22-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C220220240053		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	22-02-2024 12:59	2/22/2024 1:36:18 PM	0:0:36:55			After repair windows issue resolved	Onsite
18975	22-02-2024	SARITA VIHAR	Sukhdev Vihar	BUSINESS/	C220220240052		Hardware	System	Other Software	New	MEDIUM	Closed	22-02-2024 12:58	2/22/2024 1:35:50 PM	0:0:37:41			after recreate dtm exe issue resolved	Onsite
18976	22-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C220220240051		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	22-02-2024 12:57	2/22/2024 1:35:22 PM	0:0:38:16			After clean temp file and change	Remote
18977	22-02-2024	SARITA VIHAR	Jullena	OM-DIV	C220220240050		Network	Link	Link Connectivity Issue	Router	MEDIUM	Closed	22-02-2024 12:56	2/22/2024 1:34:48 PM	0:0:38:32			Router send to nehru place for	Onsite
18978	22-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C220220240049		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-02-2024 12:55	2/22/2024 1:51:28 PM	0:0:56:12			After update driver issue resolved	Remote
18979	22-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C220220240048		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 12:54	2/22/2024 1:51:01 PM	0:0:56:21			After clear stuck mails and compact	Remote
18980	22-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220220240047		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	22-02-2024 12:47	2/26/2024 5:16:12 PM	4:4:28:58			Call Close By Sanjay & Subhash	Onsite
18981	22-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C220220240046		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 12:34	2/22/2024 1:36:55 PM	0:1:2:6			Mail inbox and sent all archive and	Remote
18982	22-02-2024	NEHRU PLACE	20 No Building	Energy	C220220240045		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-02-2024 12:33	2/22/2024 12:51:28 PM	0:0:18:2			printer driver update	Onsite
18983	22-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C220220240044		Hardware	System	Other Software	New	LOW	Closed	22-02-2024 12:29	2/22/2024 12:51:11 PM	0:0:21:55			VPN installation and configuration	Onsite
18984	22-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C220220240043		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	22-02-2024 12:28	2/26/2024 5:16:53 PM	4:4:48:6			Call Close By Sanjay & Subhash	Onsite
18985	22-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C220220240042		Hardware	System	Other Software	software	MEDIUM	Closed	22-02-2024 12:21	2/22/2024 1:35:50 PM	0:1:14:48			Adobe Reader software reinstalled	Remote
18986	22-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C220220240041		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-02-2024 12:19	2/22/2024 1:34:46 PM	0:1:14:47			Mail Archive path setting reconfigure	Remote
18987	22-02-2024	SAKET	Adchini	BUSINESS/	C220220240040		Hardware	Laptop	Not working at all	No power	LOW	Closed	22-02-2024 12:15	2/22/2024 12:36:12 PM	0:0:20:29			power issue	Onsite
18988	22-02-2024	SAKET	Adchini	BUSINESS/	C220220240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-02-2024 12:14	2/22/2024 12:35:52 PM	0:0:20:55			Printer driver installed	Onsite
18989	22-02-2024	SAKET	Malviya Nagar	O-M	C220220240038		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-02-2024 12:12	2/22/2024 12:35:29 PM	0:0:22:43			USB cable issue	Onsite
18990	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240036		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 12:11	2/22/2024 1:46:36 PM	0:1:35:9			Some file missing.	Onsite
18991	22-02-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C220220240037		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-02-2024 12:11	2/22/2024 1:46:50 PM	0:1:35:0			Keyboard replaced.	Onsite
18992	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240035		Telecome	Instrumen	SIP	Others	LOW	Closed	22-02-2024 12:10	2/22/2024 1:43:56 PM	0:1:32:57			SIP phone transferred.	Onsite
18993	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240034		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-02-2024 12:10	2/22/2024 1:43:31 PM	0:1:33:10			LAN cable was loose.	Onsite
18994	22-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C220220240032		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	22-02-2024 12:09	2/22/2024 12:50:46 PM	0:0:41:41			Network driver update and restart	Onsite
18995	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240033		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	22-02-2024 12:09	2/22/2024 1:43:14 PM	0:1:33:56			LAN connector replaced.	Onsite
18996	22-02-2024	NEHRU PLACE	20 No Building	C-M	C220220240030		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 12:08	2/22/2024 12:49:59 PM	0:0:41:29			PASSWORD RESET DONE	Onsite
18997	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240031		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 12:08	2/22/2024 1:41:03 PM	0:1:32:16			Due to server slow.	Onsite
18998	22-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220220240029		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	22-02-2024 12:07	2/22/2024 1:39:59 PM	0:1:32:6			LAN cable loose.	Onsite
18999	22-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C220220240028		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	22-02-2024 11:43					Lan Not working pls send lan team for	Onsite
19000	22-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C220220240027		Telecome	Instrumen	Analog	Instrumen	HIGH	Closed	22-02-2024 11:41	2/22/2024 12:59:17 PM	0:1:17:40			change the code issue resolved	Onsite
19001	22-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C220220240026		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 11:39	2/22/2024 11:59:11 AM	0:0:19:57			RAM cleaning & reinsert the RAM.	Onsite
19002	22-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C220220240025		Hardware	MOUSE	Not working	Other	LOW	Closed	22-02-2024 11:38	2/22/2024 11:58:33 AM	0:0:20:0			Restart the PC and reconnect to	Onsite
19003	22-02-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C220220240024		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-02-2024 11:37	2/22/2024 11:57:29 AM	0:0:19:33			Cleaning RAM & reinsert into another	Onsite
19004	22-02-2024	SAKET	Chhatarpur CC	BUSINESS/	C220220240023		Telecome	CCTV	DVR/NVR	Network	LOW	Closed	22-02-2024 11:21	2/22/2024 11:35:54 AM	0:0:14:28			CCTV Camera is not working	Onsite
19005	22-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C220220240022		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	22-02-2024 11:09	2/22/2024 12:13:26 PM	0:1:3:34			keyboard changed	Onsite
19006	22-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C220220240021		Hardware	PC	Restart Problem	Others	HIGH	Closed	22-02-2024 11:07	2/22/2024 12:13:58 PM	0:1:6:28			Power cable changed	Onsite
19007	22-02-2024	SAKET	D-Block Saket	O-M	C220220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 11:07	2/22/2024 11:12:17 AM	0:0:5:10			New Archive created	Remote
19008	22-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C220220240019		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	22-02-2024 11:06	2/22/2024 12:12:52 PM	0:1:6:28			printer paper jam cline	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19009	22-02-2024	SAKET	Adchini	IT	C220220240018		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 11:05	2/22/2024 11:09:30 AM	0:0:3:36			Password reset from AD for Head	Remote
19010	22-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 11:04	2/22/2024 11:52:42 AM	0:0:48:11			Create new archive Now Issue	Remote
19011	22-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220220240016		Telecome	Instrumen	SIP	Network	LOW	Closed	22-02-2024 11:03	2/22/2024 11:52:24 AM	0:0:48:26			Login with extension no and password	Onsite
19012	22-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220220240015		Hardware	System	Other Software	software	LOW	Closed	22-02-2024 11:03	2/22/2024 11:51:56 AM	0:0:48:29			Reset the P92 password Now Issue	Onsite
19013	22-02-2024	ALAKNANDA	Giri Nagar	MMG	C220220240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-02-2024 11:02	2/22/2024 11:51:34 AM	0:0:48:36			Archive all mail and compact Now	Onsite
19014	22-02-2024	ALAKNANDA	Giri Nagar	MMG	C220220240013		Hardware	Laptop	System Password issue	Others	LOW	Closed	22-02-2024 11:02	2/22/2024 11:51:06 AM	0:0:48:44			Restart the PC and login after 10 min	Onsite
19015	22-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C220220240012		Hardware	Attendane	Others	new	LOW	Closed	22-02-2024 11:01	2/22/2024 11:50:30 AM	0:0:48:55			Card Activated Now Issue Resolved	Onsite
19016	22-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C220220240011		Hardware	PC	TFT	Half	LOW	Closed	22-02-2024 10:49	2/22/2024 10:50:28 AM	0:0:0:46			set the display	Onsite
19017	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240010		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-02-2024 10:47	2/22/2024 10:50:45 AM	0:0:3:22			install the os	Onsite
19018	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240009		Hardware	PC	Not working at all	Physical	LOW	Closed	22-02-2024 10:46	2/22/2024 10:52:00 AM	0:0:5:33			clean with blower	Onsite
19019	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240008		NON-SAP	DSK	Digi Seva Kendra Portal	Others	LOW	Closed	22-02-2024 10:45	2/22/2024 10:52:34 AM	0:0:7:30			clear the cache	Onsite
19020	22-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220220240007		NON-SAP	Others	Others	Others	LOW	Closed	22-02-2024 10:43	2/22/2024 10:53:46 AM	0:0:9:50			repair the ms office	Remote
19021	22-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220220240006		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-02-2024 10:34	2/22/2024 11:15:09 AM	0:0:40:55			Color Settings Change Issue Resolved	Onsite
19022	22-02-2024	SAKET	Fatehpur Beri CC	O-M	C220220240005		Hardware	PC	Not working at all	Others	LOW	Closed	22-02-2024 10:33	2/22/2024 11:13:18 AM	0:0:39:41			Windows booting issue	Onsite
19023	22-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220220240004		Hardware	Printer	Image Issue	Light	LOW	Closed	22-02-2024 10:32	2/22/2024 11:14:36 AM	0:0:42:16			Cartage Replaced Issue Resolved	Onsite
19024	22-02-2024	SAKET	Pushp Vihar Sector 3	O-M	C220220240003		Hardware	OTHERS	VPN ISSUE	Wifi/Mobi	LOW	Closed	22-02-2024 10:28	2/22/2024 11:11:43 AM	0:0:42:46			WIFI connectivity issue call logged to	Onsite
19025	22-02-2024	SAKET	Adchini	BUSINESS/	C220220240002		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-02-2024 10:27	2/22/2024 11:10:06 AM	0:0:42:23			Paper removed from printer	Onsite
19026	22-02-2024	SAKET	Adchini	BUSINESS/	C220220240001		Hardware	PC	System Password issue	Password	LOW	Closed	22-02-2024 10:25	2/22/2024 11:08:35 AM	0:0:42:53			Password reset from AD for RKP	Remote
19027	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230220240179		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 18:19	2/23/2024 6:22:06 PM	0:0:2:44			issue resolved	Onsite
19028	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230220240177		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 18:17	2/23/2024 6:21:47 PM	0:0:4:34			issue resolved	Onsite
19029	23-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C230220240178		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 18:17	2/23/2024 6:21:56 PM	0:0:4:8			issue resolved	Onsite
19030	23-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C230220240176		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 18:16	2/23/2024 6:21:38 PM	0:0:5:1			issue resolved	Onsite
19031	23-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230220240175		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-02-2024 18:16	2/23/2024 6:21:28 PM	0:0:5:28			issue resolved	Onsite
19032	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230220240173		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	23-02-2024 18:15	2/23/2024 6:21:13 PM	0:0:6:3			issue resolved	Onsite
19033	23-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230220240174		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-02-2024 18:15	2/23/2024 6:21:20 PM	0:0:5:42			issue resolved	Onsite
19034	23-02-2024	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C230220240171		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	23-02-2024 18:14	2/23/2024 6:20:51 PM	0:0:6:44			issue resolved	Onsite
19035	23-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230220240172		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-02-2024 18:14	2/23/2024 6:21:00 PM	0:0:6:18			issue resolved	Onsite
19036	23-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C230220240170		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	23-02-2024 18:13	2/23/2024 6:20:28 PM	0:0:7:0			issue resolved	Onsite
19037	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240169		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 17:46	2/23/2024 6:17:28 PM	0:0:31:3			reset password issue resolve	Remote
19038	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240168		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	23-02-2024 17:45	2/23/2024 6:17:09 PM	0:0:31:24			SSD Installed	Remote
19039	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240167		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-02-2024 17:45	2/23/2024 6:16:47 PM	0:0:31:39			New Archive Create issue resolve	Remote
19040	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240166		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-02-2024 17:44	2/23/2024 6:16:16 PM	0:0:31:53			Printer Installed	Onsite
19041	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	23-02-2024 17:39	2/23/2024 6:16:00 PM	0:0:36:29			OS And BSES Software installed	Onsite
19042	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240164		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-02-2024 17:38	2/23/2024 6:15:39 PM	0:0:37:18			Issue resolve finger print working now	Onsite
19043	23-02-2024	OTHERS	VSNL	MMG	C230220240162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 17:36	2/23/2024 6:13:43 PM	0:0:37:38			Issue resolve by printer vendor	Onsite
19044	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240163		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	23-02-2024 17:36	2/23/2024 6:14:50 PM	0:0:37:56			Traveler working now after reset	Onsite
19045	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240161		Hardware	PC	TFT	Ticket	LOW	Closed	23-02-2024 17:23	2/23/2024 5:25:43 PM	0:0:1:53			Send TFT to the vendor	Onsite
19046	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240160		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 17:17	2/23/2024 5:21:30 PM	0:0:3:48			Ms office not working issue resolved	Onsite
19047	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240158		Hardware	PC	Not working at all	Others	LOW	Closed	23-02-2024 17:17	2/23/2024 5:26:10 PM	0:0:9:3			Date and Time settings change.	Onsite
19048	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240159		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 17:17	2/23/2024 5:21:10 PM	0:0:3:55			Ms office not working issue resolved	Onsite
19049	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240157		Hardware	System	Other Software	Adobe	LOW	Closed	23-02-2024 17:16	2/23/2024 5:20:45 PM	0:0:4:19			IP msg not working issue resolved	Onsite
19050	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240156		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-02-2024 17:15	2/23/2024 5:20:23 PM	0:0:4:24			Mouse not working issue resolved	Onsite
19051	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240155		Hardware	System	Other Software	Adobe	LOW	Closed	23-02-2024 17:15	2/23/2024 5:19:59 PM	0:0:4:44			IP msg not working issue resolved	Onsite
19052	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 17:14	2/23/2024 5:19:39 PM	0:0:5:33			Email not working issue resolved	Onsite
19053	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240153		Hardware	System	MS Office	Software	LOW	Closed	23-02-2024 17:13	2/23/2024 5:18:30 PM	0:0:5:16			Ms office not working issue resolved	Onsite
19054	23-02-2024	SAKET	C Dot Grid	O-M	C230220240152		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 17:04	2/23/2024 5:16:52 PM	0:0:12:8			IT Meeting	Onsite
19055	23-02-2024	SAKET	Adchini	O-M	C230220240151		Network	LAN Issue	LAN Issue	Others	LOW	Closed	23-02-2024 17:02	2/23/2024 5:16:30 PM	0:0:13:58			It Meeting	Onsite
19056	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240150		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 17:01	2/23/2024 5:16:11 PM	0:0:14:16			printer not work	Onsite
19057	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230220240149		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	23-02-2024 17:01	2/23/2024 5:28:16 PM	0:0:26:27			updated the anti virus issue resolved	Onsite
19058	23-02-2024	SAKET	Adchini	CIVIL	C230220240147		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-02-2024 17:01	2/23/2024 5:15:50 PM	0:0:14:45			Mail lock	Onsite
19059	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C230220240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 17:01	2/23/2024 5:27:21 PM	0:0:26:3			archived the mail and compact the	Onsite
19060	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240146		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 17:00	2/23/2024 5:15:26 PM	0:0:15:12			Printer setting changed	Onsite
19061	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240145		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 16:59	2/23/2024 5:15:05 PM	0:0:15:19			printer not work	Onsite
19062	23-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C230220240143		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 16:58	2/23/2024 5:17:44 PM	0:0:19:13			repair ms office 2007 software issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19063	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240142		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 16:58	2/23/2024 5:14:09 PM	0:0:15:58			Printer inter changed	Onsite
19064	23-02-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C230220240144		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	23-02-2024 16:58	2/23/2024 5:14:46 PM	0:0:15:47			LAN connector re primp	Onsite
19065	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240141		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 16:57	2/23/2024 5:13:38 PM	0:0:15:51			LAN printer connected with LAN	Onsite
19066	23-02-2024	SAKET	Adchini	Recovery	C230220240140		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-02-2024 16:56	2/23/2024 5:13:04 PM	0:0:16:6			Mouse refer to NHP bhawan	Onsite
19067	23-02-2024	SAKET	Adchini	DSK	C230220240139		Hardware	Scanner	Scaning issue	Others	LOW	Closed	23-02-2024 16:56	2/23/2024 5:12:36 PM	0:0:16:21			Software setting changed	Onsite
19068	23-02-2024	SAKET	Adchini	DSS	C230220240138		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 16:55	2/23/2024 5:12:13 PM	0:0:16:39			Windows credential changed	Onsite
19069	23-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	CPC	C230220240137		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	23-02-2024 16:35	2/23/2024 5:17:25 PM	0:0:42:8			re plug the network cable after punch	Onsite
19070	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230220240136		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	23-02-2024 16:34	2/23/2024 5:16:42 PM	0:0:42:0			clean the trace file and update the	Onsite
19071	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230220240135		Hardware	PC	TFT	Color	LOW	Closed	23-02-2024 16:34	2/23/2024 5:16:08 PM	0:0:41:59			change the VGA cable issue resolved	Onsite
19072	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C230220240134		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 16:32	2/23/2024 5:36:37 PM	0:1:4:36			Forti Clint installed and configured	Onsite
19073	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 16:27	2/23/2024 4:41:17 PM	0:0:14:8			All mails Archive & Compact Now	Onsite
19074	23-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C230220240132		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	23-02-2024 16:21	2/23/2024 5:38:55 PM	0:1:17:45			Mail denotes software run and restart	Onsite
19075	23-02-2024	NIZAMUDDIN	Lodhi Road Block 7	CMG	C230220240131		Hardware	Printer	Image Issue	Image	LOW	Closed	23-02-2024 16:20	2/23/2024 4:29:14 PM	0:0:8:41			resolved	Onsite
19076	23-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C230220240130		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	23-02-2024 16:18	2/29/2024 9:48:10 AM	5:17:29:21			lan cable not working	Onsite
19077	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C230220240129		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 16:18	2/23/2024 4:35:10 PM	0:0:16:29			resolved	Onsite
19078	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C230220240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 16:16	2/23/2024 4:34:55 PM	0:0:18:25			resolved	Onsite
19079	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C230220240127		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	23-02-2024 16:14	2/23/2024 4:34:41 PM	0:0:19:42			resolved	Onsite
19080	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C230220240126		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 16:13	2/23/2024 4:34:17 PM	0:0:20:31			resolved	Onsite
19081	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C230220240125		Hardware	Printer	Image Issue	Dark	LOW	Closed	23-02-2024 16:10	2/23/2024 4:34:05 PM	0:0:23:47			resolved	Onsite
19082	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C230220240124		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	23-02-2024 16:09	2/23/2024 4:33:51 PM	0:0:24:50			resolved	Onsite
19083	23-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C230220240122		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	23-02-2024 15:57	2/23/2024 4:46:00 PM	0:0:49:0			After replace local replica issue	Remote
19084	23-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C230220240123		Hardware	System	Other Software	software	MEDIUM	Closed	23-02-2024 15:57	2/23/2024 4:45:17 PM	0:0:47:17			After reinstall orcale issue resolved	Remote
19085	23-02-2024	SARITA VIHAR	Badarpur	OM-DIV	C230220240121		Hardware	System	Other Software	New	MEDIUM	Closed	23-02-2024 15:55	2/23/2024 4:46:42 PM	0:0:50:52			After give permission to folder issue	Remote
19086	23-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C230220240120		Hardware	PC	System Password issue	Password	MEDIUM	Closed	23-02-2024 15:54	2/23/2024 4:47:00 PM	0:0:52:6			After reset password issue resolved	Remote
19087	23-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C230220240119		Hardware	System	MS Office	Software	MEDIUM	Closed	23-02-2024 15:54	2/23/2024 4:47:27 PM	0:0:53:19			After reinstall ms office issue resolved	Remote
19088	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C230220240118		Hardware	PC	Restart Problem	Physical	LOW	Closed	23-02-2024 15:52	2/23/2024 4:33:25 PM	0:0:41:6			resolved	Onsite
19089	23-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C230220240117		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	23-02-2024 15:49	2/23/2024 4:48:08 PM	0:0:59:5			After archive then compact mail issue	Remote
19090	23-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C230220240116		Hardware	Printer	Image Issue	Image	LOW	Closed	23-02-2024 15:48	2/23/2024 4:29:32 PM	0:0:41:10			resolved	Onsite
19091	23-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C230220240115		Hardware	System	Other Software	New	MEDIUM	Closed	23-02-2024 15:47	2/23/2024 4:48:26 PM	0:1:1:18			BSP icon created issue resolved	Remote
19092	23-02-2024	OTHERS	IIT Grid	Enforcem	C230220240113		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-02-2024 15:46	2/23/2024 3:49:44 PM	0:0:3:36			Printer issue	Onsite
19093	23-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C230220240114		Hardware	System	Other Software	proxy	MEDIUM	Closed	23-02-2024 15:46	2/23/2024 4:48:49 PM	0:1:2:22			After proxy setting issue resolved	Remote
19094	23-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C230220240112		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	23-02-2024 15:45	2/23/2024 4:49:40 PM	0:1:4:32			After clear temp file and increate cpu	Remote
19095	23-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C230220240111		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 15:44	2/23/2024 4:32:48 PM	0:0:47:58			Remove the paper from printer now	Onsite
19096	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240110		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 15:44	2/23/2024 3:50:07 PM	0:0:6:3			Laptop connectivity issue	Onsite
19097	23-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230220240110		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 15:44	2/23/2024 3:50:07 PM	0:0:6:3			Laptop connectivity issue	Onsite
19098	23-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230220240108		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 15:43	2/23/2024 4:32:30 PM	0:0:48:57			P92 password reset now issue	Onsite
19099	23-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C230220240109		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	23-02-2024 15:43	2/23/2024 4:50:06 PM	0:1:6:15			After clean ram and reinsert issue	Onsite
19100	23-02-2024	OTHERS	Andrews Ganj	Enforcem	C230220240107		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 15:43	2/23/2024 3:50:23 PM	0:0:7:10			Wi- Fi issue	Onsite
19101	23-02-2024	ALAKNANDA	CR Park HR Office	O-M	C230220240106		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	23-02-2024 15:42	2/23/2024 4:32:12 PM	0:0:49:13			Re-insert the RAM now issue resolved	Onsite
19102	23-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C230220240105		Hardware	PC	System Password issue	Others	LOW	Closed	23-02-2024 15:42	2/23/2024 4:31:54 PM	0:0:49:42			Rejoin on ADS now issue resolved	Onsite
19103	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 15:42	2/23/2024 3:50:41 PM	0:0:8:33			mail archive issue	Onsite
19104	23-02-2024	SARITA VIHAR	Jullena	OM-DIV	C230220240103		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	23-02-2024 15:41	2/23/2024 4:50:32 PM	0:1:8:44			After reconfigure printer driver issue	Remote
19105	23-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C230220240102		Hardware	PC	System Password issue	Others	LOW	Closed	23-02-2024 15:41	2/23/2024 4:31:36 PM	0:0:50:2			Rejoin the the domain now issue	Onsite
19106	23-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C230220240100		Hardware	System	Other Software	software	MEDIUM	Closed	23-02-2024 15:41	2/23/2024 4:50:58 PM	0:1:9:43			After reinstall chrome browser issue	Remote
19107	23-02-2024	OTHERS	Andrews Ganj	Enforcem	C230220240101		Hardware	Laptop	Restart Problem	Others	LOW	Closed	23-02-2024 15:41	2/23/2024 3:51:11 PM	0:0:9:39			Laptop booting issue	Onsite
19108	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240099		Hardware	System	Other Software	Media	LOW	Closed	23-02-2024 15:39	2/23/2024 4:08:28 PM	0:0:28:30			Media Player Installed Again Now	Onsite
19109	23-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C230220240098		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	23-02-2024 15:38	2/23/2024 5:49:33 PM	0:2:11:21			Lan cable replaced as reqd	Remote
19110	23-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C230220240097		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	23-02-2024 15:36	2/23/2024 5:49:16 PM	0:2:12:56			Issue resolved	Remote
19111	23-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C230220240095		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 15:35	2/23/2024 3:51:28 PM	0:0:16:22			Chrome issue	Remote
19112	23-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C230220240096		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	23-02-2024 15:35	2/23/2024 5:49:06 PM	0:2:13:45			Issue resolved	Remote
19113	23-02-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C230220240094		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 15:34	2/23/2024 5:48:44 PM	0:2:14:7			Issue resolved	Remote
19114	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240093		Network	Link	Link Connectivity Issue	Link	LOW	Closed	23-02-2024 15:33	2/23/2024 3:51:47 PM	0:0:18:2			Link issue	Onsite
19115	23-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C230220240090		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 15:02	2/23/2024 5:14:57 PM	0:2:12:51			issue resolved	Onsite
19116	23-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C230220240091		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 15:02	2/23/2024 5:15:04 PM	0:2:12:36			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19117	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240092		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 15:02	2/23/2024 3:08:03 PM	0:0:5:33			PC shifted.	Onsite
19118	23-02-2024	NEHRU PLACE	20 No Building	IT	C230220240087		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 15:01	2/23/2024 4:02:53 PM	0:1:1:50			after host file update site is working	Onsite
19119	23-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BPI	C230220240089		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-02-2024 15:01	2/23/2024 5:14:47 PM	0:2:13:7			issue resolved	Onsite
19120	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240088		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 15:01	2/23/2024 3:07:27 PM	0:0:6:21			Excel file corrupted.	Onsite
19121	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 15:00	2/23/2024 3:06:34 PM	0:0:6:29			PC shifted.	Onsite
19122	23-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C230220240085		Hardware	Laptop	System Password issue	Password	LOW	Closed	23-02-2024 15:00	2/23/2024 5:14:30 PM	0:2:14:7			issue resolved	Onsite
19123	23-02-2024	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C230220240086		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-02-2024 15:00	2/23/2024 5:14:39 PM	0:2:13:46			issue resolved	Onsite
19124	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C230220240083		Hardware	Laptop	System Password issue	Password	LOW	Closed	23-02-2024 14:59	2/23/2024 5:14:25 PM	0:2:14:31			issue resolved	Onsite
19125	23-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C230220240080		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-02-2024 14:59	2/23/2024 3:02:42 PM	0:0:3:42			after reinstall scanner issue resolved	Onsite
19126	23-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C230220240081		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-02-2024 14:59	2/23/2024 5:14:19 PM	0:2:14:53			issue resolved	Onsite
19127	23-02-2024	NEHRU PLACE	20 No Building	IT	C230220240082		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 14:59	2/23/2024 4:02:38 PM	0:1:3:6			after host file update site is working	Onsite
19128	23-02-2024	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C230220240079		Hardware	System	MS Office	Others	LOW	Closed	23-02-2024 14:58	2/23/2024 5:14:12 PM	0:2:15:16			issue resolved	Onsite
19129	23-02-2024	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C230220240077		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-02-2024 14:58	2/23/2024 5:14:04 PM	0:2:15:40			issue resolved	Onsite
19130	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240078		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	23-02-2024 14:58	2/23/2024 3:05:46 PM	0:0:7:6			LAN connector.	Onsite
19131	23-02-2024	NEHRU PLACE	20 No Building	C-M	C230220240076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 14:57	2/23/2024 4:01:43 PM	0:1:3:47			paper remove fro printer	Onsite
19132	23-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C230220240075		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-02-2024 14:57	2/23/2024 5:13:57 PM	0:2:16:4			issue resolved	Onsite
19133	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C230220240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 14:57	2/23/2024 5:13:49 PM	0:2:16:27			issue resolved	Onsite
19134	23-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C230220240072		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:56	2/23/2024 5:13:39 PM	0:2:16:57			issue resolved	Onsite
19135	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240073		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	23-02-2024 14:56	2/23/2024 3:05:27 PM	0:0:8:40			LPD file updated.	Onsite
19136	23-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C230220240071		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 14:48	2/23/2024 3:53:42 PM	0:1:4:49			Change proxy setting now working	Remote
19137	23-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C230220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 14:46	2/23/2024 3:53:13 PM	0:1:6:57			Archive mails now working fine	Remote
19138	23-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C230220240069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 14:45	2/23/2024 3:53:00 PM	0:1:7:37			Archive mails now working fine	Remote
19139	23-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C230220240067		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	23-02-2024 14:44	2/23/2024 2:58:27 PM	0:0:13:59			after paper print size change issue	Onsite
19140	23-02-2024	JANAK PURI	I A 3 Janakpuri	O-M	C230220240068		Network	Link	Link Connectivity Issue	Link	LOW	Closed	23-02-2024 14:44	2/23/2024 4:30:03 PM	0:1:45:27			Done network troubleshooting steps	Onsite
19141	23-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230220240065		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:43	2/23/2024 3:52:06 PM	0:1:8:57			Reset System password now working	Remote
19142	23-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230220240066		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 14:43	2/23/2024 3:52:25 PM	0:1:8:36			Change proxy setting now working	Remote
19143	23-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C230220240064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 14:41	2/23/2024 2:57:57 PM	0:0:16:2			after printer driver update issue	Onsite
19144	23-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C230220240063		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 14:40	2/23/2024 3:51:41 PM	0:1:11:26			Change Lan patch cable now working	Onsite
19145	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240062		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-02-2024 14:23	2/23/2024 3:18:21 PM	0:0:54:56			Closed mail id & delete temp. file,	Onsite
19146	23-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C230220240061		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:22	2/23/2024 3:17:23 PM	0:0:54:41			PC password reset as default.	Onsite
19147	23-02-2024	NEHRU PLACE	W Block GK 1	O-M	C230220240060		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:21	2/23/2024 3:17:08 PM	0:0:55:15			Laptop password reset as default.	Onsite
19148	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240059		Hardware	PC	TFT	Others	LOW	Closed	23-02-2024 14:21	2/23/2024 2:24:18 PM	0:0:2:57			issue resolved after change the VGA	Onsite
19149	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240058		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-02-2024 14:21	2/23/2024 3:16:34 PM	0:0:55:26			Mail id unlocked.	Onsite
19150	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240057		Hardware	PC	Not working at all	Others	LOW	Closed	23-02-2024 14:20	2/23/2024 2:27:31 PM	0:0:6:50			issue resolved after change the power	Onsite
19151	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240055		Hardware	MOUSE	Not working	Other	LOW	Closed	23-02-2024 14:20	2/23/2024 3:15:49 PM	0:0:55:48			PC Restart & USB slot change to insert	Onsite
19152	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240056		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 14:20	2/23/2024 3:16:13 PM	0:0:55:33			paper remove from printer.	Onsite
19153	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240052		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 14:19	2/23/2024 2:25:20 PM	0:0:6:10			keyboard change and issue resolved	Onsite
19154	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240053		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 14:19	2/23/2024 2:26:04 PM	0:0:6:28			install and call closed	Onsite
19155	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240054		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 14:19	2/23/2024 2:26:39 PM	0:0:6:53			issue resolved after change the	Onsite
19156	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240051		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 14:18	2/23/2024 2:25:13 PM	0:0:6:18			keyboard change and issue resolved	Onsite
19157	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C230220240050		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	23-02-2024 13:38	2/23/2024 1:50:36 PM	0:0:12:17			Resolved	Onsite
19158	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C230220240049		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	23-02-2024 13:35	2/23/2024 1:49:45 PM	0:0:14:25			Resolved	Onsite
19159	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C230220240048		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	23-02-2024 13:34	2/23/2024 1:49:35 PM	0:0:14:38			Resolved	Onsite
19160	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C230220240047		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 13:33	2/23/2024 1:47:27 PM	0:0:13:32			Resolved	Onsite
19161	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C230220240046		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 13:30	2/23/2024 1:47:06 PM	0:0:16:39			Resolved	Onsite
19162	23-02-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C230220240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 13:29	2/23/2024 1:46:55 PM	0:0:17:52			Resolved	Onsite
19163	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C230220240044		Hardware	PC	TFT	Others	LOW	Closed	23-02-2024 13:17	2/23/2024 1:44:36 PM	0:0:27:5			Resolved	Onsite
19164	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C230220240043		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 13:16	2/23/2024 1:44:49 PM	0:0:28:0			Send to vendor	Onsite
19165	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C230220240042		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 13:16	2/23/2024 1:45:05 PM	0:0:28:49			resolved	Onsite
19166	23-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C230220240041		Hardware	PC	Network Not Working	Earthing	LOW	Closed	23-02-2024 13:15	2/23/2024 3:11:38 PM	0:1:55:57			Resolved	
19167	23-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C230220240040		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-02-2024 13:15	2/23/2024 1:45:16 PM	0:0:29:48			resolved	Onsite
19168	23-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230220240039		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	23-02-2024 13:14	2/23/2024 1:45:25 PM	0:0:30:32			resolved	Onsite
19169	23-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230220240038		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	23-02-2024 13:14	2/23/2024 1:45:36 PM	0:0:31:20			resolved	Onsite
19170	23-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230220240037		Hardware	PC	Hanging/Slow processing	Driver	LOW	Closed	23-02-2024 13:13	2/23/2024 1:45:52 PM	0:0:32:7			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19171	23-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230220240036		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	23-02-2024 13:12	2/23/2024 1:46:01 PM	0:0:33:27			resolved	Onsite
19172	23-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C230220240035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-02-2024 13:11	2/23/2024 1:15:59 PM	0:0:4:0			Printer driver install and working	Onsite
19173	23-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230220240034		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 13:11	2/23/2024 1:46:09 PM	0:0:34:13			resolved	Onsite
19174	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230220240033		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 13:11	2/23/2024 1:46:16 PM	0:0:34:58			resolved	Onsite
19175	23-02-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C230220240032		Hardware	PC	Restart Problem	Heating	LOW	Closed	23-02-2024 13:06	2/23/2024 1:15:20 PM	0:0:8:28			Ram slot replaced bios settings done	Onsite
19176	23-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C230220240031		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 13:04	2/23/2024 1:14:14 PM	0:0:9:32			ms office install again with excel only	Onsite
19177	23-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C230220240030		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 13:03	2/23/2024 1:13:35 PM	0:0:10:34			system file issue repair done and also	Onsite
19178	23-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C230220240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 13:01	2/23/2024 1:12:42 PM	0:0:11:28			New reset id install and config done	Onsite
19179	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C230220240028		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 12:53	2/23/2024 1:45:08 PM	0:0:51:35			New Dtm.exe installation.	Remote
19180	23-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C230220240027		Hardware	PC	Not working at all	Others	LOW	Closed	23-02-2024 12:52	2/23/2024 1:46:29 PM	0:0:53:42			Resolved	Onsite
19181	23-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C230220240026		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	23-02-2024 12:47	2/23/2024 1:47:08 PM	0:0:59:59			Take follow up & issue resolved by	Onsite
19182	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C230220240025		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	23-02-2024 12:44	2/23/2024 1:49:32 PM	0:1:5:17			Take follow up & issue resolved by	Onsite
19183	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C230220240024		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 12:43	2/23/2024 1:55:33 PM	0:1:12:11			Keyboard Replaced.	Onsite
19184	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C230220240023		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-02-2024 12:41	2/23/2024 1:55:58 PM	0:1:14:3			Mouse Replaced.	Onsite
19185	23-02-2024	NEHRU PLACE	20 No Building	IT	C230220240022		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 12:38	2/23/2024 2:29:20 PM	0:1:51:15			software installation done	Onsite
19186	23-02-2024	NEHRU PLACE	20 No Building	BUSINESS/	C230220240021		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 12:36	2/23/2024 2:25:55 PM	0:1:49:21			BSP configure done	Onsite
19187	23-02-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C230220240020		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-02-2024 12:35	2/23/2024 1:56:25 PM	0:1:20:34			RJ 45 Crimp.	Onsite
19188	23-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C230220240019		Hardware	E-Mail	Email _Lotus	Reset/Unl	HIGH	Closed	23-02-2024 12:34	2/23/2024 1:56:50 PM	0:1:22:19			Mail password reset.	Onsite
19189	23-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C230220240018		Hardware	System	MS Office	File Not	HIGH	Closed	23-02-2024 12:33	2/23/2024 2:00:17 PM	0:1:26:38			Ms office reinstall	Onsite
19190	23-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C230220240017		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 12:32	2/23/2024 1:57:14 PM	0:1:24:46			ADS Password reset.	Onsite
19191	23-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C230220240016		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	23-02-2024 12:28	2/23/2024 2:00:00 PM	0:1:31:50			Create new replica	Onsite
19192	23-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C230220240015		Hardware	Printer	Paper Pickup	Paper Not	HIGH	Closed	23-02-2024 12:27	2/23/2024 1:59:45 PM	0:1:32:35			Tray setting change	Onsite
19193	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240014		Hardware	PC	Restart Problem	Others	LOW	Closed	23-02-2024 12:10	2/23/2024 12:21:19 PM	0:0:10:52			Date & Time settings Change Issue	Onsite
19194	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 12:09	2/23/2024 12:20:50 PM	0:0:11:14			All Mails Archived & Compact Now	Onsite
19195	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C230220240012		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-02-2024 11:32	2/23/2024 11:49:04 AM	0:0:16:41			Mail compact and reactivate mail	Remote
19196	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C230220240011		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 11:30	2/23/2024 11:47:04 AM	0:0:16:51			New DSK portal link opened	Remote
19197	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240009		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	23-02-2024 11:28	2/23/2024 12:30:46 PM	0:1:2:40			Printer sharing issue.	Onsite
19198	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C230220240010		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 11:28	2/23/2024 11:45:48 AM	0:0:16:56			Printer pause has been disabled	Onsite
19199	23-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C230220240008		Hardware	Printer	No display on Panel	Power	LOW	Closed	23-02-2024 11:26	2/23/2024 12:31:04 PM	0:1:4:37			Power cord change.	Onsite
19200	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 11:22	2/23/2024 12:26:35 PM	0:1:3:42			Rename workspace file.	Onsite
19201	23-02-2024	SAKET	MMTC CC	O-M	C230220240006		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 11:17	2/23/2024 12:14:56 PM	0:0:57:44			Browser settings changed	Onsite
19202	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240005		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-02-2024 10:56	2/26/2024 10:04:02 AM	2:23:7:55			Lan issue	Onsite
19203	23-02-2024	SAKET	Adchini	CHD	C230220240004		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	23-02-2024 10:25	2/23/2024 11:14:39 AM	0:0:48:53			Call logged to vendor	Onsite
19204	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240003		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	23-02-2024 10:24	2/23/2024 11:14:29 AM	0:0:50:13			Call logged to vendor	Onsite
19205	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240002		Hardware	MOUSE	Not working	Ticket	LOW	Closed	23-02-2024 10:23	2/23/2024 11:14:06 AM	0:0:50:40			Call logged to vendor	Onsite
19206	23-02-2024	SAKET	Adchini	DSK	C230220240001		Telecome	CCTV	DVR/NVR	Others	LOW	Closed	23-02-2024 09:40	2/23/2024 10:22:35 AM	0:0:41:51			NVR Re-configured	Onsite
19207	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230220240179		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 18:19	2/23/2024 6:22:06 PM	0:0:2:44			issue resolved	Onsite
19208	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230220240177		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 18:17	2/23/2024 6:21:47 PM	0:0:4:34			issue resolved	Onsite
19209	23-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C230220240178		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 18:17	2/23/2024 6:21:56 PM	0:0:4:8			issue resolved	Onsite
19210	23-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C230220240176		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 18:16	2/23/2024 6:21:38 PM	0:0:5:1			issue resolved	Onsite
19211	23-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230220240175		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-02-2024 18:16	2/23/2024 6:21:28 PM	0:0:5:28			issue resolved	Onsite
19212	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C230220240173		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	23-02-2024 18:15	2/23/2024 6:21:13 PM	0:0:6:3			issue resolved	Onsite
19213	23-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230220240174		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-02-2024 18:15	2/23/2024 6:21:20 PM	0:0:5:42			issue resolved	Onsite
19214	23-02-2024	NEHRU PLACE CSO	Third Floor - B Block	ADMIN	C230220240171		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	23-02-2024 18:14	2/23/2024 6:20:51 PM	0:0:6:44			issue resolved	Onsite
19215	23-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C230220240172		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	23-02-2024 18:14	2/23/2024 6:21:00 PM	0:0:6:18			issue resolved	Onsite
19216	23-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C230220240170		Hardware	Scanner	Scaning issue	No Power	LOW	Closed	23-02-2024 18:13	2/23/2024 6:20:28 PM	0:0:7:0			issue resolved	Onsite
19217	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240169		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 17:46	2/23/2024 6:17:28 PM	0:0:31:3			reset password issue resolve	Remote
19218	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240168		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	23-02-2024 17:45	2/23/2024 6:17:09 PM	0:0:31:24			SSD Installed	Remote
19219	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240167		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-02-2024 17:45	2/23/2024 6:16:47 PM	0:0:31:39			New Archive Create issue resolve	Remote
19220	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240166		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-02-2024 17:44	2/23/2024 6:16:16 PM	0:0:31:53			Printer Installed	Onsite
19221	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	23-02-2024 17:39	2/23/2024 6:16:00 PM	0:0:36:29			OS And BSES Software installed	Onsite
19222	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240164		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-02-2024 17:38	2/23/2024 6:15:39 PM	0:0:37:18			Issue resolve finger print working now	Onsite
19223	23-02-2024	OTHERS	VSNL	MMG	C230220240162		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 17:36	2/23/2024 6:13:43 PM	0:0:37:38			Issue resolve by printer vendor	Onsite
19224	23-02-2024	OTHERS	VSNL	KCC/MLCC	C230220240163		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	23-02-2024 17:36	2/23/2024 6:14:50 PM	0:0:37:56			Traveler working now after reset	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19225	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240161		Hardware	PC	TFT	Ticket	LOW	Closed	23-02-2024 17:23	2/23/2024 5:25:43 PM	0:0:1:53			Send TFT to the vendor	Onsite
19226	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240160		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 17:17	2/23/2024 5:21:30 PM	0:0:3:48			Ms office not working issue resolved	Onsite
19227	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240158		Hardware	PC	Not working at all	Others	LOW	Closed	23-02-2024 17:17	2/23/2024 5:26:10 PM	0:0:9:3			Date and Time settings change.	Onsite
19228	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240159		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 17:17	2/23/2024 5:21:10 PM	0:0:3:55			Ms office not working issue resolved	Onsite
19229	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240157		Hardware	System	Other Software	Adobe	LOW	Closed	23-02-2024 17:16	2/23/2024 5:20:45 PM	0:0:4:19			IP msg not working issue resolved	Onsite
19230	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240156		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-02-2024 17:15	2/23/2024 5:20:23 PM	0:0:4:24			Mouse not working issue resolved	Onsite
19231	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240155		Hardware	System	Other Software	Adobe	LOW	Closed	23-02-2024 17:15	2/23/2024 5:19:59 PM	0:0:4:44			IP msg not working issue resolved	Onsite
19232	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 17:14	2/23/2024 5:19:39 PM	0:0:5:33			Email not working issue resolved	Onsite
19233	23-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C230220240153		Hardware	System	MS Office	Software	LOW	Closed	23-02-2024 17:13	2/23/2024 5:18:30 PM	0:0:5:16			Ms office not working issue resolved	Onsite
19234	23-02-2024	SAKET	C Dot Grid	O-M	C230220240152		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 17:04	2/23/2024 5:16:52 PM	0:0:12:8			IT Meeting	Onsite
19235	23-02-2024	SAKET	Adchini	O-M	C230220240151		Network	LAN Issue	LAN Issue	Others	LOW	Closed	23-02-2024 17:02	2/23/2024 5:16:30 PM	0:0:13:58			It Meeting	Onsite
19236	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240150		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 17:01	2/23/2024 5:16:11 PM	0:0:14:16			printer not work	Onsite
19237	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230220240149		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	23-02-2024 17:01	2/23/2024 5:28:16 PM	0:0:26:27			updated the anti virus issue resolved	Onsite
19238	23-02-2024	SAKET	Adchini	CIVIL	C230220240147		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-02-2024 17:01	2/23/2024 5:15:50 PM	0:0:14:45			Mail lock	Onsite
19239	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C230220240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 17:01	2/23/2024 5:27:21 PM	0:0:26:3			archived the mail and compact the	Onsite
19240	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240146		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 17:00	2/23/2024 5:15:26 PM	0:0:15:12			Printer setting changed	Onsite
19241	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240145		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 16:59	2/23/2024 5:15:05 PM	0:0:15:19			printer not work	Onsite
19242	23-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C230220240143		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 16:58	2/23/2024 5:17:44 PM	0:0:19:13			repair ms office 2007 software issue	Onsite
19243	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240142		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 16:58	2/23/2024 5:14:09 PM	0:0:15:58			Printer inter changed	Onsite
19244	23-02-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C230220240144		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	23-02-2024 16:58	2/23/2024 5:14:46 PM	0:0:15:47			LAN connector re primp	Onsite
19245	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240141		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 16:57	2/23/2024 5:13:38 PM	0:0:15:51			LAN printer connected with LAN	Onsite
19246	23-02-2024	SAKET	Adchini	Recovery	C230220240140		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-02-2024 16:56	2/23/2024 5:13:04 PM	0:0:16:6			Mouse refer to NHP bhawan	Onsite
19247	23-02-2024	SAKET	Adchini	DSK	C230220240139		Hardware	Scanner	Scaning issue	Others	LOW	Closed	23-02-2024 16:56	2/23/2024 5:12:36 PM	0:0:16:21			Software setting changed	Onsite
19248	23-02-2024	SAKET	Adchini	DSS	C230220240138		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 16:55	2/23/2024 5:12:13 PM	0:0:16:39			Windows credential changed	Onsite
19249	23-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	CPC	C230220240137		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	23-02-2024 16:35	2/23/2024 5:17:25 PM	0:0:42:8			re plug the network cable after punch	Onsite
19250	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230220240136		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	23-02-2024 16:34	2/23/2024 5:16:42 PM	0:0:42:0			clean the trace file and update the	Onsite
19251	23-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C230220240135		Hardware	PC	TFT	Color	LOW	Closed	23-02-2024 16:34	2/23/2024 5:16:08 PM	0:0:41:59			change the VGA cable issue resolved	Onsite
19252	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C230220240134		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 16:32	2/23/2024 5:36:37 PM	0:1:4:36			Forti Clint installed and configured	Onsite
19253	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 16:27	2/23/2024 4:41:17 PM	0:0:14:8			All mails Archive & Compact Now	Onsite
19254	23-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C230220240132		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	23-02-2024 16:21	2/23/2024 5:38:55 PM	0:1:17:45			Mail denotes software run and restart	Onsite
19255	23-02-2024	NIZAMUDDIN	Lodhi Road Block 7	CMG	C230220240131		Hardware	Printer	Image Issue	Image	LOW	Closed	23-02-2024 16:20	2/23/2024 4:29:14 PM	0:0:8:41			resolved	Onsite
19256	23-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C230220240130		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	23-02-2024 16:18	2/29/2024 9:48:10 AM	5:17:29:21			lan cable not working	Onsite
19257	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C230220240129		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 16:18	2/23/2024 4:35:10 PM	0:0:16:29			resolved	Onsite
19258	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C230220240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 16:16	2/23/2024 4:34:55 PM	0:0:18:25			resolved	Onsite
19259	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C230220240127		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	23-02-2024 16:14	2/23/2024 4:34:41 PM	0:0:19:42			resolved	Onsite
19260	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C230220240126		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 16:13	2/23/2024 4:34:17 PM	0:0:20:31			resolved	Onsite
19261	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C230220240125		Hardware	Printer	Image Issue	Dark	LOW	Closed	23-02-2024 16:10	2/23/2024 4:34:05 PM	0:0:23:47			resolved	Onsite
19262	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C230220240124		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	23-02-2024 16:09	2/23/2024 4:33:51 PM	0:0:24:50			resolved	Onsite
19263	23-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C230220240122		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	23-02-2024 15:57	2/23/2024 4:46:00 PM	0:0:49:0			After replace local replica issue	Remote
19264	23-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C230220240123		Hardware	System	Other Software	software	MEDIUM	Closed	23-02-2024 15:57	2/23/2024 4:45:17 PM	0:0:47:17			After reinstall orcale issue resolved	Remote
19265	23-02-2024	SARITA VIHAR	Badarpur	OM-DIV	C230220240121		Hardware	System	Other Software	New	MEDIUM	Closed	23-02-2024 15:55	2/23/2024 4:46:42 PM	0:0:50:52			After give permission to folder issue	Remote
19266	23-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C230220240120		Hardware	PC	System Password issue	Password	MEDIUM	Closed	23-02-2024 15:54	2/23/2024 4:47:00 PM	0:0:52:6			After reset password issue resolved	Remote
19267	23-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C230220240119		Hardware	System	MS Office	Software	MEDIUM	Closed	23-02-2024 15:54	2/23/2024 4:47:27 PM	0:0:53:19			After reinstall ms office issue resolved	Remote
19268	23-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C230220240118		Hardware	PC	Restart Problem	Physical	LOW	Closed	23-02-2024 15:52	2/23/2024 4:33:25 PM	0:0:41:6			resolved	Onsite
19269	23-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C230220240117		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	23-02-2024 15:49	2/23/2024 4:48:08 PM	0:0:59:5			After archive then compact mail issue	Remote
19270	23-02-2024	NIZAMUDDIN	Lodhi Road	O-M	C230220240116		Hardware	Printer	Image Issue	Image	LOW	Closed	23-02-2024 15:48	2/23/2024 4:29:32 PM	0:0:41:10			resolved	Onsite
19271	23-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C230220240115		Hardware	System	Other Software	New	MEDIUM	Closed	23-02-2024 15:47	2/23/2024 4:48:26 PM	0:1:1:18			BSP icon created issue resolved	Remote
19272	23-02-2024	OTHERS	IIT Grid	Enforcem	C230220240113		Hardware	Printer	Paper Pickup	Others	LOW	Closed	23-02-2024 15:46	2/23/2024 3:49:44 PM	0:0:3:36			Printer issue	Onsite
19273	23-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C230220240114		Hardware	System	Other Software	proxy	MEDIUM	Closed	23-02-2024 15:46	2/23/2024 4:48:49 PM	0:1:2:22			After proxy setting issue resolved	Remote
19274	23-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C230220240112		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	23-02-2024 15:45	2/23/2024 4:49:40 PM	0:1:4:32			After clear temp file and increate cpu	Remote
19275	23-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C230220240111		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 15:44	2/23/2024 4:32:48 PM	0:0:47:58			Remove the paper from printer now	Onsite
19276	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240110		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 15:44	2/23/2024 3:50:07 PM	0:0:6:3			Laptop connectivity issue	Onsite
19277	23-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230220240110		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 15:44	2/23/2024 3:50:07 PM	0:0:6:3			Laptop connectivity issue	Onsite
19278	23-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230220240108		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 15:43	2/23/2024 4:32:30 PM	0:0:48:57			P92 password reset now issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19279	23-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C230220240109		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	23-02-2024 15:43	2/23/2024 4:50:06 PM	0:1:6:15			After clean ram and reinsert issue	Onsite
19280	23-02-2024	OTHERS	Andrews Ganj	Enforcem	C230220240107		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 15:43	2/23/2024 3:50:23 PM	0:0:7:10			Wi- Fi issue	Onsite
19281	23-02-2024	ALAKNANDA	CR Park HR Office	O-M	C230220240106		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	23-02-2024 15:42	2/23/2024 4:32:12 PM	0:0:49:13			Re-insert the RAM now issue resolved	Onsite
19282	23-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C230220240105		Hardware	PC	System Password issue	Others	LOW	Closed	23-02-2024 15:42	2/23/2024 4:31:54 PM	0:0:49:42			Rejoin on ADS now issue resolved	Onsite
19283	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 15:42	2/23/2024 3:50:41 PM	0:0:8:33			mail archive issue	Onsite
19284	23-02-2024	SARITA VIHAR	Jullena	OM-DIV	C230220240103		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	23-02-2024 15:41	2/23/2024 4:50:32 PM	0:1:8:44			After reconfigure printer driver issue	Remote
19285	23-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C230220240102		Hardware	PC	System Password issue	Others	LOW	Closed	23-02-2024 15:41	2/23/2024 4:31:36 PM	0:0:50:2			Rejoin the the domain now issue	Onsite
19286	23-02-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C230220240100		Hardware	System	Other Software	software	MEDIUM	Closed	23-02-2024 15:41	2/23/2024 4:50:58 PM	0:1:9:43			After reinstall chrome browser issue	Remote
19287	23-02-2024	OTHERS	Andrews Ganj	Enforcem	C230220240101		Hardware	Laptop	Restart Problem	Others	LOW	Closed	23-02-2024 15:41	2/23/2024 3:51:11 PM	0:0:9:39			Laptop booting issue	Onsite
19288	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240099		Hardware	System	Other Software	Media	LOW	Closed	23-02-2024 15:39	2/23/2024 4:08:28 PM	0:0:28:30			Media Player Installed Again Now	Onsite
19289	23-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C230220240098		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	23-02-2024 15:38	2/23/2024 5:49:33 PM	0:2:11:21			Lan cable replaced as reqd	Remote
19290	23-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C230220240097		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	23-02-2024 15:36	2/23/2024 5:49:16 PM	0:2:12:56			Issue resolved	Remote
19291	23-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C230220240095		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 15:35	2/23/2024 3:51:28 PM	0:0:16:22			Chrome issue	Remote
19292	23-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C230220240096		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	23-02-2024 15:35	2/23/2024 5:49:06 PM	0:2:13:45			Issue resolved	Remote
19293	23-02-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C230220240094		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 15:34	2/23/2024 5:48:44 PM	0:2:14:7			Issue resolved	Remote
19294	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240093		Network	Link	Link Connectivity Issue	Link	LOW	Closed	23-02-2024 15:33	2/23/2024 3:51:47 PM	0:0:18:2			Link issue	Onsite
19295	23-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C230220240090		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 15:02	2/23/2024 5:14:57 PM	0:2:12:51			issue resolved	Onsite
19296	23-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C230220240091		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 15:02	2/23/2024 5:15:04 PM	0:2:12:36			issue resolved	Onsite
19297	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240092		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 15:02	2/23/2024 3:08:03 PM	0:0:5:33			PC shifted.	Onsite
19298	23-02-2024	NEHRU PLACE	20 No Building	IT	C230220240087		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 15:01	2/23/2024 4:02:53 PM	0:1:1:50			after host file update site is working	Onsite
19299	23-02-2024	NEHRU PLACE CSO	Second Floor - B Block	BPI	C230220240089		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-02-2024 15:01	2/23/2024 5:14:47 PM	0:2:13:7			issue resolved	Onsite
19300	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240088		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 15:01	2/23/2024 3:07:27 PM	0:0:6:21			Excel file corrupted.	Onsite
19301	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 15:00	2/23/2024 3:06:34 PM	0:0:6:29			PC shifted.	Onsite
19302	23-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C230220240085		Hardware	Laptop	System Password issue	Password	LOW	Closed	23-02-2024 15:00	2/23/2024 5:14:30 PM	0:2:14:7			issue resolved	Onsite
19303	23-02-2024	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C230220240086		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-02-2024 15:00	2/23/2024 5:14:39 PM	0:2:13:46			issue resolved	Onsite
19304	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C230220240083		Hardware	Laptop	System Password issue	Password	LOW	Closed	23-02-2024 14:59	2/23/2024 5:14:25 PM	0:2:14:31			issue resolved	Onsite
19305	23-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C230220240080		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-02-2024 14:59	2/23/2024 3:02:42 PM	0:0:3:42			after reinstall scanner issue resolved	Onsite
19306	23-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C230220240081		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-02-2024 14:59	2/23/2024 5:14:19 PM	0:2:14:53			issue resolved	Onsite
19307	23-02-2024	NEHRU PLACE	20 No Building	IT	C230220240082		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 14:59	2/23/2024 4:02:38 PM	0:1:3:6			after host file update site is working	Onsite
19308	23-02-2024	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C230220240079		Hardware	System	MS Office	Others	LOW	Closed	23-02-2024 14:58	2/23/2024 5:14:12 PM	0:2:15:16			issue resolved	Onsite
19309	23-02-2024	NEHRU PLACE CSO	Second Floor - D Block	BUSINESS/	C230220240077		Hardware	Laptop	Other Issue	Others	LOW	Closed	23-02-2024 14:58	2/23/2024 5:14:04 PM	0:2:15:40			issue resolved	Onsite
19310	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240078		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	23-02-2024 14:58	2/23/2024 3:05:46 PM	0:0:7:6			LAN connector.	Onsite
19311	23-02-2024	NEHRU PLACE	20 No Building	C-M	C230220240076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 14:57	2/23/2024 4:01:43 PM	0:1:3:47			paper remove fro printer	Onsite
19312	23-02-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C230220240075		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	23-02-2024 14:57	2/23/2024 5:13:57 PM	0:2:16:4			issue resolved	Onsite
19313	23-02-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C230220240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 14:57	2/23/2024 5:13:49 PM	0:2:16:27			issue resolved	Onsite
19314	23-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C230220240072		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:56	2/23/2024 5:13:39 PM	0:2:16:57			issue resolved	Onsite
19315	23-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C230220240073		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	23-02-2024 14:56	2/23/2024 3:05:27 PM	0:0:8:40			LPD file updated.	Onsite
19316	23-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C230220240071		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 14:48	2/23/2024 3:53:42 PM	0:1:4:49			Change proxy setting now working	Remote
19317	23-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C230220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 14:46	2/23/2024 3:53:13 PM	0:1:6:57			Archive mails now working fine	Remote
19318	23-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C230220240069		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 14:45	2/23/2024 3:53:00 PM	0:1:7:37			Archive mails now working fine	Remote
19319	23-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C230220240067		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	23-02-2024 14:44	2/23/2024 2:58:27 PM	0:0:13:59			after paper print size change issue	Onsite
19320	23-02-2024	JANAK PURI	I A 3 Janakpuri	O-M	C230220240068		Network	Link	Link Connectivity Issue	Link	LOW	Closed	23-02-2024 14:44	2/23/2024 4:30:03 PM	0:1:45:27			Done network troubleshooting steps	Onsite
19321	23-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230220240065		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:43	2/23/2024 3:52:06 PM	0:1:8:57			Reset System password now working	Remote
19322	23-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230220240066		Hardware	System	Other Software	proxy	LOW	Closed	23-02-2024 14:43	2/23/2024 3:52:25 PM	0:1:8:36			Change proxy setting now working	Remote
19323	23-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C230220240064		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 14:41	2/23/2024 2:57:57 PM	0:0:16:2			after printer driver update issue	Onsite
19324	23-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C230220240063		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 14:40	2/23/2024 3:51:41 PM	0:1:11:26			Change Lan patch cable now working	Onsite
19325	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240062		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-02-2024 14:23	2/23/2024 3:18:21 PM	0:0:54:56			Closed mail id & delete temp. file,	Onsite
19326	23-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C230220240061		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:22	2/23/2024 3:17:23 PM	0:0:54:41			PC password reset as default.	Onsite
19327	23-02-2024	NEHRU PLACE	W Block GK 1	O-M	C230220240060		Hardware	PC	System Password issue	Password	LOW	Closed	23-02-2024 14:21	2/23/2024 3:17:08 PM	0:0:55:15			Laptop password reset as default.	Onsite
19328	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240059		Hardware	PC	TFT	Others	LOW	Closed	23-02-2024 14:21	2/23/2024 2:24:18 PM	0:0:2:57			issue resolved after change the VGA	Onsite
19329	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240058		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-02-2024 14:21	2/23/2024 3:16:34 PM	0:0:55:26			Mail id unlocked.	Onsite
19330	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240057		Hardware	PC	Not working at all	Others	LOW	Closed	23-02-2024 14:20	2/23/2024 2:27:31 PM	0:0:6:50			issue resolved after change the power	Onsite
19331	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240055		Hardware	MOUSE	Not working	Other	LOW	Closed	23-02-2024 14:20	2/23/2024 3:15:49 PM	0:0:55:48			PC Restart & USB slot change to insert	Onsite
19332	23-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C230220240056		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 14:20	2/23/2024 3:16:13 PM	0:0:55:33			paper remove from printer.	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19333	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240052		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 14:19	2/23/2024 2:25:20 PM	0:0:6:10			keyboard change and issue resolved	Onsite
19334	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240053		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 14:19	2/23/2024 2:26:04 PM	0:0:6:28			install and call closed	Onsite
19335	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240054		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 14:19	2/23/2024 2:26:39 PM	0:0:6:53			issue resolved after change the	Onsite
19336	23-02-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C230220240051		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 14:18	2/23/2024 2:25:13 PM	0:0:6:18			keyboard change and issue resolved	Onsite
19337	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C230220240050		Hardware	Laptop	Not working at all	Harddisk	LOW	Closed	23-02-2024 13:38	2/23/2024 1:50:36 PM	0:0:12:17			Resolved	Onsite
19338	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C230220240049		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	23-02-2024 13:35	2/23/2024 1:49:45 PM	0:0:14:25			Resolved	Onsite
19339	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C230220240048		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	23-02-2024 13:34	2/23/2024 1:49:35 PM	0:0:14:38			Resolved	Onsite
19340	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C230220240047		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-02-2024 13:33	2/23/2024 1:47:27 PM	0:0:13:32			Resolved	Onsite
19341	23-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C230220240046		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 13:30	2/23/2024 1:47:06 PM	0:0:16:39			Resolved	Onsite
19342	23-02-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C230220240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 13:29	2/23/2024 1:46:55 PM	0:0:17:52			Resolved	Onsite
19343	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C230220240044		Hardware	PC	TFT	Others	LOW	Closed	23-02-2024 13:17	2/23/2024 1:44:36 PM	0:0:27:5			Resolved	Onsite
19344	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C230220240043		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	23-02-2024 13:16	2/23/2024 1:44:49 PM	0:0:28:0			Send to vendor	Onsite
19345	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C230220240042		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 13:16	2/23/2024 1:45:05 PM	0:0:28:49			resolved	Onsite
19346	23-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C230220240041		Hardware	PC	Network Not Working	Earthing	LOW	Closed	23-02-2024 13:15	2/23/2024 3:11:38 PM	0:1:55:57			Resolved	
19347	23-02-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C230220240040		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	23-02-2024 13:15	2/23/2024 1:45:16 PM	0:0:29:48			resolved	Onsite
19348	23-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230220240039		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	23-02-2024 13:14	2/23/2024 1:45:25 PM	0:0:30:32			resolved	Onsite
19349	23-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230220240038		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	23-02-2024 13:14	2/23/2024 1:45:36 PM	0:0:31:20			resolved	Onsite
19350	23-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230220240037		Hardware	PC	Hanging/Slow processing	Driver	LOW	Closed	23-02-2024 13:13	2/23/2024 1:45:52 PM	0:0:32:7			resolved	Onsite
19351	23-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230220240036		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	23-02-2024 13:12	2/23/2024 1:46:01 PM	0:0:33:27			resolved	Onsite
19352	23-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C230220240035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-02-2024 13:11	2/23/2024 1:15:59 PM	0:0:4:0			Printer driver install and working	Onsite
19353	23-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C230220240034		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 13:11	2/23/2024 1:46:09 PM	0:0:34:13			resolved	Onsite
19354	23-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C230220240033		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 13:11	2/23/2024 1:46:16 PM	0:0:34:58			resolved	Onsite
19355	23-02-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C230220240032		Hardware	PC	Restart Problem	Heating	LOW	Closed	23-02-2024 13:06	2/23/2024 1:15:20 PM	0:0:8:28			Ram slot replaced bios settings done	Onsite
19356	23-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C230220240031		Hardware	System	MS Office	File	LOW	Closed	23-02-2024 13:04	2/23/2024 1:14:14 PM	0:0:9:32			ms office install again with excel only	Onsite
19357	23-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C230220240030		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	23-02-2024 13:03	2/23/2024 1:13:35 PM	0:0:10:34			system file issue repair done and also	Onsite
19358	23-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C230220240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 13:01	2/23/2024 1:12:42 PM	0:0:11:28			New reset id install and config done	Onsite
19359	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	O-M	C230220240028		Hardware	System	Other Software	software	LOW	Closed	23-02-2024 12:53	2/23/2024 1:45:08 PM	0:0:51:35			New Dtm.exe installation.	Remote
19360	23-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C230220240027		Hardware	PC	Not working at all	Others	LOW	Closed	23-02-2024 12:52	2/23/2024 1:46:29 PM	0:0:53:42			Resolved	Onsite
19361	23-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C230220240026		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	23-02-2024 12:47	2/23/2024 1:47:08 PM	0:0:59:59			Take follow up & issue resolved by	Onsite
19362	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C230220240025		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	23-02-2024 12:44	2/23/2024 1:49:32 PM	0:1:5:17			Take follow up & issue resolved by	Onsite
19363	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C230220240024		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	23-02-2024 12:43	2/23/2024 1:55:33 PM	0:1:12:11			Keyboard Replaced.	Onsite
19364	23-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C230220240023		Hardware	MOUSE	Not working	Hardware	LOW	Closed	23-02-2024 12:41	2/23/2024 1:55:58 PM	0:1:14:3			Mouse Replaced.	Onsite
19365	23-02-2024	NEHRU PLACE	20 No Building	IT	C230220240022		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 12:38	2/23/2024 2:29:20 PM	0:1:51:15			software installation done	Onsite
19366	23-02-2024	NEHRU PLACE	20 No Building	BUSINESS/	C230220240021		Hardware	System	Other Software	New	LOW	Closed	23-02-2024 12:36	2/23/2024 2:25:55 PM	0:1:49:21			BSP configure done	Onsite
19367	23-02-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C230220240020		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-02-2024 12:35	2/23/2024 1:56:25 PM	0:1:20:34			RJ 45 Crimp.	Onsite
19368	23-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C230220240019		Hardware	E-Mail	Email _Lotus	Reset/Unl	HIGH	Closed	23-02-2024 12:34	2/23/2024 1:56:50 PM	0:1:22:19			Mail password reset.	Onsite
19369	23-02-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C230220240018		Hardware	System	MS Office	File Not	HIGH	Closed	23-02-2024 12:33	2/23/2024 2:00:17 PM	0:1:26:38			Ms office reinstall	Onsite
19370	23-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C230220240017		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 12:32	2/23/2024 1:57:14 PM	0:1:24:46			ADS Password reset.	Onsite
19371	23-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C230220240016		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	23-02-2024 12:28	2/23/2024 2:00:00 PM	0:1:31:50			Create new replica	Onsite
19372	23-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C230220240015		Hardware	Printer	Paper Pickup	Paper Not	HIGH	Closed	23-02-2024 12:27	2/23/2024 1:59:45 PM	0:1:32:35			Tray setting change	Onsite
19373	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240014		Hardware	PC	Restart Problem	Others	LOW	Closed	23-02-2024 12:10	2/23/2024 12:21:19 PM	0:0:10:52			Date & Time settings Change Issue	Onsite
19374	23-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C230220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 12:09	2/23/2024 12:20:50 PM	0:0:11:14			All Mails Archived & Compact Now	Onsite
19375	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C230220240012		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	23-02-2024 11:32	2/23/2024 11:49:04 AM	0:0:16:41			Mail compact and reactivate mail	Remote
19376	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C230220240011		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 11:30	2/23/2024 11:47:04 AM	0:0:16:51			New DSK portal link opened	Remote
19377	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240009		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	23-02-2024 11:28	2/23/2024 12:30:46 PM	0:1:2:40			Printer sharing issue.	Onsite
19378	23-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C230220240010		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-02-2024 11:28	2/23/2024 11:45:48 AM	0:0:16:56			Printer pause has been disabled	Onsite
19379	23-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C230220240008		Hardware	Printer	No display on Panel	Power	LOW	Closed	23-02-2024 11:26	2/23/2024 12:31:04 PM	0:1:4:37			Power cord change.	Onsite
19380	23-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230220240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	23-02-2024 11:22	2/23/2024 12:26:35 PM	0:1:3:42			Rename workspace file.	Onsite
19381	23-02-2024	SAKET	MMTC CC	O-M	C230220240006		Hardware	System	Other Software	Browser	LOW	Closed	23-02-2024 11:17	2/23/2024 12:14:56 PM	0:0:57:44			Browser settings changed	Onsite
19382	23-02-2024	OTHERS	HUDCO Grid	PROTECTI	C230220240005		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	23-02-2024 10:56	2/26/2024 10:04:02 AM	2:23:7:55			Lan issue	Onsite
19383	23-02-2024	SAKET	Adchini	CHD	C230220240004		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	23-02-2024 10:25	2/23/2024 11:14:39 AM	0:0:48:53			Call logged to vendor	Onsite
19384	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240003		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	23-02-2024 10:24	2/23/2024 11:14:29 AM	0:0:50:13			Call logged to vendor	Onsite
19385	23-02-2024	SAKET	Adchini	BUSINESS/	C230220240002		Hardware	MOUSE	Not working	Ticket	LOW	Closed	23-02-2024 10:23	2/23/2024 11:14:06 AM	0:0:50:40			Call logged to vendor	Onsite
19386	23-02-2024	SAKET	Adchini	DSK	C230220240001		Telecome	CCTV	DVR/NVR	Others	LOW	Closed	23-02-2024 09:40	2/23/2024 10:22:35 AM	0:0:41:51			NVR Re-configured	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19387	24-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240220240002		Network	Link	Link Connectivity Issue	Link	LOW	Closed	24-02-2024 16:26	2/24/2024 4:35:27 PM	0:0:8:53			Done network troubleshooting steps	Onsite
19388	24-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240220240001		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	24-02-2024 16:25	2/24/2024 4:35:57 PM	0:0:10:1			BYPASS UPS and ticket logged with	Onsite
19389	24-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240220240002		Network	Link	Link Connectivity Issue	Link	LOW	Closed	24-02-2024 16:26	2/24/2024 4:35:27 PM	0:0:8:53			Done network troubleshooting steps	Onsite
19390	24-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C240220240001		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	24-02-2024 16:25	2/24/2024 4:35:57 PM	0:0:10:1			BYPASS UPS and ticket logged with	Onsite
19391	25-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C250220240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-02-2024 16:04	2/25/2024 4:05:13 PM	0:0:1:1			Keyboard Replaced.	Onsite
19392	25-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C250220240001		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	25-02-2024 16:04	2/25/2024 4:05:13 PM	0:0:1:1			Keyboard Replaced.	Onsite
19393	26-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C260220240175		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 17:51	2/26/2024 5:52:36 PM	0:0:0:57			issue resolved	Onsite
19394	26-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C260220240174		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 17:47	2/26/2024 5:52:29 PM	0:0:5:1			issue resolved	Onsite
19395	26-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C260220240173		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 17:47	2/26/2024 5:52:18 PM	0:0:5:18			issue resolved	Onsite
19396	26-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C260220240172		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:43	2/26/2024 5:52:11 PM	0:0:8:49			issue resolved	Onsite
19397	26-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C260220240171		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:36	2/26/2024 5:52:03 PM	0:0:15:23			issue resolved	Onsite
19398	26-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C260220240169		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 17:22	2/26/2024 5:25:57 PM	0:0:3:55			after change mouse issue resolved	Onsite
19399	26-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C260220240170		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 17:22	2/26/2024 5:26:34 PM	0:0:4:4			Resolved	Onsite
19400	26-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C260220240168		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	26-02-2024 17:21	2/26/2024 5:25:29 PM	0:0:3:58			after pc setup and ip configure issue	Onsite
19401	26-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C260220240167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 17:20	2/26/2024 5:24:48 PM	0:0:4:34			after reconnect printer issue resolved	Onsite
19402	26-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C260220240166		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 17:19	2/26/2024 5:24:14 PM	0:0:4:41			after reinstall sap p92 issue resolved	Onsite
19403	26-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C260220240164		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 17:18	2/26/2024 5:39:10 PM	0:0:21:3			QMS link has been paste and	Remote
19404	26-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C260220240165		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:18	2/26/2024 5:23:41 PM	0:0:4:57			after printer paper jam clear issue	Onsite
19405	26-02-2024	VASANT KUNJ	C 8	O-M	C260220240163		Hardware	E-Mail	Internet Issue	Internet	LOW	Closed	26-02-2024 17:16	2/26/2024 5:36:51 PM	0:0:20:29			Proxy enabled	Remote
19406	26-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C260220240162		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-02-2024 17:13	2/26/2024 5:36:26 PM	0:0:22:59			Mail has been compressed	Remote
19407	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C260220240161		Network	Internet	Internet Issue	Internet	LOW	Closed	26-02-2024 17:11	2/26/2024 5:38:02 PM	0:0:26:7			Issue resolved as reqd.	Onsite
19408	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C260220240160		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 17:10	2/26/2024 5:37:33 PM	0:0:27:19			Mail forwarded to SAP support.	Onsite
19409	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240159		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:04	2/26/2024 5:05:07 PM	0:0:0:31			Remove paper.	Onsite
19410	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240158		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 17:02	2/26/2024 5:05:33 PM	0:0:3:3			Reinstall Teamviewer.	Onsite
19411	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Consumer	C260220240157		Hardware	System	MS Office	File	LOW	Closed	26-02-2024 17:01	2/26/2024 5:10:34 PM	0:0:8:39			RESOLVED	Onsite
19412	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240156		Hardware	Printer	Image Issue	Light	LOW	Closed	26-02-2024 17:00	2/26/2024 5:09:26 PM	0:0:9:5			Provide 2 cartridge.	Onsite
19413	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C260220240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 16:59	2/26/2024 5:10:15 PM	0:0:10:45			RESOLVED	Onsite
19414	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240154		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 16:57	2/26/2024 5:09:56 PM	0:0:12:0			RESOLVED	Onsite
19415	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240152		Hardware	Printer	Image Issue	Hardware	LOW	Closed	26-02-2024 16:57	2/26/2024 5:09:26 PM	0:0:12:22			RESOLVED	Onsite
19416	26-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C260220240153		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-02-2024 16:57	2/26/2024 5:26:05 PM	0:0:28:48			Resolved	Onsite
19417	26-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C260220240151		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 16:56	2/26/2024 5:25:47 PM	0:0:29:27			Resolved	Onsite
19418	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240150		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 16:54	2/26/2024 5:09:08 PM	0:0:14:20			RESOLVED	Onsite
19419	26-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C260220240149		Hardware	Printer	Image Issue	Image	LOW	Closed	26-02-2024 16:54	2/26/2024 5:23:39 PM	0:0:28:57			Resolved	Onsite
19420	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240147		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 16:53	2/26/2024 5:06:17 PM	0:0:13:0			Call log to vendor.	Onsite
19421	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C260220240148		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 16:53	2/26/2024 5:08:46 PM	0:0:15:10			RESOLVED	Onsite
19422	26-02-2024	NIZAMUDDIN	Sunlight Colony	KCC/MLCC	C260220240146		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:52	2/27/2024 1:41:29 AM	0:8:49:11			After reinstall issues resolved	
19423	26-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	C-M	C260220240145		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-02-2024 16:51	2/26/2024 5:21:04 PM	0:0:29:28			Resolved	Onsite
19424	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240144		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 16:50	2/26/2024 5:08:33 PM	0:0:18:17			RESOLVED	Onsite
19425	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240143		Hardware	Laptop	Hanging/Slow processing	Physical	LOW	Closed	26-02-2024 16:47	2/26/2024 5:07:11 PM	0:0:19:21			RESOLVED	Onsite
19426	26-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C260220240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 16:29	2/26/2024 4:46:47 PM	0:0:17:4			Issue resolved	Onsite
19427	26-02-2024	OTHERS	Andrews Ganj	Enforcem	C260220240141		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 16:29	2/26/2024 4:37:51 PM	0:0:8:31			Paper jam issue	Onsite
19428	26-02-2024	OTHERS	Andrews Ganj	Enforcem	C260220240140		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 16:28	2/26/2024 4:38:11 PM	0:0:9:38			Data backup taken	Onsite
19429	26-02-2024	OTHERS	HUDCO Grid	PROTECTI	C260220240139		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 16:28	2/26/2024 4:38:24 PM	0:0:10:23			Pc booting issue	Onsite
19430	26-02-2024	OTHERS	HUDCO Grid	PROTECTI	C260220240137		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-02-2024 16:27	2/26/2024 4:37:38 PM	0:0:10:38			Link issue	Onsite
19431	26-02-2024	OTHERS	HUDCO Grid	PROTECTI	C260220240138		Hardware	System	Other Software	proxy	LOW	Closed	26-02-2024 16:27	2/26/2024 4:38:36 PM	0:0:11:6			ESS Issue	Onsite
19432	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240136		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:21	2/26/2024 4:27:22 PM	0:0:5:41			Ms office not working issue resolved	Onsite
19433	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240134		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:20	2/26/2024 4:26:50 PM	0:0:6:35			Google chrome not working issue	Onsite
19434	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240135		Hardware	System	MS Office	File	LOW	Closed	26-02-2024 16:20	2/26/2024 4:27:04 PM	0:0:6:20			Ms office not working issue resolved	Onsite
19435	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240133		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 16:16	2/26/2024 4:26:25 PM	0:0:9:26			Mouse not working issue resolved	Onsite
19436	26-02-2024	NEHRU PLACE	20 No Building	MMG	C260220240132		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 16:14	2/26/2024 4:56:02 PM	0:0:41:49			clean temp & prefetch file system	Onsite
19437	26-02-2024	NEHRU PLACE	20 No Building	Energy	C260220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 16:13	2/26/2024 4:55:37 PM	0:0:42:26			printer driver update	Onsite
19438	26-02-2024	NEHRU PLACE	20 No Building	IT	C260220240130		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	26-02-2024 16:12	2/26/2024 4:55:16 PM	0:0:43:1			workspace folder name change, issue	Onsite
19439	26-02-2024	NEHRU PLACE	20 No Building	Billing	C260220240129		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	26-02-2024 16:11	2/26/2024 4:54:45 PM	0:0:42:59			lan cable re-insert, issue resolved	Onsite
19440	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240128		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:11	2/26/2024 4:26:09 PM	0:0:15:0			google chrome not working issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19441	26-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C260220240127		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	26-02-2024 16:10	2/26/2024 4:46:39 PM	0:0:36:21			Data coppied	Onsite
19442	26-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C260220240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 16:09	2/26/2024 4:46:17 PM	0:0:36:28			Issue resolved	Onsite
19443	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240126		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 16:09	2/26/2024 4:25:53 PM	0:0:15:59			Mouse not working issue resolved	Onsite
19444	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240124		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:09	2/26/2024 4:25:36 PM	0:0:16:13			google chrome not working issue	Onsite
19445	26-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	C-M	C260220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 16:09	2/26/2024 4:46:08 PM	0:0:36:46			Issue resolved	Onsite
19446	26-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C260220240122		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 16:08	2/26/2024 4:45:55 PM	0:0:37:4			Issue resolved	Remote
19447	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240121		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	26-02-2024 16:07	2/26/2024 4:25:15 PM	0:0:17:27			Printer not working issue resolved	Onsite
19448	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240120		Hardware	System	MS Office	Software	LOW	Closed	26-02-2024 16:07	2/26/2024 4:24:49 PM	0:0:17:31			Ms excel not working issue resolved	Onsite
19449	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240119		Hardware	MOUSE	Not working	Sent to	LOW	Closed	26-02-2024 16:06	2/26/2024 4:24:26 PM	0:0:17:34			Mouse not working issue resolved	Onsite
19450	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240118		Hardware	System	MS Office	Others	LOW	Closed	26-02-2024 16:05	2/26/2024 4:22:24 PM	0:0:16:40			Monthly Office meeting at RKP on	Onsite
19451	26-02-2024	VASANT KUNJ	D 4	O-M	C260220240117		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-02-2024 15:47	2/26/2024 5:10:08 PM	0:1:22:49			RAM has been clean and reinserted	Onsite
19452	26-02-2024	VASANT KUNJ	Bijwasan	O-M	C260220240116		Hardware	PC	Not working at all	Harddisk	LOW	Closed	26-02-2024 15:45	2/26/2024 5:08:56 PM	0:1:23:47			HDD has been selected as a primary	Onsite
19453	26-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C260220240115		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-02-2024 15:33	2/26/2024 4:43:04 PM	0:1:9:46			Mail SOFTWARE FILE REPAIR AND	Remote
19454	26-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C260220240114		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	26-02-2024 15:32	2/26/2024 4:06:18 PM	0:0:33:27			punch the lan rz45 port issue resolved	Onsite
19455	26-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C260220240113		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	26-02-2024 15:31	2/26/2024 4:39:48 PM	0:1:8:12			printer driver reinstalled and problem	Remote
19456	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240112		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:28	2/26/2024 3:46:02 PM	0:0:17:50			LAN connector replaced.	Onsite
19457	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240111		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:27	2/26/2024 3:46:19 PM	0:0:18:54			Printer driver installed.	Onsite
19458	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240108		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:26	2/26/2024 3:39:55 PM	0:0:13:53			PC shifted.	Onsite
19459	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240109		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:26	2/26/2024 3:45:15 PM	0:0:18:50			PC shifted.	Onsite
19460	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240110		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:26	2/26/2024 3:45:40 PM	0:0:18:52			PC shifted.	Onsite
19461	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240107		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:25	2/26/2024 3:38:02 PM	0:0:12:28			PC shifted.	Onsite
19462	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240106		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:24	2/26/2024 3:37:22 PM	0:0:12:29			PC shifted.	Onsite
19463	26-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C260220240105		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-02-2024 15:18	2/26/2024 4:39:00 PM	0:1:20:34			New Archive file create and problem	Remote
19464	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C260220240104		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 15:17	2/26/2024 4:05:37 PM	0:0:47:43			cleared the paper from printer issue	Onsite
19465	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C260220240103		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	26-02-2024 15:17	2/26/2024 4:05:08 PM	0:0:47:39			clean the scanner lens and restart the	Onsite
19466	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C260220240100		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 15:16	2/26/2024 4:03:26 PM	0:0:47:1			created the new archive folder in Mail	Onsite
19467	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C260220240102		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	26-02-2024 15:16	2/26/2024 4:04:35 PM	0:0:47:36			clean the trace file and deleted the	Onsite
19468	26-02-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C260220240101		Hardware	Printer	Paper Pickup	Paper	MEDIUM	Closed	26-02-2024 15:16	2/26/2024 4:35:20 PM	0:1:18:47			PRINTER CLEAN AND CARTAGE	Onsite
19469	26-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C260220240099		Hardware	PC	TFT	Power	MEDIUM	Closed	26-02-2024 15:15	2/26/2024 4:33:44 PM	0:1:18:27			TFT POWER CABLE CHANGE AND TFT	Onsite
19470	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C260220240098		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:14	2/26/2024 4:02:55 PM	0:0:48:23			restart the QMS machine and	Onsite
19471	26-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C260220240097		Hardware	Printer	Paper Pickup	Paper Size	MEDIUM	Closed	26-02-2024 15:14	2/26/2024 4:32:54 PM	0:1:18:52			printer A4 tray setting correct and	Onsite
19472	26-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C260220240096		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-02-2024 15:12	2/26/2024 4:02:20 PM	0:0:49:44			replaced the keyboard issue resolved	Onsite
19473	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C260220240094		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-02-2024 15:11	2/26/2024 4:01:34 PM	0:0:50:18			clean the RAM and reinstalled the	Onsite
19474	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260220240095		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 15:11	2/26/2024 4:01:54 PM	0:0:50:14			unlocked the email id issue resolved	Onsite
19475	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260220240093		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 15:08	2/26/2024 4:00:31 PM	0:0:52:4			updated the new DTM exe issue	Onsite
19476	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240092		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	26-02-2024 15:04	2/26/2024 3:46:39 PM	0:0:42:5			Clean All Temp Files Now Working	Onsite
19477	26-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C260220240091		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	26-02-2024 14:59	2/26/2024 4:00:12 PM	0:1:0:55			LAN Cable reconnect from router.	Onsite
19478	26-02-2024	NEHRU PLACE	W Block GK 1	O-M	C260220240090		Hardware	PC	System Password issue	Others	LOW	Closed	26-02-2024 14:58	2/26/2024 3:58:46 PM	0:1:0:29			System password reset.	Onsite
19479	26-02-2024	NEHRU PLACE	W Block GK 1	O-M	C260220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:57	2/26/2024 3:59:14 PM	0:1:1:26			Reconfigured the printer with drivers.	Onsite
19480	26-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C260220240088		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-02-2024 14:57	2/26/2024 3:59:41 PM	0:1:2:26			LINK up after FLT .	Onsite
19481	26-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C260220240087		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 14:56	2/26/2024 3:58:00 PM	0:1:1:26			Password reset done.	Onsite
19482	26-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260220240085		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 14:55	2/26/2024 3:57:25 PM	0:1:2:18			LAN cable Reconnect.	Onsite
19483	26-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260220240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:55	2/26/2024 3:57:42 PM	0:1:2:0			Mail archive & compacted.	Onsite
19484	26-02-2024	SAKET	Adchini	BUSINESS/	C260220240084		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:52	2/26/2024 3:07:37 PM	0:0:15:14			Printer not work	Onsite
19485	26-02-2024	SAKET	Adchini	BUSINESS/	C260220240083		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 14:51	2/26/2024 3:07:15 PM	0:0:15:24			LAN not work	Onsite
19486	26-02-2024	SAKET	Adchini	Recovery	C260220240082		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:51	2/26/2024 3:06:51 PM	0:0:15:35			Printer not work	Onsite
19487	26-02-2024	SAKET	Chhatarpur CC	O-M	C260220240081		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 14:50	2/26/2024 3:06:26 PM	0:0:15:54			LAN connector re crimp	Onsite
19488	26-02-2024	SAKET	Chhatarpur CC	O-M	C260220240080		Hardware	System	MS Office	File Not	LOW	Closed	26-02-2024 14:49	2/26/2024 3:05:49 PM	0:0:16:12			Clean temp file	Onsite
19489	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	ADMIN	C260220240079		Network	LAN Issue	LAN Issue	Others	HIGH	Re-Assign	26-02-2024 14:48					phone line faulty at MMG Office	Onsite
19490	26-02-2024	SAKET	Adchini	CIVIL	C260220240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:48	2/26/2024 3:04:52 PM	0:0:16:40			Mail password issue	Onsite
19491	26-02-2024	SAKET	Adchini	Recovery	C260220240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:48	2/26/2024 3:05:14 PM	0:0:16:26			Mail not work	Onsite
19492	26-02-2024	SAKET	Adchini	Recovery	C260220240076		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 14:47	2/26/2024 3:03:12 PM	0:0:15:53			Printer not work	Onsite
19493	26-02-2024	SAKET	Jonapur CC	O-M	C260220240075		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 14:46	2/26/2024 3:02:40 PM	0:0:16:8			LAN reconnected from N/W side	Onsite
19494	26-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C260220240073		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:34	2/26/2024 2:59:41 PM	0:0:25:32			Resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19495	26-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C260220240074		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-02-2024 14:34	2/26/2024 2:59:32 PM	0:0:24:35			Resolved	Onsite
19496	26-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C260220240072		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:33	2/26/2024 2:59:56 PM	0:0:26:6			Resolved	Onsite
19497	26-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C260220240071		Hardware	PC	Network Not Working	Other	LOW	Closed	26-02-2024 14:33	2/26/2024 3:00:06 PM	0:0:26:49			Resolved	Onsite
19498	26-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C260220240069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:32	2/26/2024 3:00:15 PM	0:0:27:55			Resolved	Onsite
19499	26-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C260220240070		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 14:32	2/26/2024 3:28:22 PM	0:0:55:26			Create new shortcut now issue	Remote
19500	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240067		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-02-2024 14:31	2/26/2024 3:00:22 PM	0:0:28:42			Resolved	Onsite
19501	26-02-2024	ALAKNANDA	GK 2	KCC/MLCC	C260220240068		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:31	2/26/2024 3:27:32 PM	0:0:55:35			Installed the printer now issue	Remote
19502	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:30	2/26/2024 3:00:42 PM	0:0:30:37			Resolved	Onsite
19503	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240065		Hardware	PC	System Password issue	Password	LOW	Closed	26-02-2024 14:30	2/26/2024 3:00:29 PM	0:0:29:50			Resolved	Onsite
19504	26-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C260220240064		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	26-02-2024 14:30	2/26/2024 3:26:33 PM	0:0:56:28			Remove the paper from Scanner now	Onsite
19505	26-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C260220240066		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 14:30	2/26/2024 3:27:10 PM	0:0:56:20			Create new shortcut now issue	Remote
19506	26-02-2024	ALAKNANDA	CR Park HR Office	HR	C260220240061		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-02-2024 14:29	2/26/2024 3:26:04 PM	0:0:56:56			Re-insert the RAM and reboot the	Onsite
19507	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240062		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	26-02-2024 14:29	2/26/2024 3:00:57 PM	0:0:31:35			Resolved	Onsite
19508	26-02-2024	JANAK PURI	I A 1 Janakpuri	O-M	C260220240059		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-02-2024 14:27	2/26/2024 4:33:23 PM	0:2:6:22			Done network troubleshooting steps	Onsite
19509	26-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C260220240060		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 14:27	2/26/2024 3:25:17 PM	0:0:57:25			Installed the Windows 10 and all	Onsite
19510	26-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C260220240058		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 14:26	2/26/2024 4:35:56 PM	0:2:9:54			Run Diagnostic and clean temp files	Onsite
19511	26-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260220240056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:25	2/26/2024 4:35:04 PM	0:2:9:56			Mail software reinstalled now working	Remote
19512	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240057		Hardware	Printer	Image Issue	Light	LOW	Closed	26-02-2024 14:25	2/26/2024 3:03:28 PM	0:0:38:9			Cartage Change Issue Resolved	Onsite
19513	26-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C260220240055		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 14:24	2/26/2024 4:34:39 PM	0:2:10:9			Clean temp files and run diagnostic	Onsite
19514	26-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260220240054		Network	Link	Link Connectivity Issue	Mast	LOW	Closed	26-02-2024 14:23	2/26/2024 4:33:50 PM	0:2:10:4			Done network troubleshooting steps	Onsite
19515	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240053		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:17	2/26/2024 3:03:06 PM	0:0:45:17			Cartage Roller Jam Cartage Change	Onsite
19516	26-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C260220240052		Hardware	PC	System Password issue	Password	LOW	Closed	26-02-2024 14:17	2/26/2024 2:19:07 PM	0:0:1:28			done issue resolved	Onsite
19517	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240051		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	26-02-2024 14:17	2/26/2024 3:02:28 PM	0:0:45:17			Reconfigure mail Now Working issue	Onsite
19518	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-02-2024 14:16	2/26/2024 3:01:38 PM	0:0:44:57			Account Unlock Now Working Fine	Onsite
19519	26-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C260220240050		Hardware	PC	System Password issue	Password	LOW	Closed	26-02-2024 14:16	2/26/2024 2:18:33 PM	0:0:1:45			done issue resolved	Onsite
19520	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C260220240048		Network	LAN Issue	LAN Issue	Others	HIGH	Re-Assign	26-02-2024 14:09					phone line faulty at room no 302	Onsite
19521	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C260220240047		Hardware	PC	System Password issue	Password	HIGH	Closed	26-02-2024 13:49	2/26/2024 2:07:49 PM	0:0:18:47			reset password	Onsite
19522	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C260220240046		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	26-02-2024 13:48	2/26/2024 2:08:13 PM	0:0:19:52			mail password missing	Onsite
19523	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C260220240045		Hardware	PC	Restart Problem	Others	HIGH	Closed	26-02-2024 13:47	2/26/2024 2:08:39 PM	0:0:21:17			Power point problem	Onsite
19524	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C260220240044		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	26-02-2024 13:45	2/26/2024 2:09:03 PM	0:0:23:10			Printer paper jam cline	Onsite
19525	26-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C260220240043		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	26-02-2024 13:44	2/26/2024 2:09:57 PM	0:0:25:13			Printer A4 size setting	Onsite
19526	26-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C260220240042		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	26-02-2024 13:43	2/26/2024 2:07:26 PM	0:0:23:32			ram reconnect	Onsite
19527	26-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C260220240041		Telecome	Instrumen	Digital	Others	HIGH	Closed	26-02-2024 12:57	2/26/2024 4:15:22 PM	0:3:17:34			FYI	Onsite
19528	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240040		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:56	2/26/2024 1:35:41 PM	0:0:39:3			Sap Password reset.	Onsite
19529	26-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C260220240037		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:53	2/26/2024 1:24:45 PM	0:0:31:40			Issue resolved as reqd	Remote
19530	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C260220240038		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	26-02-2024 12:53	2/26/2024 1:25:01 PM	0:0:31:20			Issue resolved as reqd	Onsite
19531	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240039		Hardware	Printer	Paper Pickup	Others	LOW	Closed	26-02-2024 12:53	2/26/2024 1:36:45 PM	0:0:42:46			Cartridge change.	Onsite
19532	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C260220240034		Network	Internet	Internet Issue	Internet	LOW	Closed	26-02-2024 12:52	2/26/2024 1:24:12 PM	0:0:32:7			Issue resolved as reqd	Onsite
19533	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 12:52	2/26/2024 1:37:43 PM	0:0:44:57			Mail installation & configuration.	Onsite
19534	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C260220240035		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:52	2/26/2024 1:24:32 PM	0:0:31:51			Issue resolved as reqd	Onsite
19535	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240033		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:51	2/26/2024 1:38:05 PM	0:0:46:27			Mail account unlock.	Onsite
19536	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240032		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:50	2/26/2024 1:38:50 PM	0:0:48:18			Take follow up issue resolved by sap	Onsite
19537	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240031		Hardware	System	Other Software	software	HIGH	Closed	26-02-2024 12:49	2/26/2024 3:49:21 PM	0:2:59:55			resolved	Onsite
19538	26-02-2024	OTHERS	VSNL	QUALITY	C260220240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 12:45	2/26/2024 1:21:03 PM	0:0:35:49			Installed the printer now issue	Onsite
19539	26-02-2024	OTHERS	VSNL	KCC/MLCC	C260220240030		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 12:45	2/26/2024 1:21:27 PM	0:0:35:34			Reinstalled the Mcube now issue	Onsite
19540	26-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C260220240028		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:42	2/26/2024 12:46:33 PM	0:0:3:42			chrome reinstalled issue resolved	Onsite
19541	26-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C260220240027		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 12:42	2/26/2024 12:48:32 PM	0:0:5:46			Software file install from NHP server	Remote
19542	26-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Enforcem	C260220240026		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:41	2/26/2024 12:45:18 PM	0:0:3:32			done issue resolved	Remote
19543	26-02-2024	OTHERS	VSNL	QUALITY	C260220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 12:41	2/26/2024 1:20:32 PM	0:0:38:51			Archive all the mail now issue	Onsite
19544	26-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C260220240024		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	26-02-2024 12:40	2/26/2024 12:47:48 PM	0:0:7:3			cpu fan wire reinstalled now issue	Onsite
19545	26-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C260220240023		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 12:38	2/26/2024 12:48:07 PM	0:0:9:27			settings done manually now print	Onsite
19546	26-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C260220240022		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:38	2/26/2024 1:39:07 PM	0:1:0:33			Take follow up issue resolved by sap	Onsite
19547	26-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C260220240021		Hardware	System	MS Office	Software	LOW	Closed	26-02-2024 12:37	2/26/2024 1:39:46 PM	0:1:2:11			MS Office software installation.	Onsite
19548	26-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C260220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 12:36	2/26/2024 12:47:46 PM	0:0:11:20			create new replica and compacting	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19549	26-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C260220240019		Hardware	PC	Not working at all	Others	LOW	Closed	26-02-2024 12:29	2/26/2024 1:44:07 PM	0:1:14:16			Power cable change.	Onsite
19550	26-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C260220240018		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:27	2/26/2024 1:44:31 PM	0:1:17:17			Kruti Dev Hindi Font installation.	Onsite
19551	26-02-2024	OTHERS	VSNL	Survillanc	C260220240017		Network	LAN Issue	LAN Issue	Phone	LOW	Re-Assign	26-02-2024 12:14					Landline LAN not working	Onsite
19552	26-02-2024	NEHRU PLACE	20 No Building	C-M	C260220240016		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 12:11	2/26/2024 2:11:48 PM	0:2:0:33			team installation done	Onsite
19553	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240015		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 12:09	2/26/2024 5:17:07 PM	0:5:8:1			Call Close By Sanjay & Subhash	Onsite
19554	26-02-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C260220240014		Hardware	Laptop	Network Not Working	Network	LOW	Closed	26-02-2024 11:26	2/26/2024 12:29:08 PM	0:1:2:39			check lan driver ok but cable check at	Onsite
19555	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240013		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	26-02-2024 11:24					LAN faulty	Onsite
19556	26-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C260220240012		Hardware	PC	Not working at all	No power	LOW	Closed	26-02-2024 11:22	2/26/2024 12:28:40 PM	0:1:5:52			check power cable 1st cross with TFT ,	Onsite
19557	26-02-2024	ALAKNANDA	CR Park HR Office	HR	C260220240011		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	26-02-2024 11:17					LAN Cable faulty	Onsite
19558	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260220240010		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 11:17	2/29/2024 9:49:47 AM	2:22:32:46			please arrange lan team for 1 nos lan	Onsite
19559	26-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C260220240009		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 11:03	2/26/2024 11:04:28 AM	0:0:1:28			check the printer and log the call	Onsite
19560	26-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C260220240008		Hardware	PC	TFT	Half	LOW	Closed	26-02-2024 11:01	2/26/2024 11:10:31 AM	0:0:9:17			set the display setting	Onsite
19561	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240007		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	26-02-2024 10:58	2/26/2024 11:10:52 AM	0:0:12:0			install the pc	Remote
19562	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240006		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 10:57	2/26/2024 11:11:14 AM	0:0:13:20			reset the password	Remote
19563	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240005		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	26-02-2024 10:54	2/26/2024 11:13:11 AM	0:0:18:21			install the pc	Onsite
19564	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 10:52	2/26/2024 11:04:06 AM	0:0:11:26			install teh mail	Onsite
19565	26-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C260220240003		Hardware	UPS	Backup	Battery	LOW	Closed	26-02-2024 09:54	2/26/2024 10:24:56 AM	0:0:30:26			Going for site for checking battery	Onsite
19566	26-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C260220240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 09:23	2/26/2024 9:38:25 AM	0:0:14:33			quota cleared issue resolved	Onsite
19567	26-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C260220240001		Hardware	PC	Not working at all	Others	LOW	Closed	26-02-2024 09:22	2/26/2024 9:53:54 AM	0:0:31:43			win 10 os repaired now issue resolved	Onsite
19568	26-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C260220240175		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 17:51	2/26/2024 5:52:36 PM	0:0:0:57			issue resolved	Onsite
19569	26-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C260220240174		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 17:47	2/26/2024 5:52:29 PM	0:0:5:1			issue resolved	Onsite
19570	26-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C260220240173		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 17:47	2/26/2024 5:52:18 PM	0:0:5:18			issue resolved	Onsite
19571	26-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C260220240172		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:43	2/26/2024 5:52:11 PM	0:0:8:49			issue resolved	Onsite
19572	26-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C260220240171		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:36	2/26/2024 5:52:03 PM	0:0:15:23			issue resolved	Onsite
19573	26-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C260220240169		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 17:22	2/26/2024 5:25:57 PM	0:0:3:55			after change mouse issue resolved	Onsite
19574	26-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C260220240170		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 17:22	2/26/2024 5:26:34 PM	0:0:4:4			Resolved	Onsite
19575	26-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C260220240168		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	26-02-2024 17:21	2/26/2024 5:25:29 PM	0:0:3:58			after pc setup and ip configure issue	Onsite
19576	26-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C260220240167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 17:20	2/26/2024 5:24:48 PM	0:0:4:34			after reconnect printer issue resolved	Onsite
19577	26-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C260220240166		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 17:19	2/26/2024 5:24:14 PM	0:0:4:41			after reinstall sap p92 issue resolved	Onsite
19578	26-02-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C260220240164		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 17:18	2/26/2024 5:39:10 PM	0:0:21:3			QMS link has been paste and	Remote
19579	26-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C260220240165		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:18	2/26/2024 5:23:41 PM	0:0:4:57			after printer paper jam clear issue	Onsite
19580	26-02-2024	VASANT KUNJ	C 8	O-M	C260220240163		Hardware	E-Mail	Internet Issue	Internet	LOW	Closed	26-02-2024 17:16	2/26/2024 5:36:51 PM	0:0:20:29			Proxy enabled	Remote
19581	26-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C260220240162		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-02-2024 17:13	2/26/2024 5:36:26 PM	0:0:22:59			Mail has been compressed	Remote
19582	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C260220240161		Network	Internet	Internet Issue	Internet	LOW	Closed	26-02-2024 17:11	2/26/2024 5:38:02 PM	0:0:26:7			Issue resolved as reqd.	Onsite
19583	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C260220240160		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 17:10	2/26/2024 5:37:33 PM	0:0:27:19			Mail forwarded to SAP support.	Onsite
19584	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240159		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 17:04	2/26/2024 5:05:07 PM	0:0:0:31			Remove paper.	Onsite
19585	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240158		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 17:02	2/26/2024 5:05:33 PM	0:0:3:3			Reinstall Teamviewer.	Onsite
19586	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Consumer	C260220240157		Hardware	System	MS Office	File	LOW	Closed	26-02-2024 17:01	2/26/2024 5:10:34 PM	0:0:8:39			RESOLVED	Onsite
19587	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240156		Hardware	Printer	Image Issue	Light	LOW	Closed	26-02-2024 17:00	2/26/2024 5:09:26 PM	0:0:9:5			Provide 2 cartridge.	Onsite
19588	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C260220240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 16:59	2/26/2024 5:10:15 PM	0:0:10:45			RESOLVED	Onsite
19589	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240154		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 16:57	2/26/2024 5:09:56 PM	0:0:12:0			RESOLVED	Onsite
19590	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240152		Hardware	Printer	Image Issue	Hardware	LOW	Closed	26-02-2024 16:57	2/26/2024 5:09:26 PM	0:0:12:22			RESOLVED	Onsite
19591	26-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C260220240153		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-02-2024 16:57	2/26/2024 5:26:05 PM	0:0:28:48			Resolved	Onsite
19592	26-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C260220240151		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 16:56	2/26/2024 5:25:47 PM	0:0:29:27			Resolved	Onsite
19593	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240150		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 16:54	2/26/2024 5:09:08 PM	0:0:14:20			RESOLVED	Onsite
19594	26-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C260220240149		Hardware	Printer	Image Issue	Image	LOW	Closed	26-02-2024 16:54	2/26/2024 5:23:39 PM	0:0:28:57			Resolved	Onsite
19595	26-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260220240147		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 16:53	2/26/2024 5:06:17 PM	0:0:13:0			Call log to vendor.	Onsite
19596	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C260220240148		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 16:53	2/26/2024 5:08:46 PM	0:0:15:10			RESOLVED	Onsite
19597	26-02-2024	NIZAMUDDIN	Sunlight Colony	KCC/MLCC	C260220240146		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:52	2/27/2024 1:41:29 AM	0:8:49:11			After reinstall issues resolved	
19598	26-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	C-M	C260220240145		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-02-2024 16:51	2/26/2024 5:21:04 PM	0:0:29:28			Resolved	Onsite
19599	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240144		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 16:50	2/26/2024 5:08:33 PM	0:0:18:17			RESOLVED	Onsite
19600	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240143		Hardware	Laptop	Hanging/Slow processing	Physical	LOW	Closed	26-02-2024 16:47	2/26/2024 5:07:11 PM	0:0:19:21			RESOLVED	Onsite
19601	26-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C260220240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 16:29	2/26/2024 4:46:47 PM	0:0:17:4			Issue resolved	Onsite
19602	26-02-2024	OTHERS	Andrews Ganj	Enforcem	C260220240141		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 16:29	2/26/2024 4:37:51 PM	0:0:8:31			Paper jam issue	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19603	26-02-2024	OTHERS	Andrews Ganj	Enforcem	C260220240140		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 16:28	2/26/2024 4:38:11 PM	0:0:9:38			Data backup taken	Onsite
19604	26-02-2024	OTHERS	HUDCO Grid	PROTECTI	C260220240139		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 16:28	2/26/2024 4:38:24 PM	0:0:10:23			Pc booting issue	Onsite
19605	26-02-2024	OTHERS	HUDCO Grid	PROTECTI	C260220240137		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-02-2024 16:27	2/26/2024 4:37:38 PM	0:0:10:38			Link issue	Onsite
19606	26-02-2024	OTHERS	HUDCO Grid	PROTECTI	C260220240138		Hardware	System	Other Software	proxy	LOW	Closed	26-02-2024 16:27	2/26/2024 4:38:36 PM	0:0:11:6			ESS Issue	Onsite
19607	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240136		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:21	2/26/2024 4:27:22 PM	0:0:5:41			Ms office not working issue resolved	Onsite
19608	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240134		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:20	2/26/2024 4:26:50 PM	0:0:6:35			Google chrome not working issue	Onsite
19609	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240135		Hardware	System	MS Office	File	LOW	Closed	26-02-2024 16:20	2/26/2024 4:27:04 PM	0:0:6:20			Ms office not working issue resolved	Onsite
19610	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240133		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 16:16	2/26/2024 4:26:25 PM	0:0:9:26			Mouse not working issue resolved	Onsite
19611	26-02-2024	NEHRU PLACE	20 No Building	MMG	C260220240132		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 16:14	2/26/2024 4:56:02 PM	0:0:41:49			clean temp & prefetch file system	Onsite
19612	26-02-2024	NEHRU PLACE	20 No Building	Energy	C260220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 16:13	2/26/2024 4:55:37 PM	0:0:42:26			printer driver update	Onsite
19613	26-02-2024	NEHRU PLACE	20 No Building	IT	C260220240130		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	26-02-2024 16:12	2/26/2024 4:55:16 PM	0:0:43:1			workspace folder name change, issue	Onsite
19614	26-02-2024	NEHRU PLACE	20 No Building	Billing	C260220240129		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	26-02-2024 16:11	2/26/2024 4:54:45 PM	0:0:42:59			lan cable re-insert, issue resolved	Onsite
19615	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240128		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:11	2/26/2024 4:26:09 PM	0:0:15:0			google chrome not working issue	Onsite
19616	26-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C260220240127		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	26-02-2024 16:10	2/26/2024 4:46:39 PM	0:0:36:21			Data coppied	Onsite
19617	26-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C260220240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 16:09	2/26/2024 4:46:17 PM	0:0:36:28			Issue resolved	Onsite
19618	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240126		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-02-2024 16:09	2/26/2024 4:25:53 PM	0:0:15:59			Mouse not working issue resolved	Onsite
19619	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240124		Hardware	System	Other Software	Adobe	LOW	Closed	26-02-2024 16:09	2/26/2024 4:25:36 PM	0:0:16:13			google chrome not working issue	Onsite
19620	26-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	C-M	C260220240123		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 16:09	2/26/2024 4:46:08 PM	0:0:36:46			Issue resolved	Onsite
19621	26-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C260220240122		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 16:08	2/26/2024 4:45:55 PM	0:0:37:4			Issue resolved	Remote
19622	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240121		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	26-02-2024 16:07	2/26/2024 4:25:15 PM	0:0:17:27			Printer not working issue resolved	Onsite
19623	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240120		Hardware	System	MS Office	Software	LOW	Closed	26-02-2024 16:07	2/26/2024 4:24:49 PM	0:0:17:31			Ms excel not working issue resolved	Onsite
19624	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240119		Hardware	MOUSE	Not working	Sent to	LOW	Closed	26-02-2024 16:06	2/26/2024 4:24:26 PM	0:0:17:34			Mouse not working issue resolved	Onsite
19625	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240118		Hardware	System	MS Office	Others	LOW	Closed	26-02-2024 16:05	2/26/2024 4:22:24 PM	0:0:16:40			Monthly Office meeting at RKP on	Onsite
19626	26-02-2024	VASANT KUNJ	D 4	O-M	C260220240117		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-02-2024 15:47	2/26/2024 5:10:08 PM	0:1:22:49			RAM has been clean and reinserted	Onsite
19627	26-02-2024	VASANT KUNJ	Bijwasan	O-M	C260220240116		Hardware	PC	Not working at all	Harddisk	LOW	Closed	26-02-2024 15:45	2/26/2024 5:08:56 PM	0:1:23:47			HDD has been selected as a primary	Onsite
19628	26-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C260220240115		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-02-2024 15:33	2/26/2024 4:43:04 PM	0:1:9:46			Mail SOFTWARE FILE REPAIR AND	Remote
19629	26-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C260220240114		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	26-02-2024 15:32	2/26/2024 4:06:18 PM	0:0:33:27			punch the lan rz45 port issue resolved	Onsite
19630	26-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C260220240113		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	26-02-2024 15:31	2/26/2024 4:39:48 PM	0:1:8:12			printer driver reinstalled and problem	Remote
19631	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240112		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:28	2/26/2024 3:46:02 PM	0:0:17:50			LAN connector replaced.	Onsite
19632	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240111		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:27	2/26/2024 3:46:19 PM	0:0:18:54			Printer driver installed.	Onsite
19633	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240108		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:26	2/26/2024 3:39:55 PM	0:0:13:53			PC shifted.	Onsite
19634	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240109		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:26	2/26/2024 3:45:15 PM	0:0:18:50			PC shifted.	Onsite
19635	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240110		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:26	2/26/2024 3:45:40 PM	0:0:18:52			PC shifted.	Onsite
19636	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240107		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:25	2/26/2024 3:38:02 PM	0:0:12:28			PC shifted.	Onsite
19637	26-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260220240106		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:24	2/26/2024 3:37:22 PM	0:0:12:29			PC shifted.	Onsite
19638	26-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C260220240105		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-02-2024 15:18	2/26/2024 4:39:00 PM	0:1:20:34			New Archive file create and problem	Remote
19639	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C260220240104		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-02-2024 15:17	2/26/2024 4:05:37 PM	0:0:47:43			cleared the paper from printer issue	Onsite
19640	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C260220240103		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	26-02-2024 15:17	2/26/2024 4:05:08 PM	0:0:47:39			clean the scanner lens and restart the	Onsite
19641	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C260220240100		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 15:16	2/26/2024 4:03:26 PM	0:0:47:1			created the new archive folder in Mail	Onsite
19642	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C260220240102		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	26-02-2024 15:16	2/26/2024 4:04:35 PM	0:0:47:36			clean the trace file and deleted the	Onsite
19643	26-02-2024	NAJAF GARH	Anaj Mandi Complaint Center,Near	OM-DIV	C260220240101		Hardware	Printer	Paper Pickup	Paper	MEDIUM	Closed	26-02-2024 15:16	2/26/2024 4:35:20 PM	0:1:18:47			PRINTER CLEAN AND CARTAGE	Onsite
19644	26-02-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C260220240099		Hardware	PC	TFT	Power	MEDIUM	Closed	26-02-2024 15:15	2/26/2024 4:33:44 PM	0:1:18:27			TFT POWER CABLE CHANGE AND TFT	Onsite
19645	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C260220240098		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	26-02-2024 15:14	2/26/2024 4:02:55 PM	0:0:48:23			restart the QMS machine and	Onsite
19646	26-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C260220240097		Hardware	Printer	Paper Pickup	Paper Size	MEDIUM	Closed	26-02-2024 15:14	2/26/2024 4:32:54 PM	0:1:18:52			printer A4 tray setting correct and	Onsite
19647	26-02-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C260220240096		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-02-2024 15:12	2/26/2024 4:02:20 PM	0:0:49:44			replaced the keyboard issue resolved	Onsite
19648	26-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C260220240094		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-02-2024 15:11	2/26/2024 4:01:34 PM	0:0:50:18			clean the RAM and reinstalled the	Onsite
19649	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260220240095		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 15:11	2/26/2024 4:01:54 PM	0:0:50:14			unlocked the email id issue resolved	Onsite
19650	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260220240093		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 15:08	2/26/2024 4:00:31 PM	0:0:52:4			updated the new DTM exe issue	Onsite
19651	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240092		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	26-02-2024 15:04	2/26/2024 3:46:39 PM	0:0:42:5			Clean All Temp Files Now Working	Onsite
19652	26-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C260220240091		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	26-02-2024 14:59	2/26/2024 4:00:12 PM	0:1:0:55			LAN Cable reconnect from router.	Onsite
19653	26-02-2024	NEHRU PLACE	W Block GK 1	O-M	C260220240090		Hardware	PC	System Password issue	Others	LOW	Closed	26-02-2024 14:58	2/26/2024 3:58:46 PM	0:1:0:29			System password reset.	Onsite
19654	26-02-2024	NEHRU PLACE	W Block GK 1	O-M	C260220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:57	2/26/2024 3:59:14 PM	0:1:1:26			Reconfigured the printer with drivers.	Onsite
19655	26-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C260220240088		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-02-2024 14:57	2/26/2024 3:59:41 PM	0:1:2:26			LINK up after FLT .	Onsite
19656	26-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C260220240087		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 14:56	2/26/2024 3:58:00 PM	0:1:1:26			Password reset done.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19657	26-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260220240085		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 14:55	2/26/2024 3:57:25 PM	0:1:2:18			LAN cable Reconnect.	Onsite
19658	26-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260220240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:55	2/26/2024 3:57:42 PM	0:1:2:0			Mail archive & compacted.	Onsite
19659	26-02-2024	SAKET	Adchini	BUSINESS/	C260220240084		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:52	2/26/2024 3:07:37 PM	0:0:15:14			Printer not work	Onsite
19660	26-02-2024	SAKET	Adchini	BUSINESS/	C260220240083		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 14:51	2/26/2024 3:07:15 PM	0:0:15:24			LAN not work	Onsite
19661	26-02-2024	SAKET	Adchini	Recovery	C260220240082		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:51	2/26/2024 3:06:51 PM	0:0:15:35			Printer not work	Onsite
19662	26-02-2024	SAKET	Chhatarpur CC	O-M	C260220240081		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 14:50	2/26/2024 3:06:26 PM	0:0:15:54			LAN connector re crimp	Onsite
19663	26-02-2024	SAKET	Chhatarpur CC	O-M	C260220240080		Hardware	System	MS Office	File Not	LOW	Closed	26-02-2024 14:49	2/26/2024 3:05:49 PM	0:0:16:12			Clean temp file	Onsite
19664	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	ADMIN	C260220240079		Network	LAN Issue	LAN Issue	Others	HIGH	Re-Assign	26-02-2024 14:48					phone line faulty at MMG Office	Onsite
19665	26-02-2024	SAKET	Adchini	CIVIL	C260220240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:48	2/26/2024 3:04:52 PM	0:0:16:40			Mail password issue	Onsite
19666	26-02-2024	SAKET	Adchini	Recovery	C260220240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:48	2/26/2024 3:05:14 PM	0:0:16:26			Mail not work	Onsite
19667	26-02-2024	SAKET	Adchini	Recovery	C260220240076		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 14:47	2/26/2024 3:03:12 PM	0:0:15:53			Printer not work	Onsite
19668	26-02-2024	SAKET	Jonapur CC	O-M	C260220240075		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 14:46	2/26/2024 3:02:40 PM	0:0:16:8			LAN reconnected from N/W side	Onsite
19669	26-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C260220240073		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:34	2/26/2024 2:59:41 PM	0:0:25:32			Resolved	Onsite
19670	26-02-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C260220240074		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-02-2024 14:34	2/26/2024 2:59:32 PM	0:0:24:35			Resolved	Onsite
19671	26-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C260220240072		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:33	2/26/2024 2:59:56 PM	0:0:26:6			Resolved	Onsite
19672	26-02-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C260220240071		Hardware	PC	Network Not Working	Other	LOW	Closed	26-02-2024 14:33	2/26/2024 3:00:06 PM	0:0:26:49			Resolved	Onsite
19673	26-02-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C260220240069		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:32	2/26/2024 3:00:15 PM	0:0:27:55			Resolved	Onsite
19674	26-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C260220240070		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 14:32	2/26/2024 3:28:22 PM	0:0:55:26			Create new shortcut now issue	Remote
19675	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240067		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-02-2024 14:31	2/26/2024 3:00:22 PM	0:0:28:42			Resolved	Onsite
19676	26-02-2024	ALAKNANDA	GK 2	KCC/MLCC	C260220240068		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 14:31	2/26/2024 3:27:32 PM	0:0:55:35			Installed the printer now issue	Remote
19677	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:30	2/26/2024 3:00:42 PM	0:0:30:37			Resolved	Onsite
19678	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240065		Hardware	PC	System Password issue	Password	LOW	Closed	26-02-2024 14:30	2/26/2024 3:00:29 PM	0:0:29:50			Resolved	Onsite
19679	26-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C260220240064		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	26-02-2024 14:30	2/26/2024 3:26:33 PM	0:0:56:28			Remove the paper from Scanner now	Onsite
19680	26-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C260220240066		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 14:30	2/26/2024 3:27:10 PM	0:0:56:20			Create new shortcut now issue	Remote
19681	26-02-2024	ALAKNANDA	CR Park HR Office	HR	C260220240061		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	26-02-2024 14:29	2/26/2024 3:26:04 PM	0:0:56:56			Re-insert the RAM and reboot the	Onsite
19682	26-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C260220240062		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	26-02-2024 14:29	2/26/2024 3:00:57 PM	0:0:31:35			Resolved	Onsite
19683	26-02-2024	JANAK PURI	I A 1 Janakpuri	O-M	C260220240059		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-02-2024 14:27	2/26/2024 4:33:23 PM	0:2:6:22			Done network troubleshooting steps	Onsite
19684	26-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C260220240060		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-02-2024 14:27	2/26/2024 3:25:17 PM	0:0:57:25			Installed the Windows 10 and all	Onsite
19685	26-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C260220240058		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 14:26	2/26/2024 4:35:56 PM	0:2:9:54			Run Diagnostic and clean temp files	Onsite
19686	26-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260220240056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 14:25	2/26/2024 4:35:04 PM	0:2:9:56			Mail software reinstalled now working	Remote
19687	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240057		Hardware	Printer	Image Issue	Light	LOW	Closed	26-02-2024 14:25	2/26/2024 3:03:28 PM	0:0:38:9			Cartage Change Issue Resolved	Onsite
19688	26-02-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C260220240055		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-02-2024 14:24	2/26/2024 4:34:39 PM	0:2:10:9			Clean temp files and run diagnostic	Onsite
19689	26-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260220240054		Network	Link	Link Connectivity Issue	Mast	LOW	Closed	26-02-2024 14:23	2/26/2024 4:33:50 PM	0:2:10:4			Done network troubleshooting steps	Onsite
19690	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240053		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-02-2024 14:17	2/26/2024 3:03:06 PM	0:0:45:17			Cartage Roller Jam Cartage Change	Onsite
19691	26-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C260220240052		Hardware	PC	System Password issue	Password	LOW	Closed	26-02-2024 14:17	2/26/2024 2:19:07 PM	0:0:1:28			done issue resolved	Onsite
19692	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240051		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	26-02-2024 14:17	2/26/2024 3:02:28 PM	0:0:45:17			Reconfigure mail Now Working issue	Onsite
19693	26-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260220240049		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-02-2024 14:16	2/26/2024 3:01:38 PM	0:0:44:57			Account Unlock Now Working Fine	Onsite
19694	26-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C260220240050		Hardware	PC	System Password issue	Password	LOW	Closed	26-02-2024 14:16	2/26/2024 2:18:33 PM	0:0:1:45			done issue resolved	Onsite
19695	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C260220240048		Network	LAN Issue	LAN Issue	Others	HIGH	Re-Assign	26-02-2024 14:09					phone line faulty at room no 302	Onsite
19696	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C260220240047		Hardware	PC	System Password issue	Password	HIGH	Closed	26-02-2024 13:49	2/26/2024 2:07:49 PM	0:0:18:47			reset password	Onsite
19697	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C260220240046		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	26-02-2024 13:48	2/26/2024 2:08:13 PM	0:0:19:52			mail password missing	Onsite
19698	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C260220240045		Hardware	PC	Restart Problem	Others	HIGH	Closed	26-02-2024 13:47	2/26/2024 2:08:39 PM	0:0:21:17			Power point problem	Onsite
19699	26-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C260220240044		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	26-02-2024 13:45	2/26/2024 2:09:03 PM	0:0:23:10			Printer paper jam cline	Onsite
19700	26-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C260220240043		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	26-02-2024 13:44	2/26/2024 2:09:57 PM	0:0:25:13			Printer A4 size setting	Onsite
19701	26-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C260220240042		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	26-02-2024 13:43	2/26/2024 2:07:26 PM	0:0:23:32			ram reconnect	Onsite
19702	26-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C260220240041		Telecome	Instrumen	Digital	Others	HIGH	Closed	26-02-2024 12:57	2/26/2024 4:15:22 PM	0:3:17:34			FYI	Onsite
19703	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240040		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:56	2/26/2024 1:35:41 PM	0:0:39:3			Sap Password reset.	Onsite
19704	26-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C260220240037		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:53	2/26/2024 1:24:45 PM	0:0:31:40			Issue resolved as reqd	Remote
19705	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C260220240038		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	26-02-2024 12:53	2/26/2024 1:25:01 PM	0:0:31:20			Issue resolved as reqd	Onsite
19706	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240039		Hardware	Printer	Paper Pickup	Others	LOW	Closed	26-02-2024 12:53	2/26/2024 1:36:45 PM	0:0:42:46			Cartridge change.	Onsite
19707	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C260220240034		Network	Internet	Internet Issue	Internet	LOW	Closed	26-02-2024 12:52	2/26/2024 1:24:12 PM	0:0:32:7			Issue resolved as reqd	Onsite
19708	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 12:52	2/26/2024 1:37:43 PM	0:0:44:57			Mail installation & configuration.	Onsite
19709	26-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C260220240035		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:52	2/26/2024 1:24:32 PM	0:0:31:51			Issue resolved as reqd	Onsite
19710	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240033		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:51	2/26/2024 1:38:05 PM	0:0:46:27			Mail account unlock.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19711	26-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260220240032		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:50	2/26/2024 1:38:50 PM	0:0:48:18			Take follow up issue resolved by sap	Onsite
19712	26-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C260220240031		Hardware	System	Other Software	software	HIGH	Closed	26-02-2024 12:49	2/26/2024 3:49:21 PM	0:2:59:55			resolved	Onsite
19713	26-02-2024	OTHERS	VSNL	QUALITY	C260220240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-02-2024 12:45	2/26/2024 1:21:03 PM	0:0:35:49			Installed the printer now issue	Onsite
19714	26-02-2024	OTHERS	VSNL	KCC/MLCC	C260220240030		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 12:45	2/26/2024 1:21:27 PM	0:0:35:34			Reinstalled the Mcube now issue	Onsite
19715	26-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C260220240028		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:42	2/26/2024 12:46:33 PM	0:0:3:42			chrome reinstalled issue resolved	Onsite
19716	26-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C260220240027		Hardware	System	Other Software	software	LOW	Closed	26-02-2024 12:42	2/26/2024 12:48:32 PM	0:0:5:46			Software file install from NHP server	Remote
19717	26-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Enforcem	C260220240026		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-02-2024 12:41	2/26/2024 12:45:18 PM	0:0:3:32			done issue resolved	Remote
19718	26-02-2024	OTHERS	VSNL	QUALITY	C260220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 12:41	2/26/2024 1:20:32 PM	0:0:38:51			Archive all the mail now issue	Onsite
19719	26-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C260220240024		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	26-02-2024 12:40	2/26/2024 12:47:48 PM	0:0:7:3			cpu fan wire reinstalled now issue	Onsite
19720	26-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C260220240023		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 12:38	2/26/2024 12:48:07 PM	0:0:9:27			settings done manually now print	Onsite
19721	26-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C260220240022		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:38	2/26/2024 1:39:07 PM	0:1:0:33			Take follow up issue resolved by sap	Onsite
19722	26-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C260220240021		Hardware	System	MS Office	Software	LOW	Closed	26-02-2024 12:37	2/26/2024 1:39:46 PM	0:1:2:11			MS Office software installation.	Onsite
19723	26-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C260220240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 12:36	2/26/2024 12:47:46 PM	0:0:11:20			create new replica and compacting	Onsite
19724	26-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C260220240019		Hardware	PC	Not working at all	Others	LOW	Closed	26-02-2024 12:29	2/26/2024 1:44:07 PM	0:1:14:16			Power cable change.	Onsite
19725	26-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C260220240018		Hardware	System	Other Software	Browser	LOW	Closed	26-02-2024 12:27	2/26/2024 1:44:31 PM	0:1:17:17			Kruti Dev Hindi Font installation.	Onsite
19726	26-02-2024	OTHERS	VSNL	Survillanc	C260220240017		Network	LAN Issue	LAN Issue	Phone	LOW	Re-Assign	26-02-2024 12:14					Landline LAN not working	Onsite
19727	26-02-2024	NEHRU PLACE	20 No Building	C-M	C260220240016		Hardware	System	Other Software	New	LOW	Closed	26-02-2024 12:11	2/26/2024 2:11:48 PM	0:2:0:33			team installation done	Onsite
19728	26-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C260220240015		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 12:09	2/26/2024 5:17:07 PM	0:5:8:1			Call Close By Sanjay & Subhash	Onsite
19729	26-02-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C260220240014		Hardware	Laptop	Network Not Working	Network	LOW	Closed	26-02-2024 11:26	2/26/2024 12:29:08 PM	0:1:2:39			check lan driver ok but cable check at	Onsite
19730	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240013		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	26-02-2024 11:24					LAN faulty	Onsite
19731	26-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C260220240012		Hardware	PC	Not working at all	No power	LOW	Closed	26-02-2024 11:22	2/26/2024 12:28:40 PM	0:1:5:52			check power cable 1st cross with TFT ,	Onsite
19732	26-02-2024	ALAKNANDA	CR Park HR Office	HR	C260220240011		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	26-02-2024 11:17					LAN Cable faulty	Onsite
19733	26-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260220240010		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-02-2024 11:17	2/29/2024 9:49:47 AM	2:22:32:46			please arrange lan team for 1 nos lan	Onsite
19734	26-02-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C260220240009		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	26-02-2024 11:03	2/26/2024 11:04:28 AM	0:0:1:28			check the printer and log the call	Onsite
19735	26-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C260220240008		Hardware	PC	TFT	Half	LOW	Closed	26-02-2024 11:01	2/26/2024 11:10:31 AM	0:0:9:17			set the display setting	Onsite
19736	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240007		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	26-02-2024 10:58	2/26/2024 11:10:52 AM	0:0:12:0			install the pc	Remote
19737	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240006		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-02-2024 10:57	2/26/2024 11:11:14 AM	0:0:13:20			reset the password	Remote
19738	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240005		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	26-02-2024 10:54	2/26/2024 11:13:11 AM	0:0:18:21			install the pc	Onsite
19739	26-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260220240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 10:52	2/26/2024 11:04:06 AM	0:0:11:26			install teh mail	Onsite
19740	26-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C260220240003		Hardware	UPS	Backup	Battery	LOW	Closed	26-02-2024 09:54	2/26/2024 10:24:56 AM	0:0:30:26			Going for site for checking battery	Onsite
19741	26-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C260220240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-02-2024 09:23	2/26/2024 9:38:25 AM	0:0:14:33			quota cleared issue resolved	Onsite
19742	26-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C260220240001		Hardware	PC	Not working at all	Others	LOW	Closed	26-02-2024 09:22	2/26/2024 9:53:54 AM	0:0:31:43			win 10 os repaired now issue resolved	Onsite
19743	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240179		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:02	2/29/2024 9:48:44 AM	1:15:46:35			Closed by sanjay	Onsite
19744	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240180		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:02	2/29/2024 9:48:30 AM	1:15:46:13			Closed by sanjay	Onsite
19745	27-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C270220240177		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:01	2/29/2024 9:49:13 AM	1:15:47:39			Closed by sanjay	Onsite
19746	27-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270220240178		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:01	2/29/2024 9:48:58 AM	1:15:47:2			Closed by sanjay	Onsite
19747	27-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C270220240176		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 17:47	2/27/2024 5:54:49 PM	0:0:6:52			Issue has been resolved after update	Remote
19748	27-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C270220240175		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 17:46	2/27/2024 5:53:45 PM	0:0:7:34			Issue has been resolved after reset	Remote
19749	27-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C270220240174		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 17:45	2/27/2024 5:53:13 PM	0:0:7:56			Issue has been resolved after reset	Onsite
19750	27-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C270220240173		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:44	2/27/2024 5:52:44 PM	0:0:8:44			Issue has been resolved after create	Onsite
19751	27-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C270220240172		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:43	2/27/2024 5:52:14 PM	0:0:9:2			Issue has been resolved after create	Remote
19752	27-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C270220240169		Hardware	System	MS Office	File Not	LOW	Closed	27-02-2024 17:41	2/27/2024 5:51:32 PM	0:0:10:8			Issue has been resolved after	Remote
19753	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240170		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:41	2/27/2024 5:52:35 PM	0:0:11:9			MAP NASS server issue resolve	Onsite
19754	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240171		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:41	2/27/2024 5:53:12 PM	0:0:11:14			Oracle remove and reinstalled CAS	Onsite
19755	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240167		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	27-02-2024 17:40	2/27/2024 5:51:45 PM	0:0:11:29			USB driver Remove and re-installed	Onsite
19756	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240168		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-02-2024 17:40	2/27/2024 5:52:07 PM	0:0:11:14			Replaced Keyboard issue resolve	Onsite
19757	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 17:39	2/27/2024 5:50:58 PM	0:0:11:28			Printer Driver installed issue resolve	Onsite
19758	27-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C270220240166		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:39	2/27/2024 5:50:36 PM	0:0:10:44			Issue has been resolved after	Remote
19759	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240163		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 17:38	2/27/2024 5:49:49 PM	0:0:11:40			mail hang re-start mail issue resolve	Onsite
19760	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240164		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:38	2/27/2024 5:50:32 PM	0:0:11:47			MAP new CAS Shortcut issue resolve	Onsite
19761	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240162		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:37	2/27/2024 5:49:15 PM	0:0:11:40			PC Move to workgroup and installed	Onsite
19762	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 17:36	2/27/2024 5:47:56 PM	0:0:11:52			issue resolved	Onsite
19763	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240161		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:36	2/27/2024 5:48:05 PM	0:0:11:11			issue resolved	Onsite
19764	27-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C270220240160		Hardware	PC	TFT	Color	LOW	Closed	27-02-2024 17:36	2/27/2024 5:49:46 PM	0:0:13:10			Issue has been resolved after hanged	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19765	27-02-2024	OTHERS	VSNL	O-M	C270220240158		Hardware	Attendane	Others	new	LOW	Closed	27-02-2024 17:35	2/27/2024 5:48:12 PM	0:0:12:44			Card Register issue resolve	Onsite
19766	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240157		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:34	2/27/2024 5:47:46 PM	0:0:12:48			issue resolved	Onsite
19767	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:34	2/27/2024 5:47:38 PM	0:0:13:6			issue resolved	Onsite
19768	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240155		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:34	2/27/2024 5:47:30 PM	0:0:13:24			issue resolved	Onsite
19769	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240154		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:31	2/27/2024 5:47:22 PM	0:0:15:41			issue resolved	Onsite
19770	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270220240153		Hardware	PC	System Password issue	Password	LOW	Closed	27-02-2024 17:31	2/27/2024 5:47:12 PM	0:0:16:10			issue resolved	Onsite
19771	27-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C270220240151		Hardware	Laptop	Network Not Working	Network	LOW	Closed	27-02-2024 17:29	2/27/2024 5:38:21 PM	0:0:9:5			issue resolved	Onsite
19772	27-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C270220240152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:29	2/27/2024 5:47:03 PM	0:0:17:4			issue resolved	Onsite
19773	27-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C270220240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 17:28	2/27/2024 5:38:08 PM	0:0:9:50			issue resolved	Onsite
19774	27-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C270220240147		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 17:25	2/27/2024 5:26:17 PM	0:0:1:13			issue resolved after change the proxy	Onsite
19775	27-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270220240149		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 17:25	2/27/2024 5:26:29 PM	0:0:1:7			issue resolved after change the proxy	Onsite
19776	27-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270220240148		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 17:25	2/27/2024 5:26:23 PM	0:0:1:13			issue resolved after change the proxy	Onsite
19777	27-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C270220240146		Hardware	PC	TFT	Others	LOW	Closed	27-02-2024 17:24	2/27/2024 5:25:59 PM	0:0:1:16			issue resolved after change the power	Onsite
19778	27-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C270220240145		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 17:08	2/27/2024 5:38:44 PM	0:0:30:13			after sap p92 reconfigured issue	Onsite
19779	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270220240144		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	27-02-2024 17:00	2/27/2024 5:38:00 PM	0:0:37:58			issue resolved	Onsite
19780	27-02-2024	JAFFERPUR	Dhasa Complaint Center	BUSINESS/	C270220240143		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	27-02-2024 16:44	2/27/2024 4:53:43 PM	0:0:9:6			Going to site with Electrician(Mr.	Onsite
19781	27-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C270220240142		Hardware	System	Other Software	proxy	LOW	Closed	27-02-2024 16:42	2/27/2024 4:53:26 PM	0:0:11:15			Proxy settings change.	Onsite
19782	27-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C270220240141		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-02-2024 16:40	2/27/2024 4:52:55 PM	0:0:12:15			LAN port issue.	Onsite
19783	27-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C270220240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:34	2/27/2024 4:49:07 PM	0:0:14:23			issue resolved	Onsite
19784	27-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C270220240139		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 16:33	2/27/2024 5:01:32 PM	0:0:28:4			chrome re-install	Onsite
19785	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C270220240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:33	2/27/2024 4:49:01 PM	0:0:15:35			issue resolved	Onsite
19786	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C270220240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:32	2/27/2024 4:48:55 PM	0:0:16:1			issue resolved	Onsite
19787	27-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C270220240132		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:05 PM	0:0:16:33			issue resolved	Onsite
19788	27-02-2024	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C270220240133		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:24 PM	0:0:16:51			issue resolved	Onsite
19789	27-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C270220240134		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:38 PM	0:0:17:3			issue resolved	Onsite
19790	27-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C270220240135		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:44 PM	0:0:17:6			issue resolved	Onsite
19791	27-02-2024	NEHRU PLACE	20 No Building	C-M	C270220240136		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 16:31	2/27/2024 5:00:21 PM	0:0:28:37			printer driver update	Onsite
19792	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:31	2/27/2024 4:47:55 PM	0:0:16:25			issue resolved	Onsite
19793	27-02-2024	NEHRU PLACE	20 No Building	Energy	C270220240130		Hardware	System	MS Office	Software	LOW	Closed	27-02-2024 16:30	2/27/2024 5:00:05 PM	0:0:29:39			clean to task manager	Onsite
19794	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240128		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	27-02-2024 16:29	2/27/2024 4:31:30 PM	0:0:2:18			Issue Resolved	Onsite
19795	27-02-2024	NEHRU PLACE CSO	Second Floor - C Block Conf. Kaveri	PLANNING	C270220240129		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:29	2/27/2024 4:31:39 PM	0:0:1:57			Issue Resolved	Onsite
19796	27-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C270220240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:28	2/27/2024 4:31:23 PM	0:0:2:49			Issue Resolved	Onsite
19797	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:26	2/27/2024 4:53:06 PM	0:0:27:5			Mail Archive & Compact Now Working	Onsite
19798	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270220240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:26	2/27/2024 4:31:06 PM	0:0:4:58			Issue Resolved	Onsite
19799	27-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C270220240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:26	2/27/2024 4:31:15 PM	0:0:4:29			Issue Resolved	Onsite
19800	27-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C270220240122		Hardware	System	MS Office	Software	LOW	Closed	27-02-2024 16:25	2/27/2024 4:30:57 PM	0:0:5:46			Issue Resolved	Onsite
19801	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:25	2/27/2024 4:47:47 PM	0:0:22:35			issue resolved	Onsite
19802	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240120		Hardware	PC	TFT	Power	LOW	Closed	27-02-2024 16:24	2/27/2024 4:52:39 PM	0:0:28:23			Power Cable Change Now Working	Onsite
19803	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240121		Hardware	Laptop	System Password issue	Others	LOW	Closed	27-02-2024 16:24	2/27/2024 4:30:42 PM	0:0:6:10			Issue Resolved	Onsite
19804	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240118		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 16:23	2/27/2024 4:52:10 PM	0:0:28:57			Windows Installed Issue Resolved	Onsite
19805	27-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	HR	C270220240119		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:23	2/27/2024 4:30:35 PM	0:0:6:54			Issue Resolved	Onsite
19806	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C270220240117		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-02-2024 16:22	2/27/2024 4:30:29 PM	0:0:7:30			Issue Resolved	Onsite
19807	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240116		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:22	2/27/2024 4:51:47 PM	0:0:29:21			Reinstall DVD Writer Software Now	Onsite
19808	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240115		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:22	2/27/2024 4:30:23 PM	0:0:8:22			Issue Resolved	Onsite
19809	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240114		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	27-02-2024 16:21	2/27/2024 4:51:20 PM	0:0:29:27			Clean RAM & Fix Again Now Working	Onsite
19810	27-02-2024	NEHRU PLACE CSO	Third Floor - A Block	SAFETY	C270220240113		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 16:21	2/27/2024 4:30:13 PM	0:0:8:45			Issue Resolved	Onsite
19811	27-02-2024	VASANT KUNJ	Bijwasan	O-M	C270220240112		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-02-2024 16:14	2/27/2024 5:25:40 PM	0:1:11:6			Sharing printer reconnected	Remote
19812	27-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C270220240111		Network	Link	Link Connectivity Issue	Link	LOW	Closed	27-02-2024 16:12	2/27/2024 5:25:12 PM	0:1:12:21			Link FLT has been done then working	Onsite
19813	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240109		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 16:10	2/27/2024 4:14:14 PM	0:0:3:30			MS office issue	Onsite
19814	27-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C270220240110		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 16:10	2/27/2024 5:23:45 PM	0:1:12:48			Adobe has been reinstalled	Onsite
19815	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:10	2/27/2024 4:14:33 PM	0:0:4:18			mail issue	Onsite
19816	27-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C270220240104		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	27-02-2024 16:08	2/27/2024 4:09:07 PM	0:0:1:3			Resolved	Onsite
19817	27-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C270220240106		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	27-02-2024 16:08	2/27/2024 4:08:52 PM	0:0:0:14			Resolved	Onsite
19818	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240107		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-02-2024 16:08	2/27/2024 4:14:53 PM	0:0:6:8			pc booting issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19819	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240105		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	27-02-2024 16:08	2/27/2024 4:15:10 PM	0:0:7:0			RAM issue	Onsite
19820	27-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C270220240102		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:07	2/27/2024 4:15:24 PM	0:0:8:11			Chrome issue	Onsite
19821	27-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C270220240103		Telecome	Instrumen	IP	Others	LOW	Closed	27-02-2024 16:07	2/27/2024 5:23:04 PM	0:1:15:23			IP phone has been configured	Onsite
19822	27-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C270220240101		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 15:54	2/27/2024 3:54:55 PM	0:0:0:51			create another locatiom	Remote
19823	27-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C270220240100		NON-SAP	Others	Others	Others	LOW	Closed	27-02-2024 15:52	2/27/2024 3:55:20 PM	0:0:2:57			install teh oracle	Remote
19824	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C270220240099		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	27-02-2024 15:49	2/27/2024 4:45:56 PM	0:0:56:9			merge the lotus mail id issue resolved	Onsite
19825	27-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C270220240097		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	27-02-2024 15:39	2/27/2024 4:44:25 PM	0:1:5:8			clean the RAM and restart the pc issue	Onsite
19826	27-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C270220240098		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 15:39	2/27/2024 4:44:40 PM	0:1:4:41			repair acrobat issue resolved	Onsite
19827	27-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C270220240095		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 15:38	2/27/2024 4:21:06 PM	0:0:42:39			IOMS slow due to network slow	Onsite
19828	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C270220240096		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	27-02-2024 15:38	2/27/2024 4:43:39 PM	0:1:5:12			change the scanner setting issue	Onsite
19829	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C270220240091		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 15:37	2/27/2024 4:42:02 PM	0:1:4:59			cleared the paper issue resolved	Onsite
19830	27-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C270220240094		Hardware	UPS	Backup	Others	LOW	Closed	27-02-2024 15:37	2/27/2024 4:19:09 PM	0:0:41:16			UPS battery replaced.	Onsite
19831	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C270220240093		Hardware	Printer	Paper Pickup	Abnormal	LOW	Closed	27-02-2024 15:37	2/27/2024 4:43:02 PM	0:1:5:26			change the cartridge issue resolved	Onsite
19832	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240092		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-02-2024 15:37	2/27/2024 4:18:41 PM	0:0:41:22			New keyboard replaced.	Onsite
19833	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C270220240088		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 15:36	2/27/2024 4:41:36 PM	0:1:5:21			configured admin support link issue	Onsite
19834	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 15:36	2/27/2024 4:16:30 PM	0:0:40:16			Printer driver installed.	Onsite
19835	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240090		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-02-2024 15:36	2/27/2024 4:18:00 PM	0:0:41:14			PC shifted.	Onsite
19836	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240087		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	27-02-2024 15:35	2/27/2024 4:16:07 PM	0:0:40:28			LAN cable connected.	Onsite
19837	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240086		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	27-02-2024 15:35	2/27/2024 4:15:36 PM	0:0:40:31			LAN connect to telephone	Onsite
19838	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240085		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 15:34	2/27/2024 4:13:10 PM	0:0:38:46			New archive new created.	Onsite
19839	27-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C270220240084		Network	LAN Issue	LAN Issue	Phone	LOW	Re-Assign	27-02-2024 15:15					line disturbance	Onsite
19840	27-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C270220240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 15:14	2/27/2024 3:15:12 PM	0:0:1:0			Archive all the mail now issue	Remote
19841	27-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C270220240081		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	27-02-2024 15:10	2/27/2024 3:12:13 PM	0:0:1:25			line disturbance	Onsite
19842	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240082		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 15:10	2/27/2024 3:41:47 PM	0:0:30:52			Sap Password Reset.	Onsite
19843	27-02-2024	SAKET	Adchini	BUSINESS/	C270220240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 15:05	2/27/2024 4:00:21 PM	0:0:54:36			mail not open	Onsite
19844	27-02-2024	SAKET	Chhatarpur CC	O-M	C270220240079		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	27-02-2024 15:04	2/27/2024 4:00:02 PM	0:0:55:35			Laptop send to NHP Bhawan	Onsite
19845	27-02-2024	SAKET	Adchini	CIVIL	C270220240078		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-02-2024 15:03	2/27/2024 3:59:24 PM	0:0:55:42			LAN not work	Onsite
19846	27-02-2024	SAKET	Malviya Nagar	O-M	C270220240077		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-02-2024 15:02	2/27/2024 3:59:01 PM	0:0:56:20			Link not work	Onsite
19847	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270220240076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 14:54	2/27/2024 2:54:40 PM	0:0:0:29			archives,compacting done & create	Onsite
19848	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C270220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 14:47	2/27/2024 3:09:17 PM	0:0:21:44			Workspace Rename.	Remote
19849	27-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C270220240074		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-02-2024 14:43	2/27/2024 3:54:53 PM	0:1:11:53			Mouse replaced now working fine	Onsite
19850	27-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C270220240073		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 14:42	2/27/2024 3:54:02 PM	0:1:11:35			Lotus reinstalled now working fine	Remote
19851	27-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C270220240072		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	27-02-2024 14:41	2/27/2024 3:52:13 PM	0:1:10:50			Clean Cache file and run diagnostic	Onsite
19852	27-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270220240071		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 14:39	2/27/2024 3:13:35 PM	0:0:33:54			Password Change now issue resolved	Remote
19853	27-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270220240070		Hardware	System	MS Office	Others	LOW	Closed	27-02-2024 14:39	2/27/2024 3:13:19 PM	0:0:34:13			Activate the MS Office now issue	Remote
19854	27-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270220240069		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 14:38	2/27/2024 3:12:40 PM	0:0:34:13			Change the date and time now issue	Remote
19855	27-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C270220240067		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 14:37	2/27/2024 3:12:15 PM	0:0:35:10			Windows Activate now issue resolved	Remote
19856	27-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C270220240068		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 14:37	2/27/2024 3:49:16 PM	0:1:12:5			New LAN cable installed for 5s	Onsite
19857	27-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C270220240066		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 14:36	2/27/2024 3:11:48 PM	0:0:35:27			Remove the paper from printer now	Onsite
19858	27-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C270220240065		Hardware	PC	Not working at all	Harddisk	LOW	Closed	27-02-2024 14:35	2/27/2024 3:11:25 PM	0:0:35:50			Boot with HDD now issue resolved	Onsite
19859	27-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C270220240064		Hardware	Scanner	Scaning issue	Paper	MEDIUM	Closed	27-02-2024 14:31	2/27/2024 3:53:22 PM	0:1:21:55			scanner roller clean and paper folding	Remote
19860	27-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C270220240063		Hardware	System	Other Software	software	MEDIUM	Closed	27-02-2024 14:30	2/27/2024 3:49:16 PM	0:1:18:33			Adobe Acrobat 8 Professional	Remote
19861	27-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C270220240062		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-02-2024 14:29	2/27/2024 3:47:17 PM	0:1:17:40			Lotus email id reconfiguration to	Remote
19862	27-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C270220240061		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	27-02-2024 14:28	2/27/2024 3:41:01 PM	0:1:12:28			Stand by keyboard provide and	Onsite
19863	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240060		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:26	2/27/2024 4:06:26 PM	0:1:39:55			Ms excel not working issue resolved	Onsite
19864	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240059		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:25	2/27/2024 4:06:10 PM	0:1:40:19			Ms office not working issue resolved	Onsite
19865	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240058		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	27-02-2024 14:25	2/27/2024 4:05:52 PM	0:1:40:42			Printer driver installation issue	Onsite
19866	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240057		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 14:24	2/27/2024 4:05:32 PM	0:1:40:54			IP msg not working issue resolved	Onsite
19867	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240056		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:24	2/27/2024 4:02:32 PM	0:1:38:25			Ms excel not working issue resolved	Onsite
19868	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240055		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 14:23	2/27/2024 3:08:59 PM	0:0:45:43			Visual studio 2017 installation done	Onsite
19869	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240054		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:22	2/27/2024 3:08:43 PM	0:0:46:8			Keyboard not working issue resolved	Onsite
19870	27-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C270220240053		Hardware	Printer	Image Issue	Others	LOW	Closed	27-02-2024 13:55	2/27/2024 3:11:41 PM	0:1:15:43			cartridge replaced as reqd	Onsite
19871	27-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C270220240052		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-02-2024 13:55	2/27/2024 3:11:14 PM	0:1:16:13			Printer configured as reqd	Onsite
19872	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240051		Telecome	Instrumen	SIP	Network	LOW	Closed	27-02-2024 13:53	2/27/2024 3:06:12 PM	0:1:13:9			LAN Cable reconnect & login with	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19873	27-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C270220240050		Network	Link	Link Connectivity Issue	Link	LOW	Closed	27-02-2024 13:52	2/27/2024 3:05:36 PM	0:1:13:10			FLT done but site not up. Call log to	Onsite
19874	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240049		Hardware	PC	Not working at all	Physical	LOW	Closed	27-02-2024 13:51	2/27/2024 3:04:34 PM	0:1:12:52			Physical cleaning & reinsert the RAM.	Onsite
19875	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 13:51	2/27/2024 3:04:04 PM	0:1:12:54			Archived created.	Onsite
19876	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270220240047		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 13:30	2/27/2024 2:46:00 PM	0:1:15:48			ADS login done & printer connection	Onsite
19877	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270220240046		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 13:28	2/27/2024 2:45:37 PM	0:1:16:49			ADS login done & PDF file issue	Onsite
19878	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C270220240045		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 13:23	2/27/2024 2:46:24 PM	0:1:22:49			removed paper inside and cartage	Onsite
19879	27-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C270220240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 13:21	2/27/2024 2:46:49 PM	0:1:24:50			New Transfer user Lotus mail install &	Onsite
19880	27-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C270220240043		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 13:20	2/27/2024 1:31:02 PM	0:0:10:43			repair sap software and add server	Onsite
19881	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240042		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-02-2024 13:17	2/27/2024 2:17:29 PM	0:0:59:56			Hardware faulty suggest for send	Onsite
19882	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240041		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 13:16	2/27/2024 2:25:58 PM	0:1:9:41			Lotus password reset.	Onsite
19883	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240040		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 13:14	2/27/2024 2:26:28 PM	0:1:12:1			Mail account unlock.	Onsite
19884	27-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C270220240039		Hardware	UPS	Backup	Others	LOW	Closed	27-02-2024 13:12	2/27/2024 2:28:34 PM	0:1:16:4			Take follow up issue resolved by	Onsite
19885	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240038		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 13:09	2/27/2024 2:29:09 PM	0:1:20:7			Jam Paper removed.	Onsite
19886	27-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C270220240037		Hardware	PC	Not working at all	Others	LOW	Closed	27-02-2024 13:07	2/27/2024 2:29:39 PM	0:1:22:15			PC P.M & Audit.	Onsite
19887	27-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C270220240036		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	27-02-2024 12:58	2/27/2024 1:45:20 PM	0:0:46:33			pc win10 operating system reinstalled	Onsite
19888	27-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C270220240035		Hardware	PC	System Password issue	Password	LOW	Closed	27-02-2024 12:49	2/27/2024 1:36:52 PM	0:0:47:51			issue resolved after reset the	Onsite
19889	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240034		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 12:47	2/27/2024 1:36:36 PM	0:0:49:4			issue resolved after reinstall the same	Onsite
19890	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240033		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:47	2/27/2024 1:36:19 PM	0:0:49:16			issue resolved after reinstall the same	Onsite
19891	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:46	2/27/2024 1:35:33 PM	0:0:49:19			issue resolved after reinstall the same	Onsite
19892	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240032		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:46	2/27/2024 1:36:10 PM	0:0:49:15			issue resolved after reinstall the same	Onsite
19893	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240030		Hardware	Printer	Paper Pickup	Others	LOW	Closed	27-02-2024 12:46	2/27/2024 1:35:45 PM	0:0:49:24			issue resolved after reinstall the same	Onsite
19894	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240031		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:46	2/27/2024 1:36:00 PM	0:0:49:22			issue resolved after reinstall the same	Onsite
19895	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240027		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-02-2024 12:45	2/27/2024 1:33:10 PM	0:0:47:58			issue resolved after clean the scanner	Onsite
19896	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240028		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-02-2024 12:45	2/27/2024 1:35:01 PM	0:0:49:8			reinstall the same and issue resolved	Onsite
19897	27-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C270220240026		Network	Link	Link Connectivity Issue	Others	LOW	Closed	27-02-2024 12:32	2/27/2024 12:33:34 PM	0:0:1:4			flt done and log the call	Onsite
19898	27-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 12:31	2/27/2024 12:33:56 PM	0:0:2:7			create bew archive	Remote
19899	27-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270220240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 12:30	2/27/2024 12:34:42 PM	0:0:3:43			compact the database	Remote
19900	27-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270220240023		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	27-02-2024 12:30	2/27/2024 12:34:12 PM	0:0:4:1			reset the password	Remote
19901	27-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C270220240022		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	27-02-2024 12:25					Please do the needful.	Onsite
19902	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240021		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	27-02-2024 12:23					Please do the needful.	Onsite
19903	27-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C270220240020		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:01	2/27/2024 12:28:05 PM	0:0:27:4			printer reconnected issue resolved	Onsite
19904	27-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C270220240019		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-02-2024 12:00	2/27/2024 12:29:01 PM	0:0:28:58			1 ram faulty call aas8gn to vendor pc	Onsite
19905	27-02-2024	NEHRU PLACE	20 No Building	HR	C270220240018		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	27-02-2024 11:36	2/27/2024 12:20:21 PM	0:0:43:35			date time change done	Onsite
19906	27-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C270220240016		Hardware	System	MS Office	Software	LOW	Closed	27-02-2024 11:35	2/27/2024 11:50:28 AM	0:0:14:55			Repair MS office now sheet open and	Onsite
19907	27-02-2024	NEHRU PLACE	20 No Building	C-M	C270220240017		Hardware	Laptop	Not working at all	Others	LOW	Closed	27-02-2024 11:35	2/27/2024 12:19:44 PM	0:0:43:49			after troubleshooting, issue resolved	Onsite
19908	27-02-2024	NEHRU PLACE CSO	Third Floor - D Block	PMG	C270220240015		Hardware	Laptop	System Password issue	Others	LOW	Closed	27-02-2024 10:27	2/27/2024 10:28:11 AM	0:0:0:48			Issue Resolved	Onsite
19909	27-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C270220240014		Hardware	Printer	No display on Panel	Power	LOW	Closed	27-02-2024 10:09	2/27/2024 10:32:49 AM	0:0:23:11			Power cord change. .	Onsite
19910	27-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C270220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 09:51	2/27/2024 10:16:33 AM	0:0:24:50			done issue resolved	Onsite
19911	27-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C270220240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 09:50	2/27/2024 10:15:56 AM	0:0:24:57			done issue resolved	Onsite
19912	27-02-2024	NEHRU PLACE CSO	First Floor - D Block	IT	C270220240011		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-02-2024 09:50	2/27/2024 10:21:57 AM	0:0:31:55			Mouse Replaced .Issue Resolved	Onsite
19913	27-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	IT	C270220240010		Network	Link	Link Connectivity Issue	POE/Mod	LOW	Closed	27-02-2024 09:38	2/27/2024 9:47:29 AM	0:0:8:36			oe lan cable replugged and reboot the	Onsite
19914	27-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	HR	C270220240009		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 09:32	2/27/2024 9:34:32 AM	0:0:2:2			Issue Resolved	Onsite
19915	27-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C270220240008		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 09:31	2/27/2024 9:34:22 AM	0:0:2:28			Issue Resolved	Onsite
19916	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	HR	C270220240006		Hardware	System	MS Office	File Not	LOW	Closed	27-02-2024 09:30	2/27/2024 9:33:59 AM	0:0:3:33			Issue Resolved	Onsite
19917	27-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C270220240007		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 09:30	2/27/2024 9:34:06 AM	0:0:3:10			Issue Resolved	Onsite
19918	27-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C270220240005		Hardware	PC	Not working at all	Others	LOW	Closed	27-02-2024 09:29	2/27/2024 9:33:51 AM	0:0:4:10			Issue Resolved	Onsite
19919	27-02-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	IT	C270220240003		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	27-02-2024 09:28	2/27/2024 9:33:30 AM	0:0:5:13			Issue Resolved	Onsite
19920	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C270220240004		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-02-2024 09:28	2/27/2024 9:33:42 AM	0:0:4:54			Issue Resolved	Onsite
19921	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	O-M	C270220240002		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 09:26	2/27/2024 9:33:19 AM	0:0:6:46			Issue Resolved	Onsite
19922	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C270220240001		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 09:25	2/27/2024 9:33:09 AM	0:0:8:8			Issue Resolved	Onsite
19923	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240179		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:02	2/29/2024 9:48:44 AM	1:15:46:35			Closed by sanjay	Onsite
19924	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240180		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:02	2/29/2024 9:48:30 AM	1:15:46:13			Closed by sanjay	Onsite
19925	27-02-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C270220240177		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:01	2/29/2024 9:49:13 AM	1:15:47:39			Closed by sanjay	Onsite
19926	27-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270220240178		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 18:01	2/29/2024 9:48:58 AM	1:15:47:2			Closed by sanjay	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19927	27-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C270220240176		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 17:47	2/27/2024 5:54:49 PM	0:0:6:52			Issue has been resolved after update	Remote
19928	27-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C270220240175		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 17:46	2/27/2024 5:53:45 PM	0:0:7:34			Issue has been resolved after reset	Remote
19929	27-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C270220240174		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 17:45	2/27/2024 5:53:13 PM	0:0:7:56			Issue has been resolved after reset	Onsite
19930	27-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C270220240173		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:44	2/27/2024 5:52:44 PM	0:0:8:44			Issue has been resolved after create	Onsite
19931	27-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C270220240172		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:43	2/27/2024 5:52:14 PM	0:0:9:2			Issue has been resolved after create	Remote
19932	27-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C270220240169		Hardware	System	MS Office	File Not	LOW	Closed	27-02-2024 17:41	2/27/2024 5:51:32 PM	0:0:10:8			Issue has been resolved after	Remote
19933	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240170		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:41	2/27/2024 5:52:35 PM	0:0:11:9			MAP NASS server issue resolve	Onsite
19934	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240171		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:41	2/27/2024 5:53:12 PM	0:0:11:14			Oracle remove and reinstalled CAS	Onsite
19935	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240167		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	27-02-2024 17:40	2/27/2024 5:51:45 PM	0:0:11:29			USB driver Remove and re-installed	Onsite
19936	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240168		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-02-2024 17:40	2/27/2024 5:52:07 PM	0:0:11:14			Replaced Keyboard issue resolve	Onsite
19937	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 17:39	2/27/2024 5:50:58 PM	0:0:11:28			Printer Driver installed issue resolve	Onsite
19938	27-02-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C270220240166		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:39	2/27/2024 5:50:36 PM	0:0:10:44			Issue has been resolved after	Remote
19939	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240163		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 17:38	2/27/2024 5:49:49 PM	0:0:11:40			mail hang re-start mail issue resolve	Onsite
19940	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240164		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:38	2/27/2024 5:50:32 PM	0:0:11:47			MAP new CAS Shortcut issue resolve	Onsite
19941	27-02-2024	OTHERS	VSNL	KCC/MLCC	C270220240162		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 17:37	2/27/2024 5:49:15 PM	0:0:11:40			PC Move to workgroup and installed	Onsite
19942	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240159		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 17:36	2/27/2024 5:47:56 PM	0:0:11:52			issue resolved	Onsite
19943	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240161		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:36	2/27/2024 5:48:05 PM	0:0:11:11			issue resolved	Onsite
19944	27-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C270220240160		Hardware	PC	TFT	Color	LOW	Closed	27-02-2024 17:36	2/27/2024 5:49:46 PM	0:0:13:10			Issue has been resolved after hanged	Onsite
19945	27-02-2024	OTHERS	VSNL	O-M	C270220240158		Hardware	Attendane	Others	new	LOW	Closed	27-02-2024 17:35	2/27/2024 5:48:12 PM	0:0:12:44			Card Register issue resolve	Onsite
19946	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240157		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:34	2/27/2024 5:47:46 PM	0:0:12:48			issue resolved	Onsite
19947	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240156		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:34	2/27/2024 5:47:38 PM	0:0:13:6			issue resolved	Onsite
19948	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240155		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:34	2/27/2024 5:47:30 PM	0:0:13:24			issue resolved	Onsite
19949	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270220240154		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:31	2/27/2024 5:47:22 PM	0:0:15:41			issue resolved	Onsite
19950	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270220240153		Hardware	PC	System Password issue	Password	LOW	Closed	27-02-2024 17:31	2/27/2024 5:47:12 PM	0:0:16:10			issue resolved	Onsite
19951	27-02-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C270220240151		Hardware	Laptop	Network Not Working	Network	LOW	Closed	27-02-2024 17:29	2/27/2024 5:38:21 PM	0:0:9:5			issue resolved	Onsite
19952	27-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C270220240152		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 17:29	2/27/2024 5:47:03 PM	0:0:17:4			issue resolved	Onsite
19953	27-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C270220240150		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 17:28	2/27/2024 5:38:08 PM	0:0:9:50			issue resolved	Onsite
19954	27-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C270220240147		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 17:25	2/27/2024 5:26:17 PM	0:0:1:13			issue resolved after change the proxy	Onsite
19955	27-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270220240149		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 17:25	2/27/2024 5:26:29 PM	0:0:1:7			issue resolved after change the proxy	Onsite
19956	27-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270220240148		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 17:25	2/27/2024 5:26:23 PM	0:0:1:13			issue resolved after change the proxy	Onsite
19957	27-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C270220240146		Hardware	PC	TFT	Others	LOW	Closed	27-02-2024 17:24	2/27/2024 5:25:59 PM	0:0:1:16			issue resolved after change the power	Onsite
19958	27-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C270220240145		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 17:08	2/27/2024 5:38:44 PM	0:0:30:13			after sap p92 reconfigured issue	Onsite
19959	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270220240144		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	27-02-2024 17:00	2/27/2024 5:38:00 PM	0:0:37:58			issue resolved	Onsite
19960	27-02-2024	JAFFERPUR	Dhasa Complaint Center	BUSINESS/	C270220240143		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	27-02-2024 16:44	2/27/2024 4:53:43 PM	0:0:9:6			Going to site with Electrician(Mr.	Onsite
19961	27-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C270220240142		Hardware	System	Other Software	proxy	LOW	Closed	27-02-2024 16:42	2/27/2024 4:53:26 PM	0:0:11:15			Proxy settings change.	Onsite
19962	27-02-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C270220240141		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-02-2024 16:40	2/27/2024 4:52:55 PM	0:0:12:15			LAN port issue.	Onsite
19963	27-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C270220240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:34	2/27/2024 4:49:07 PM	0:0:14:23			issue resolved	Onsite
19964	27-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C270220240139		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 16:33	2/27/2024 5:01:32 PM	0:0:28:4			chrome re-install	Onsite
19965	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C270220240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:33	2/27/2024 4:49:01 PM	0:0:15:35			issue resolved	Onsite
19966	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	SYSTEM	C270220240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:32	2/27/2024 4:48:55 PM	0:0:16:1			issue resolved	Onsite
19967	27-02-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C270220240132		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:05 PM	0:0:16:33			issue resolved	Onsite
19968	27-02-2024	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C270220240133		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:24 PM	0:0:16:51			issue resolved	Onsite
19969	27-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C270220240134		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:38 PM	0:0:17:3			issue resolved	Onsite
19970	27-02-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C270220240135		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	27-02-2024 16:31	2/27/2024 4:48:44 PM	0:0:17:6			issue resolved	Onsite
19971	27-02-2024	NEHRU PLACE	20 No Building	C-M	C270220240136		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 16:31	2/27/2024 5:00:21 PM	0:0:28:37			printer driver update	Onsite
19972	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:31	2/27/2024 4:47:55 PM	0:0:16:25			issue resolved	Onsite
19973	27-02-2024	NEHRU PLACE	20 No Building	Energy	C270220240130		Hardware	System	MS Office	Software	LOW	Closed	27-02-2024 16:30	2/27/2024 5:00:05 PM	0:0:29:39			clean to task manager	Onsite
19974	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240128		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	27-02-2024 16:29	2/27/2024 4:31:30 PM	0:0:2:18			Issue Resolved	Onsite
19975	27-02-2024	NEHRU PLACE CSO	Second Floor - C Block Conf. Kaveri	PLANNING	C270220240129		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:29	2/27/2024 4:31:39 PM	0:0:1:57			Issue Resolved	Onsite
19976	27-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C270220240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:28	2/27/2024 4:31:23 PM	0:0:2:49			Issue Resolved	Onsite
19977	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240124		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:26	2/27/2024 4:53:06 PM	0:0:27:5			Mail Archive & Compact Now Working	Onsite
19978	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270220240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:26	2/27/2024 4:31:06 PM	0:0:4:58			Issue Resolved	Onsite
19979	27-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C270220240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:26	2/27/2024 4:31:15 PM	0:0:4:29			Issue Resolved	Onsite
19980	27-02-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C270220240122		Hardware	System	MS Office	Software	LOW	Closed	27-02-2024 16:25	2/27/2024 4:30:57 PM	0:0:5:46			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
19981	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:25	2/27/2024 4:47:47 PM	0:0:22:35			issue resolved	Onsite
19982	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240120		Hardware	PC	TFT	Power	LOW	Closed	27-02-2024 16:24	2/27/2024 4:52:39 PM	0:0:28:23			Power Cable Change Now Working	Onsite
19983	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240121		Hardware	Laptop	System Password issue	Others	LOW	Closed	27-02-2024 16:24	2/27/2024 4:30:42 PM	0:0:6:10			Issue Resolved	Onsite
19984	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240118		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 16:23	2/27/2024 4:52:10 PM	0:0:28:57			Windows Installed Issue Resolved	Onsite
19985	27-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	HR	C270220240119		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 16:23	2/27/2024 4:30:35 PM	0:0:6:54			Issue Resolved	Onsite
19986	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C270220240117		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-02-2024 16:22	2/27/2024 4:30:29 PM	0:0:7:30			Issue Resolved	Onsite
19987	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240116		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:22	2/27/2024 4:51:47 PM	0:0:29:21			Reinstall DVD Writer Software Now	Onsite
19988	27-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C270220240115		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:22	2/27/2024 4:30:23 PM	0:0:8:22			Issue Resolved	Onsite
19989	27-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C270220240114		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	27-02-2024 16:21	2/27/2024 4:51:20 PM	0:0:29:27			Clean RAM & Fix Again Now Working	Onsite
19990	27-02-2024	NEHRU PLACE CSO	Third Floor - A Block	SAFETY	C270220240113		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 16:21	2/27/2024 4:30:13 PM	0:0:8:45			Issue Resolved	Onsite
19991	27-02-2024	VASANT KUNJ	Bijwasan	O-M	C270220240112		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-02-2024 16:14	2/27/2024 5:25:40 PM	0:1:11:6			Sharing printer reconnected	Remote
19992	27-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C270220240111		Network	Link	Link Connectivity Issue	Link	LOW	Closed	27-02-2024 16:12	2/27/2024 5:25:12 PM	0:1:12:21			Link FLT has been done then working	Onsite
19993	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240109		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 16:10	2/27/2024 4:14:14 PM	0:0:3:30			MS office issue	Onsite
19994	27-02-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C270220240110		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 16:10	2/27/2024 5:23:45 PM	0:1:12:48			Adobe has been reinstalled	Onsite
19995	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 16:10	2/27/2024 4:14:33 PM	0:0:4:18			mail issue	Onsite
19996	27-02-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C270220240104		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	27-02-2024 16:08	2/27/2024 4:09:07 PM	0:0:1:3			Resolved	Onsite
19997	27-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C270220240106		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	27-02-2024 16:08	2/27/2024 4:08:52 PM	0:0:0:14			Resolved	Onsite
19998	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240107		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-02-2024 16:08	2/27/2024 4:14:53 PM	0:0:6:8			pc booting issue	Onsite
19999	27-02-2024	OTHERS	Andrews Ganj	Enforcem	C270220240105		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	27-02-2024 16:08	2/27/2024 4:15:10 PM	0:0:7:0			RAM issue	Onsite
20000	27-02-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C270220240102		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 16:07	2/27/2024 4:15:24 PM	0:0:8:11			Chrome issue	Onsite
20001	27-02-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C270220240103		Telecome	Instrumen	IP	Others	LOW	Closed	27-02-2024 16:07	2/27/2024 5:23:04 PM	0:1:15:23			IP phone has been configured	Onsite
20002	27-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C270220240101		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 15:54	2/27/2024 3:54:55 PM	0:0:0:51			create another locatiom	Remote
20003	27-02-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C270220240100		NON-SAP	Others	Others	Others	LOW	Closed	27-02-2024 15:52	2/27/2024 3:55:20 PM	0:0:2:57			install teh oracle	Remote
20004	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C270220240099		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	27-02-2024 15:49	2/27/2024 4:45:56 PM	0:0:56:9			merge the lotus mail id issue resolved	Onsite
20005	27-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C270220240097		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	27-02-2024 15:39	2/27/2024 4:44:25 PM	0:1:5:8			clean the RAM and restart the pc issue	Onsite
20006	27-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C270220240098		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 15:39	2/27/2024 4:44:40 PM	0:1:4:41			repair acrobat issue resolved	Onsite
20007	27-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C270220240095		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 15:38	2/27/2024 4:21:06 PM	0:0:42:39			IOMS slow due to network slow	Onsite
20008	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C270220240096		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	27-02-2024 15:38	2/27/2024 4:43:39 PM	0:1:5:12			change the scanner setting issue	Onsite
20009	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C270220240091		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 15:37	2/27/2024 4:42:02 PM	0:1:4:59			cleared the paper issue resolved	Onsite
20010	27-02-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C270220240094		Hardware	UPS	Backup	Others	LOW	Closed	27-02-2024 15:37	2/27/2024 4:19:09 PM	0:0:41:16			UPS battery replaced.	Onsite
20011	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C270220240093		Hardware	Printer	Paper Pickup	Abnormal	LOW	Closed	27-02-2024 15:37	2/27/2024 4:43:02 PM	0:1:5:26			change the cartridge issue resolved	Onsite
20012	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240092		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-02-2024 15:37	2/27/2024 4:18:41 PM	0:0:41:22			New keyboard replaced.	Onsite
20013	27-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C270220240088		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 15:36	2/27/2024 4:41:36 PM	0:1:5:21			configured admin support link issue	Onsite
20014	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 15:36	2/27/2024 4:16:30 PM	0:0:40:16			Printer driver installed.	Onsite
20015	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240090		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-02-2024 15:36	2/27/2024 4:18:00 PM	0:0:41:14			PC shifted.	Onsite
20016	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240087		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	27-02-2024 15:35	2/27/2024 4:16:07 PM	0:0:40:28			LAN cable connected.	Onsite
20017	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240086		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	27-02-2024 15:35	2/27/2024 4:15:36 PM	0:0:40:31			LAN connect to telephone	Onsite
20018	27-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270220240085		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 15:34	2/27/2024 4:13:10 PM	0:0:38:46			New archive new created.	Onsite
20019	27-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C270220240084		Network	LAN Issue	LAN Issue	Phone	LOW	Re-Assign	27-02-2024 15:15					line disturbance	Onsite
20020	27-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C270220240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 15:14	2/27/2024 3:15:12 PM	0:0:1:0			Archive all the mail now issue	Remote
20021	27-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C270220240081		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	27-02-2024 15:10	2/27/2024 3:12:13 PM	0:0:1:25			line disturbance	Onsite
20022	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240082		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 15:10	2/27/2024 3:41:47 PM	0:0:30:52			Sap Password Reset.	Onsite
20023	27-02-2024	SAKET	Adchini	BUSINESS/	C270220240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 15:05	2/27/2024 4:00:21 PM	0:0:54:36			mail not open	Onsite
20024	27-02-2024	SAKET	Chhatarpur CC	O-M	C270220240079		Hardware	Laptop	Hardware Issue	Sent to	LOW	Closed	27-02-2024 15:04	2/27/2024 4:00:02 PM	0:0:55:35			Laptop send to NHP Bhawan	Onsite
20025	27-02-2024	SAKET	Adchini	CIVIL	C270220240078		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-02-2024 15:03	2/27/2024 3:59:24 PM	0:0:55:42			LAN not work	Onsite
20026	27-02-2024	SAKET	Malviya Nagar	O-M	C270220240077		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-02-2024 15:02	2/27/2024 3:59:01 PM	0:0:56:20			Link not work	Onsite
20027	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270220240076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 14:54	2/27/2024 2:54:40 PM	0:0:0:29			archives,compacting done & create	Onsite
20028	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C270220240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 14:47	2/27/2024 3:09:17 PM	0:0:21:44			Workspace Rename.	Remote
20029	27-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C270220240074		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-02-2024 14:43	2/27/2024 3:54:53 PM	0:1:11:53			Mouse replaced now working fine	Onsite
20030	27-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C270220240073		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 14:42	2/27/2024 3:54:02 PM	0:1:11:35			Lotus reinstalled now working fine	Remote
20031	27-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C270220240072		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	27-02-2024 14:41	2/27/2024 3:52:13 PM	0:1:10:50			Clean Cache file and run diagnostic	Onsite
20032	27-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270220240071		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 14:39	2/27/2024 3:13:35 PM	0:0:33:54			Password Change now issue resolved	Remote
20033	27-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270220240070		Hardware	System	MS Office	Others	LOW	Closed	27-02-2024 14:39	2/27/2024 3:13:19 PM	0:0:34:13			Activate the MS Office now issue	Remote
20034	27-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270220240069		Hardware	System	Other Software	Browser	LOW	Closed	27-02-2024 14:38	2/27/2024 3:12:40 PM	0:0:34:13			Change the date and time now issue	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20035	27-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C270220240067		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-02-2024 14:37	2/27/2024 3:12:15 PM	0:0:35:10			Windows Activate now issue resolved	Remote
20036	27-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C270220240068		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-02-2024 14:37	2/27/2024 3:49:16 PM	0:1:12:5			New LAN cable installed for 5s	Onsite
20037	27-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C270220240066		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 14:36	2/27/2024 3:11:48 PM	0:0:35:27			Remove the paper from printer now	Onsite
20038	27-02-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C270220240065		Hardware	PC	Not working at all	Harddisk	LOW	Closed	27-02-2024 14:35	2/27/2024 3:11:25 PM	0:0:35:50			Boot with HDD now issue resolved	Onsite
20039	27-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C270220240064		Hardware	Scanner	Scaning issue	Paper	MEDIUM	Closed	27-02-2024 14:31	2/27/2024 3:53:22 PM	0:1:21:55			scanner roller clean and paper folding	Remote
20040	27-02-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C270220240063		Hardware	System	Other Software	software	MEDIUM	Closed	27-02-2024 14:30	2/27/2024 3:49:16 PM	0:1:18:33			Adobe Acrobat 8 Professional	Remote
20041	27-02-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C270220240062		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-02-2024 14:29	2/27/2024 3:47:17 PM	0:1:17:40			Lotus email id reconfiguration to	Remote
20042	27-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C270220240061		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	27-02-2024 14:28	2/27/2024 3:41:01 PM	0:1:12:28			Stand by keyboard provide and	Onsite
20043	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240060		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:26	2/27/2024 4:06:26 PM	0:1:39:55			Ms excel not working issue resolved	Onsite
20044	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240059		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:25	2/27/2024 4:06:10 PM	0:1:40:19			Ms office not working issue resolved	Onsite
20045	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240058		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	27-02-2024 14:25	2/27/2024 4:05:52 PM	0:1:40:42			Printer driver installation issue	Onsite
20046	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240057		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 14:24	2/27/2024 4:05:32 PM	0:1:40:54			IP msg not working issue resolved	Onsite
20047	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240056		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:24	2/27/2024 4:02:32 PM	0:1:38:25			Ms excel not working issue resolved	Onsite
20048	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240055		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 14:23	2/27/2024 3:08:59 PM	0:0:45:43			Visual studio 2017 installation done	Onsite
20049	27-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C270220240054		Hardware	System	MS Office	File	LOW	Closed	27-02-2024 14:22	2/27/2024 3:08:43 PM	0:0:46:8			Keyboard not working issue resolved	Onsite
20050	27-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C270220240053		Hardware	Printer	Image Issue	Others	LOW	Closed	27-02-2024 13:55	2/27/2024 3:11:41 PM	0:1:15:43			cartridge replaced as reqd	Onsite
20051	27-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C270220240052		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-02-2024 13:55	2/27/2024 3:11:14 PM	0:1:16:13			Printer configured as reqd	Onsite
20052	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240051		Telecome	Instrumen	SIP	Network	LOW	Closed	27-02-2024 13:53	2/27/2024 3:06:12 PM	0:1:13:9			LAN Cable reconnect & login with	Onsite
20053	27-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C270220240050		Network	Link	Link Connectivity Issue	Link	LOW	Closed	27-02-2024 13:52	2/27/2024 3:05:36 PM	0:1:13:10			FLT done but site not up. Call log to	Onsite
20054	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240049		Hardware	PC	Not working at all	Physical	LOW	Closed	27-02-2024 13:51	2/27/2024 3:04:34 PM	0:1:12:52			Physical cleaning & reinsert the RAM.	Onsite
20055	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 13:51	2/27/2024 3:04:04 PM	0:1:12:54			Archived created.	Onsite
20056	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270220240047		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 13:30	2/27/2024 2:46:00 PM	0:1:15:48			ADS login done & printer connection	Onsite
20057	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270220240046		Hardware	System	Other Software	Adobe	LOW	Closed	27-02-2024 13:28	2/27/2024 2:45:37 PM	0:1:16:49			ADS login done & PDF file issue	Onsite
20058	27-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C270220240045		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 13:23	2/27/2024 2:46:24 PM	0:1:22:49			removed paper inside and cartage	Onsite
20059	27-02-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C270220240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 13:21	2/27/2024 2:46:49 PM	0:1:24:50			New Transfer user Lotus mail install &	Onsite
20060	27-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C270220240043		Hardware	System	Other Software	New	LOW	Closed	27-02-2024 13:20	2/27/2024 1:31:02 PM	0:0:10:43			repair sap software and add server	Onsite
20061	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240042		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-02-2024 13:17	2/27/2024 2:17:29 PM	0:0:59:56			Hardware faulty suggest for send	Onsite
20062	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240041		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 13:16	2/27/2024 2:25:58 PM	0:1:9:41			Lotus password reset.	Onsite
20063	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240040		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-02-2024 13:14	2/27/2024 2:26:28 PM	0:1:12:1			Mail account unlock.	Onsite
20064	27-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C270220240039		Hardware	UPS	Backup	Others	LOW	Closed	27-02-2024 13:12	2/27/2024 2:28:34 PM	0:1:16:4			Take follow up issue resolved by	Onsite
20065	27-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C270220240038		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-02-2024 13:09	2/27/2024 2:29:09 PM	0:1:20:7			Jam Paper removed.	Onsite
20066	27-02-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C270220240037		Hardware	PC	Not working at all	Others	LOW	Closed	27-02-2024 13:07	2/27/2024 2:29:39 PM	0:1:22:15			PC P.M & Audit.	Onsite
20067	27-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C270220240036		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	27-02-2024 12:58	2/27/2024 1:45:20 PM	0:0:46:33			pc win10 operating system reinstalled	Onsite
20068	27-02-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C270220240035		Hardware	PC	System Password issue	Password	LOW	Closed	27-02-2024 12:49	2/27/2024 1:36:52 PM	0:0:47:51			issue resolved after reset the	Onsite
20069	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240034		Hardware	System	Other Software	software	LOW	Closed	27-02-2024 12:47	2/27/2024 1:36:36 PM	0:0:49:4			issue resolved after reinstall the same	Onsite
20070	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240033		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:47	2/27/2024 1:36:19 PM	0:0:49:16			issue resolved after reinstall the same	Onsite
20071	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:46	2/27/2024 1:35:33 PM	0:0:49:19			issue resolved after reinstall the same	Onsite
20072	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240032		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:46	2/27/2024 1:36:10 PM	0:0:49:15			issue resolved after reinstall the same	Onsite
20073	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240030		Hardware	Printer	Paper Pickup	Others	LOW	Closed	27-02-2024 12:46	2/27/2024 1:35:45 PM	0:0:49:24			issue resolved after reinstall the same	Onsite
20074	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240031		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:46	2/27/2024 1:36:00 PM	0:0:49:22			issue resolved after reinstall the same	Onsite
20075	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240027		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-02-2024 12:45	2/27/2024 1:33:10 PM	0:0:47:58			issue resolved after clean the scanner	Onsite
20076	27-02-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C270220240028		Hardware	Scanner	Scaning issue	Others	LOW	Closed	27-02-2024 12:45	2/27/2024 1:35:01 PM	0:0:49:8			reinstall the same and issue resolved	Onsite
20077	27-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C270220240026		Network	Link	Link Connectivity Issue	Others	LOW	Closed	27-02-2024 12:32	2/27/2024 12:33:34 PM	0:0:1:4			flt done and log the call	Onsite
20078	27-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270220240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 12:31	2/27/2024 12:33:56 PM	0:0:2:7			create bew archive	Remote
20079	27-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270220240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 12:30	2/27/2024 12:34:42 PM	0:0:3:43			compact the database	Remote
20080	27-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270220240023		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	27-02-2024 12:30	2/27/2024 12:34:12 PM	0:0:4:1			reset the password	Remote
20081	27-02-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C270220240022		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	27-02-2024 12:25					Please do the needful.	Onsite
20082	27-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270220240021		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	27-02-2024 12:23					Please do the needful.	Onsite
20083	27-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C270220240020		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-02-2024 12:01	2/27/2024 12:28:05 PM	0:0:27:4			printer reconnected issue resolved	Onsite
20084	27-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C270220240019		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-02-2024 12:00	2/27/2024 12:29:01 PM	0:0:28:58			1 ram faulty call aas8gn to vendor pc	Onsite
20085	27-02-2024	NEHRU PLACE	20 No Building	HR	C270220240018		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	27-02-2024 11:36	2/27/2024 12:20:21 PM	0:0:43:35			date time change done	Onsite
20086	27-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C270220240016		Hardware	System	MS Office	Software	LOW	Closed	27-02-2024 11:35	2/27/2024 11:50:28 AM	0:0:14:55			Repair MS office now sheet open and	Onsite
20087	27-02-2024	NEHRU PLACE	20 No Building	C-M	C270220240017		Hardware	Laptop	Not working at all	Others	LOW	Closed	27-02-2024 11:35	2/27/2024 12:19:44 PM	0:0:43:49			after troubleshooting, issue resolved	Onsite
20088	27-02-2024	NEHRU PLACE CSO	Third Floor - D Block	PMG	C270220240015		Hardware	Laptop	System Password issue	Others	LOW	Closed	27-02-2024 10:27	2/27/2024 10:28:11 AM	0:0:0:48			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20089	27-02-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C270220240014		Hardware	Printer	No display on Panel	Power	LOW	Closed	27-02-2024 10:09	2/27/2024 10:32:49 AM	0:0:23:11			Power cord change. .	Onsite
20090	27-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C270220240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 09:51	2/27/2024 10:16:33 AM	0:0:24:50			done issue resolved	Onsite
20091	27-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C270220240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-02-2024 09:50	2/27/2024 10:15:56 AM	0:0:24:57			done issue resolved	Onsite
20092	27-02-2024	NEHRU PLACE CSO	First Floor - D Block	IT	C270220240011		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-02-2024 09:50	2/27/2024 10:21:57 AM	0:0:31:55			Mouse Replaced .Issue Resolved	Onsite
20093	27-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	IT	C270220240010		Network	Link	Link Connectivity Issue	POE/Mod	LOW	Closed	27-02-2024 09:38	2/27/2024 9:47:29 AM	0:0:8:36			oe lan cable replugged and reboot the	Onsite
20094	27-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	HR	C270220240009		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 09:32	2/27/2024 9:34:32 AM	0:0:2:2			Issue Resolved	Onsite
20095	27-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C270220240008		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 09:31	2/27/2024 9:34:22 AM	0:0:2:28			Issue Resolved	Onsite
20096	27-02-2024	NEHRU PLACE CSO	First Floor - E Block	HR	C270220240006		Hardware	System	MS Office	File Not	LOW	Closed	27-02-2024 09:30	2/27/2024 9:33:59 AM	0:0:3:33			Issue Resolved	Onsite
20097	27-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C270220240007		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 09:30	2/27/2024 9:34:06 AM	0:0:3:10			Issue Resolved	Onsite
20098	27-02-2024	NEHRU PLACE CSO	Ground Floor	DSK	C270220240005		Hardware	PC	Not working at all	Others	LOW	Closed	27-02-2024 09:29	2/27/2024 9:33:51 AM	0:0:4:10			Issue Resolved	Onsite
20099	27-02-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	IT	C270220240003		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	27-02-2024 09:28	2/27/2024 9:33:30 AM	0:0:5:13			Issue Resolved	Onsite
20100	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C270220240004		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-02-2024 09:28	2/27/2024 9:33:42 AM	0:0:4:54			Issue Resolved	Onsite
20101	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	O-M	C270220240002		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-02-2024 09:26	2/27/2024 9:33:19 AM	0:0:6:46			Issue Resolved	Onsite
20102	27-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C270220240001		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-02-2024 09:25	2/27/2024 9:33:09 AM	0:0:8:8			Issue Resolved	Onsite
20103	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240188		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:44	2/28/2024 6:47:21 PM	0:0:3:18			issue resolved	Onsite
20104	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240187		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:43	2/28/2024 6:46:55 PM	0:0:3:13			issue resolved	Onsite
20105	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240185		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:40	2/28/2024 6:46:10 PM	0:0:5:37			issue resolved	Onsite
20106	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240186		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:40	2/28/2024 6:46:39 PM	0:0:5:44			issue resolved	Onsite
20107	28-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	HR	C280220240183		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 18:39	2/28/2024 6:45:39 PM	0:0:6:34			issue resolved	Onsite
20108	28-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C280220240184		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	28-02-2024 18:39	2/28/2024 6:45:55 PM	0:0:6:2			issue resolved	Onsite
20109	28-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280220240182		Hardware	PC	Not working at all	Others	LOW	Closed	28-02-2024 18:00	2/28/2024 6:40:05 PM	0:0:39:48			PC P.M & Audit	Onsite
20110	28-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C280220240181		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:42	2/28/2024 5:48:03 PM	0:0:5:26			All mail archive and restart mail.	Onsite
20111	28-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C280220240180		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 17:37	2/28/2024 5:47:39 PM	0:0:10:26			Firewall off now working fine.	Onsite
20112	28-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C280220240179		Network	LAN Issue	LAN Issue	Others	LOW	Closed	28-02-2024 17:30	2/28/2024 6:06:35 PM	0:0:36:23			Lan issue resolved as reqd	Onsite
20113	28-02-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C280220240178		Hardware	Attendane	No Power	Power	LOW	Closed	28-02-2024 17:29	2/28/2024 6:06:17 PM	0:0:36:39			Complaint logged for Machine	Onsite
20114	28-02-2024	SAKET	Malviya Nagar	BUSINESS/	C280220240177		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	28-02-2024 17:26	2/28/2024 5:30:34 PM	0:0:4:8			New Link Test	Onsite
20115	28-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C280220240176		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 17:25	2/28/2024 5:31:27 PM	0:0:6:7			issue resolved after unlock the	Onsite
20116	28-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C280220240175		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 17:25	2/28/2024 5:31:02 PM	0:0:5:57			issue resolved after reinstall the same	Onsite
20117	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:22	2/28/2024 6:00:11 PM	0:0:37:40			RESOLVED	Onsite
20118	28-02-2024	OTHERS	VSNL	KCC/MLCC	C280220240173		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 17:16	2/28/2024 5:56:04 PM	0:0:39:25			Zoom Meating Installed issue resolve	Onsite
20119	28-02-2024	OTHERS	VSNL	KCC/MLCC	C280220240171		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 17:15	2/28/2024 5:55:51 PM	0:0:40:38			Zoom Meating Installed issue resolve	Onsite
20120	28-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C280220240172		Hardware	PC	Not working at all	Others	LOW	Closed	28-02-2024 17:15	2/28/2024 5:46:42 PM	0:0:30:50			CMOS battery replaced.	Onsite
20121	28-02-2024	OTHERS	VSNL	RCM	C280220240170		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 17:14	2/28/2024 5:55:32 PM	0:0:41:26			Zoom Meating Installed issue resolve	Onsite
20122	28-02-2024	OTHERS	VSNL	RCM	C280220240169		Telecome	Instrumen	Analog	Others	LOW	Closed	28-02-2024 17:12	2/28/2024 5:55:06 PM	0:0:42:12			LAN Cable re-insert issue resolve	Onsite
20123	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C280220240168		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 17:11	2/28/2024 5:59:36 PM	0:0:47:50			RESOLVED	Onsite
20124	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:09	2/28/2024 5:59:24 PM	0:0:50:2			RESOLVED	Onsite
20125	28-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C280220240166		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 17:08	2/28/2024 5:39:16 PM	0:0:31:8			after paper jam clear issue resolved	Onsite
20126	28-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C280220240165		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-02-2024 17:07	2/28/2024 5:38:38 PM	0:0:31:1			after ram change and pc clean issue	Onsite
20127	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:07	2/28/2024 5:58:53 PM	0:0:51:23			RESOLVED	Onsite
20128	28-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C280220240163		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 17:06	2/28/2024 5:37:49 PM	0:0:30:55			after paper jam clear issue resolved	Onsite
20129	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240162		Hardware	PC	Restart Problem	Heating	LOW	Closed	28-02-2024 17:06	2/28/2024 5:58:39 PM	0:0:52:8			RESOLVED	Onsite
20130	28-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C280220240161		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 17:06	2/28/2024 5:37:21 PM	0:0:31:4			after mail password reset issue	Onsite
20131	28-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C280220240159		Hardware	PC	Not working at all	No power	LOW	Closed	28-02-2024 17:05	2/28/2024 5:36:52 PM	0:0:31:12			after power cable change and	Onsite
20132	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:05	2/28/2024 5:58:11 PM	0:0:52:41			RESOLVED	Onsite
20133	28-02-2024	OTHERS	VSNL	RCM	C280220240160		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 17:05	2/28/2024 5:53:14 PM	0:0:47:15			OS Installation Win 7 To 10	Onsite
20134	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240156		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	28-02-2024 17:03	2/28/2024 5:57:31 PM	0:0:53:38			RESOLVED	Onsite
20135	28-02-2024	OTHERS	VSNL	O-M	C280220240157		Hardware	PC	TFT	Power	LOW	Closed	28-02-2024 17:03	2/28/2024 5:52:55 PM	0:0:49:1			Power cable replaced issue resolve	Onsite
20136	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240155		Hardware	Printer	Image Issue	Image	LOW	Closed	28-02-2024 17:01	2/28/2024 5:56:57 PM	0:0:55:26			RESOLVED	Onsite
20137	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C280220240154		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	28-02-2024 16:54	2/28/2024 5:56:29 PM	0:1:1:37			RESOLVED	Onsite
20138	28-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C280220240153		Hardware	System	MS Office	File Not	LOW	Closed	28-02-2024 16:54	2/28/2024 5:46:10 PM	0:0:51:57			Reinstall MS office.	Onsite
20139	28-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C280220240152		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 16:53	2/28/2024 5:30:35 PM	0:0:37:27			issue resolved after remove paper	Onsite
20140	28-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	ETG	C280220240151		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:48	2/28/2024 4:50:09 PM	0:0:1:44			Issue Resolved	Onsite
20141	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240150		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	28-02-2024 16:47	2/28/2024 4:50:02 PM	0:0:2:18			Issue Resolved	Onsite
20142	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240148		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:45	2/28/2024 4:49:45 PM	0:0:4:18			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20143	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 16:45	2/28/2024 4:49:53 PM	0:0:4:0			Issue Resolved	Onsite
20144	28-02-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C280220240145		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 16:44	2/28/2024 4:49:30 PM	0:0:5:21			Issue Resolved	Onsite
20145	28-02-2024	SAKET	Adchini	Recovery	C280220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:44	2/28/2024 5:22:47 PM	0:0:38:17			Sharing printer installed	Onsite
20146	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240147		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 16:44	2/28/2024 4:49:39 PM	0:0:4:51			Issue Resolved	Onsite
20147	28-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Energy	C280220240143		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:43	2/28/2024 4:49:20 PM	0:0:5:45			Issue Resolved	Onsite
20148	28-02-2024	SAKET	Adchini	SAFETY	C280220240144		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	28-02-2024 16:43	2/28/2024 5:24:53 PM	0:0:40:55			Refer to NHP Bhawan	Onsite
20149	28-02-2024	SAKET	C Dot Grid	O-M	C280220240142		Network	LAN Issue	LAN Issue	Backbone	LOW	Closed	28-02-2024 16:43	2/28/2024 5:24:13 PM	0:0:40:53			Jio vendor side issue	Onsite
20150	28-02-2024	SAKET	Adchini	CIVIL	C280220240141		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 16:42	2/28/2024 5:23:30 PM	0:0:40:58			Windows password reset from server	Onsite
20151	28-02-2024	SAKET	Adchini	DSS	C280220240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:41	2/28/2024 5:20:49 PM	0:0:39:34			LAN re connected	Onsite
20152	28-02-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C280220240139		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:41	2/28/2024 4:49:15 PM	0:0:7:38			Issue Resolved	Onsite
20153	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:41	2/28/2024 5:21:52 PM	0:0:40:3			Printer USB cable reconnected	Onsite
20154	28-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C280220240137		Hardware	PC	Network Not Working	Other	LOW	Closed	28-02-2024 16:40	2/28/2024 4:49:08 PM	0:0:8:16			Issue Resolved	Onsite
20155	28-02-2024	SAKET	Adchini	SAFETY	C280220240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 16:39	2/28/2024 5:19:53 PM	0:0:40:20			Create new workspace	Onsite
20156	28-02-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C280220240135		Hardware	Laptop	System Password issue	Others	LOW	Closed	28-02-2024 16:39	2/28/2024 4:48:58 PM	0:0:9:35			Issue Resolved	Onsite
20157	28-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C280220240133		Hardware	PC	TFT	Color	MEDIUM	Closed	28-02-2024 16:37	2/28/2024 5:57:07 PM	0:1:19:18			CHANGE THE VGA CABLE AND	Onsite
20158	28-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C280220240134		Hardware	Laptop	System Password issue	Others	LOW	Closed	28-02-2024 16:37	2/28/2024 4:48:51 PM	0:0:10:52			Issue Resolved	Onsite
20159	28-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C280220240130		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 16:36	2/28/2024 4:36:51 PM	0:0:0:48			Resolved	Remote
20160	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C280220240132		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	28-02-2024 16:36	2/28/2024 5:55:03 PM	0:1:18:24			PC IP RECONFIGURE AND NETWORK	Onsite
20161	28-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C280220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:36	2/28/2024 4:37:02 PM	0:0:0:41			Resolved	Remote
20162	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C280220240129		Hardware	PC	Restart Problem	Physical	MEDIUM	Closed	28-02-2024 16:35	2/28/2024 5:50:39 PM	0:1:15:5			PC RAM CLEAN AND RECONNECT	Onsite
20163	28-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C280220240128		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 16:34	2/28/2024 5:17:38 PM	0:0:42:46			RJ45 crimped	Onsite
20164	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C280220240127		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	28-02-2024 16:34	2/28/2024 5:27:24 PM	0:0:52:53			Prefetch,Temp file,Disk cleanup and	Onsite
20165	28-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C280220240126		Hardware	PC	TFT	Others	MEDIUM	Closed	28-02-2024 16:33	2/28/2024 5:26:20 PM	0:0:53:14			TFT ON/OFF CLEAN BY BLOWER AND	Onsite
20166	28-02-2024	VASANT KUNJ	Bijwasan	O-M	C280220240125		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-02-2024 16:29	2/28/2024 5:21:59 PM	0:0:52:25			Mail created a new workspace	Remote
20167	28-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C280220240124		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 16:28	2/28/2024 5:20:55 PM	0:0:52:26			DSK portal site issue	Remote
20168	28-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C280220240123		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-02-2024 16:25	2/28/2024 5:20:09 PM	0:0:54:20			Printer page has been set	Remote
20169	28-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	CIVIL	C280220240122		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	28-02-2024 16:24	2/28/2024 4:24:59 PM	0:0:0:25			Resolved	Remote
20170	28-02-2024	VASANT KUNJ	Mahipalpur	O-M	C280220240121		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	28-02-2024 16:24	2/28/2024 5:16:59 PM	0:0:52:33			IP has been assigned	Onsite
20171	28-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C280220240120		Hardware	Printer	Image Issue	Image	LOW	Closed	28-02-2024 16:23	2/28/2024 5:45:01 PM	0:1:21:30			change the printer setting issue	Onsite
20172	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C280220240119		Hardware	PC	Not working at all	Physical	LOW	Closed	28-02-2024 16:22	2/28/2024 5:44:45 PM	0:1:21:52			clean the physical RAm issue resolved	Onsite
20173	28-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C280220240118		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 16:21	2/28/2024 5:44:12 PM	0:1:22:13			change the exe issue resolved	Onsite
20174	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C280220240117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:21	2/28/2024 5:43:54 PM	0:1:22:27			configured the printer driver issue	Onsite
20175	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C280220240116		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 16:20	2/28/2024 5:43:19 PM	0:1:22:31			updated the chrome issue resolved	Onsite
20176	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C280220240115		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	28-02-2024 16:19	2/28/2024 5:42:43 PM	0:1:22:48			reconfigured the mail issue resolved	Onsite
20177	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C280220240114		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	28-02-2024 16:19	2/28/2024 5:42:00 PM	0:1:22:59			configured mail on mobile issue	Onsite
20178	28-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C280220240113		Hardware	System	Other Software	New	MEDIUM	Closed	28-02-2024 16:17	2/28/2024 5:31:24 PM	0:1:13:59			Sap bsp icon created issue resolved	
20179	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240112		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 16:15	2/28/2024 4:18:16 PM	0:0:2:25			Mail issue	Onsite
20180	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240110		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-02-2024 16:15	2/28/2024 4:19:32 PM	0:0:4:29			Pc booting issue	Onsite
20181	28-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280220240111		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-02-2024 16:15	2/28/2024 5:30:41 PM	0:1:15:10			After replaced local replica issue	
20182	28-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280220240109		Hardware	System	MS Office	File Not	MEDIUM	Closed	28-02-2024 16:14	2/28/2024 5:29:44 PM	0:1:15:6			After change file extension issue	
20183	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C280220240108		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	28-02-2024 16:12	2/28/2024 5:19:26 PM	0:1:6:46			pc network cable reconnect and issue	Onsite
20184	28-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C280220240107		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-02-2024 16:12	2/28/2024 5:29:00 PM	0:1:16:48			After remapping archive issue	
20185	28-02-2024	OTHERS	HUDCO Grid	PROTECTI	C280220240106		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 16:11	2/28/2024 4:19:47 PM	0:0:7:49			Printer issue	Onsite
20186	28-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280220240105		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	28-02-2024 16:11	2/28/2024 5:27:32 PM	0:1:16:9			After clean temp file and change	
20187	28-02-2024	NEHRU PLACE	20 No Building	Energy	C280220240102		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	28-02-2024 16:10	2/28/2024 4:56:04 PM	0:0:45:21			workspace folder name change, issue	Onsite
20188	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240104		Hardware	UPS	Backup	Abnormal	LOW	Closed	28-02-2024 16:10	2/28/2024 4:20:19 PM	0:0:9:22			UPS issue resolved with the help of	Onsite
20189	28-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C280220240103		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-02-2024 16:10	2/28/2024 5:26:20 PM	0:1:15:34			After update printer driver issue	
20190	28-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C280220240100		Hardware	Laptop	Other Issue	Others	MEDIUM	Closed	28-02-2024 16:09	2/28/2024 5:25:39 PM	0:1:16:3			call logged to HP vendor for part	
20191	28-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C280220240099		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:09	2/28/2024 4:55:14 PM	0:0:45:51			ADS join done	Onsite
20192	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240101		Hardware	PC	TFT	Power	LOW	Closed	28-02-2024 16:09	2/28/2024 4:21:04 PM	0:0:11:19			TFT issue	Onsite
20193	28-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280220240098		Hardware	PC	Not working at all	No power	MEDIUM	Closed	28-02-2024 16:08	2/28/2024 4:19:49 PM	0:0:11:19			After fix power cable issue resolved	Onsite
20194	28-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C280220240097		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	28-02-2024 16:05	2/28/2024 5:24:14 PM	0:1:18:48			After FLT issue resolved	
20195	28-02-2024	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C280220240095		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-02-2024 16:04	2/28/2024 4:05:52 PM	0:0:1:32			check the printerand resolve the issue	Onsite
20196	28-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280220240096		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-02-2024 16:04	2/28/2024 4:18:48 PM	0:0:14:24			After update printer driver issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20197	28-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C280220240094		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	28-02-2024 16:03	2/28/2024 5:23:37 PM	0:1:20:8			After os repair issue resolved	
20198	28-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C280220240093		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-02-2024 16:02	2/28/2024 4:08:09 PM	0:0:5:16			change the usb cable	Onsite
20199	28-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C280220240091		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	28-02-2024 16:01	2/28/2024 4:08:33 PM	0:0:7:21			change the RAM	Onsite
20200	28-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C280220240092		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-02-2024 16:01	2/28/2024 4:18:24 PM	0:0:16:56			Mail configured call closed	Remote
20201	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240090		Hardware	System	MS Office	Software	LOW	Closed	28-02-2024 16:00	2/28/2024 4:04:55 PM	0:0:4:35			repair the software	Remote
20202	28-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C280220240089		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	28-02-2024 15:57	2/28/2024 4:10:50 PM	0:0:13:12			Printer changed	Onsite
20203	28-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C280220240088		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	28-02-2024 15:56	2/28/2024 4:11:28 PM	0:0:14:49			Printer paper jam cline	Onsite
20204	28-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C280220240086		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	28-02-2024 15:55	2/28/2024 4:10:11 PM	0:0:15:4			new mail id configure	Onsite
20205	28-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C280220240087		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	28-02-2024 15:55	2/28/2024 4:10:29 PM	0:0:14:36			ram reconnect	Onsite
20206	28-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C280220240085		Hardware	PC	Restart Problem	Others	HIGH	Closed	28-02-2024 15:54	2/28/2024 4:09:44 PM	0:0:15:31			power issue	Onsite
20207	28-02-2024	SAKET	Adchini	Recovery	C280220240084		Hardware	PC	TFT	Black V	LOW	Closed	28-02-2024 15:54	2/28/2024 4:10:05 PM	0:0:16:4			Call lohgged to vendor	Onsite
20208	28-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C280220240083		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	28-02-2024 15:53	2/28/2024 4:08:59 PM	0:0:15:46			mail unlock	Onsite
20209	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C280220240082		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	28-02-2024 15:52	2/28/2024 5:15:34 PM	0:1:22:59			printer lan issue	Onsite
20210	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C280220240081		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	28-02-2024 15:51	2/28/2024 5:14:11 PM	0:1:22:18			Mouse change working fine.	Onsite
20211	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240080		Hardware	Laptop	Screen Issue	Others	LOW	Closed	28-02-2024 15:50	2/28/2024 4:09:40 PM	0:0:18:41			Dynamic brightness option changed to	Onsite
20212	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240079		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 15:46	2/28/2024 3:54:45 PM	0:0:8:6			resolved	Onsite
20213	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240078		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 15:46	2/28/2024 3:54:59 PM	0:0:8:44			resolved	Onsite
20214	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240077		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 15:45	2/28/2024 3:55:12 PM	0:0:9:23			resolved	Onsite
20215	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 15:45	2/28/2024 3:55:24 PM	0:0:9:56			resolved	Onsite
20216	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240075		Hardware	PC	TFT	Flickering	LOW	Closed	28-02-2024 15:45	2/28/2024 3:55:35 PM	0:0:10:29			resolved	Onsite
20217	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240074		Hardware	PC	TFT	Dim	LOW	Closed	28-02-2024 15:44	2/28/2024 3:55:44 PM	0:0:10:50			resolved	Onsite
20218	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240073		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 15:44	2/28/2024 3:55:52 PM	0:0:11:21			resolved	Onsite
20219	28-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C280220240072		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-02-2024 15:25	2/28/2024 4:03:16 PM	0:0:37:57			Issue resolved as reqd	Onsite
20220	28-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C280220240071		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	28-02-2024 15:24	2/28/2024 4:03:01 PM	0:0:38:40			Issue resolved as reqd	Onsite
20221	28-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C280220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 15:23	2/28/2024 4:02:44 PM	0:0:39:14			Issue resolved as reqd	Remote
20222	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240069		Hardware	PC	Network Not Working	No Power	LOW	Closed	28-02-2024 15:16	2/28/2024 3:18:27 PM	0:0:1:51			FLT done Router adapter faulty	Onsite
20223	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240067		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 15:15	2/28/2024 3:17:43 PM	0:0:2:36			FLT done Router adapter faulty	Onsite
20224	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240068		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 15:15	2/28/2024 3:18:10 PM	0:0:2:18			FLT done Router adapter faulty	Onsite
20225	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240066		Hardware	PC	Network Not Working	Other	LOW	Closed	28-02-2024 15:14	2/28/2024 3:17:17 PM	0:0:3:12			FLT done Router adapter faulty	Onsite
20226	28-02-2024	NEHRU PLACE	20 No Building	C-M	C280220240065		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	28-02-2024 15:09	2/28/2024 4:08:05 PM	0:0:59:2			delete temp & prefetch file	Onsite
20227	28-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C280220240063		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 15:08	2/28/2024 3:45:13 PM	0:0:36:59			Adobe reader reintsalled.	Onsite
20228	28-02-2024	NEHRU PLACE	20 No Building	Billing	C280220240064		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 15:08	2/28/2024 4:07:27 PM	0:0:59:2			delete history & cookies	Onsite
20229	28-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C280220240062		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 15:06	2/28/2024 3:44:46 PM	0:0:38:42			Paper remove from printer.	Onsite
20230	28-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280220240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 15:03	2/28/2024 3:44:19 PM	0:0:41:9			Reconfigured printer with drivers.	Remote
20231	28-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C280220240060		Hardware	PC	Restart Problem	Others	LOW	Closed	28-02-2024 15:02	2/28/2024 3:43:53 PM	0:0:41:6			Resolved	Onsite
20232	28-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280220240058		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 15:01	2/28/2024 3:43:54 PM	0:0:42:37			SAP P35 configured on SAP Icon.	Remote
20233	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240059		Telecome	Instrumen	IP	Lan Port	LOW	Closed	28-02-2024 15:01	2/28/2024 4:34:57 PM	0:1:33:2			IP phone not working issue resolved	Onsite
20234	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240057		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	28-02-2024 15:01	2/28/2024 4:34:36 PM	0:1:33:34			Network not working issue resolved	Onsite
20235	28-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280220240056		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 15:00	2/28/2024 3:43:45 PM	0:0:42:57			SAP P35 configured on SAP Icon.	Remote
20236	28-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C280220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 14:59	2/28/2024 3:43:05 PM	0:0:43:6			Mail configured.	Onsite
20237	28-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C280220240054		Hardware	System	MS Office	Software	LOW	Closed	28-02-2024 14:52	2/28/2024 3:27:16 PM	0:0:35:2			Resolved	Onsite
20238	28-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C280220240052		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	28-02-2024 14:51	2/28/2024 4:33:52 PM	0:1:42:47			CMOS battery issue resolved	Onsite
20239	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240053		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 14:51	2/28/2024 4:34:16 PM	0:1:42:22			google chrome not working issue	Onsite
20240	28-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C280220240051		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 14:50	2/28/2024 4:33:36 PM	0:1:43:19			Google chrome not working issue	Onsite
20241	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240050		Hardware	System	MS Office	File	LOW	Closed	28-02-2024 14:49	2/28/2024 4:33:19 PM	0:1:43:43			Ms office no working issue resolved	Onsite
20242	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240049		Hardware	System	MS Office	File	LOW	Closed	28-02-2024 14:49	2/28/2024 4:33:02 PM	0:1:43:55			Ms office not working issue resolved	Onsite
20243	28-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C280220240048		Hardware	System	Other Software	proxy	LOW	Closed	28-02-2024 14:45	2/28/2024 4:00:29 PM	0:1:15:18			change proxy setting now working	Remote
20244	28-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C280220240047		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-02-2024 14:44	2/28/2024 4:01:42 PM	0:1:17:22			Run Diagnostic and clean temp files	Onsite
20245	28-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C280220240046		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 14:43	2/28/2024 3:59:57 PM	0:1:16:19			SAP P92 Password reset	Remote
20246	28-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C280220240045		Hardware	PC	Restart Problem	Others	LOW	Closed	28-02-2024 14:42	2/28/2024 3:58:28 PM	0:1:15:52			system installed in desu colony civil	Onsite
20247	28-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C280220240044		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 14:41	2/28/2024 3:56:28 PM	0:1:15:1			Laptop installed on ADS	Remote
20248	28-02-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C280220240043		Hardware	MOUSE	Not working	Hardware	LOW	Closed	28-02-2024 14:39	2/28/2024 3:27:00 PM	0:0:47:1			Resolved	Onsite
20249	28-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C280220240042		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-02-2024 14:33	2/28/2024 3:55:52 PM	0:1:22:3			Done network troubleshooting steps	Onsite
20250	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240041		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	28-02-2024 14:23	2/28/2024 3:21:39 PM	0:0:57:52			Insert the "M" key in the keyboard	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20251	28-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C280220240040		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 13:47	2/28/2024 2:36:25 PM	0:0:48:55			Change the password now issue	Onsite
20252	28-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C280220240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 13:46	2/28/2024 2:36:07 PM	0:0:49:24			Installed the driver now issue resolved	Onsite
20253	28-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C280220240038		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	28-02-2024 13:45	2/28/2024 2:35:48 PM	0:0:49:51			Change the PC and joined to Domain	Onsite
20254	28-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C280220240037		Telecome	Instrumen	IP	Others	LOW	Closed	28-02-2024 13:44	2/28/2024 2:35:19 PM	0:0:50:30			IP Phone installed now issue resolved	Onsite
20255	28-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C280220240036		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	28-02-2024 13:43	2/28/2024 2:34:58 PM	0:0:51:8			Change the tray size now issue	Onsite
20256	28-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C280220240035		Hardware	PC	System Password issue	Password	LOW	Closed	28-02-2024 13:28	2/28/2024 1:31:23 PM	0:0:2:43			done issue resolved	Onsite
20257	28-02-2024	SAKET	Adchini	DSS	C280220240034		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 13:07	2/28/2024 2:22:32 PM	0:1:15:5			Mail Password changed	Onsite
20258	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240033		Hardware	System	Other Software	Adobe	LOW	Closed	28-02-2024 13:06	2/28/2024 2:22:06 PM	0:1:16:4			Adobe pro re-installed	Onsite
20259	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240032		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 13:05	2/28/2024 2:21:39 PM	0:1:16:23			Set as default printer changed	Onsite
20260	28-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C280220240031		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 13:02	2/28/2024 2:21:11 PM	0:1:18:15			C-Drive corrupt, New OS installed	Onsite
20261	28-02-2024	HAUZ KHAAS	Near Aurobindo Market	O-M	C280220240030		Hardware	PC	Restart Problem	Hardware	LOW	Closed	28-02-2024 13:01	2/28/2024 2:09:23 PM	0:1:7:58			New OS installed.	Onsite
20262	28-02-2024	HAUZ KHAAS	Near Aurobindo Market	O-M	C280220240029		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 13:00	2/28/2024 2:09:05 PM	0:1:8:31			LAN cable loose.	Onsite
20263	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240028		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 12:59	2/28/2024 2:08:42 PM	0:1:9:3			New cable replaced.	Onsite
20264	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240027		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-02-2024 12:58	2/28/2024 2:08:15 PM	0:1:9:29			PC shifted.	Onsite
20265	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-02-2024 12:57	2/28/2024 2:07:57 PM	0:1:10:5			Power cable faulty. New replaced.	Onsite
20266	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240025		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 12:57	2/28/2024 2:07:24 PM	0:1:10:10			File uploaded.	Onsite
20267	28-02-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C280220240024		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	28-02-2024 12:50	2/28/2024 1:31:07 PM	0:0:40:39			front usb driver installed and bios	Onsite
20268	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240022		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 12:49	2/28/2024 1:10:47 PM	0:0:21:29			Removed jam Paper Now Working	Onsite
20269	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240023		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 12:49	2/28/2024 1:11:13 PM	0:0:21:18			All mails Archived Then Compact Issue	Onsite
20270	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240021		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-02-2024 12:47	2/28/2024 12:48:00 PM	0:0:0:42			repair the software	Remote
20271	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240020		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-02-2024 12:46	2/28/2024 12:48:29 PM	0:0:2:5			shift the pc	Remote
20272	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240019		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 12:45	2/28/2024 12:48:54 PM	0:0:3:36			reapir the software	Remote
20273	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240018		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 12:14	2/28/2024 12:48:25 PM	0:0:33:42			SAP Installed Issue Resolved	Onsite
20274	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240017		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	28-02-2024 12:13	2/28/2024 12:48:06 PM	0:0:34:17			Clean All Temp Files & Prefetch Now	Onsite
20275	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240016		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 12:12	2/28/2024 12:47:28 PM	0:0:34:29			A office Installed Now Working Issue	Onsite
20276	28-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	QUALITY	C280220240015		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	28-02-2024 12:10					LAN faulty	Onsite
20277	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240014		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 12:08	2/28/2024 1:01:38 PM	0:0:52:39			Sap Configure.	Onsite
20278	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240013		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	28-02-2024 12:07	2/28/2024 1:02:08 PM	0:0:54:29			Trend antivirus installation.	Onsite
20279	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240012		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 12:06	2/28/2024 1:02:30 PM	0:0:56:5			Ads installation.	Onsite
20280	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 12:04	2/28/2024 1:02:52 PM	0:0:57:59			Mail installation & configuration.	Onsite
20281	28-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C280220240010		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 12:03	2/28/2024 1:03:23 PM	0:1:0:2			Take follow up issue resolve by	Onsite
20282	28-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C280220240009		Hardware	PC	TFT	Others	LOW	Closed	28-02-2024 12:02	2/28/2024 1:03:58 PM	0:1:1:50			VGA Cable tight.	Onsite
20283	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240008		Network	Link	Link Connectivity Issue	Site Is Not	MEDIUM	Closed	28-02-2024 11:49	2/28/2024 12:50:57 PM	0:1:1:14			RESOLVED	Onsite
20284	28-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C280220240007		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 11:41	2/28/2024 12:08:42 PM	0:0:27:31			pc is ready to work ip all software	Onsite
20285	28-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C280220240006		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 11:40	2/28/2024 12:08:11 PM	0:0:27:59			done issue resolved	Onsite
20286	28-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280220240005		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	28-02-2024 11:39	2/28/2024 12:07:52 PM	0:0:28:17			done issue resolved	Onsite
20287	28-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C280220240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 11:08	2/28/2024 11:35:10 AM	0:0:26:22			all mail archive, issue resolved	Onsite
20288	28-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280220240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 10:39	2/28/2024 11:21:16 AM	0:0:41:29			user location change now issue	Onsite
20289	28-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280220240002		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 10:38	2/28/2024 11:20:43 AM	0:0:41:51			laptop hdd replace from NHP IT	Onsite
20290	28-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C280220240001		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	28-02-2024 10:28	2/29/2024 9:50:07 AM	0:23:21:26			Closed by sanjay	Onsite
20291	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240188		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:44	2/28/2024 6:47:21 PM	0:0:3:18			issue resolved	Onsite
20292	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240187		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:43	2/28/2024 6:46:55 PM	0:0:3:13			issue resolved	Onsite
20293	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240185		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:40	2/28/2024 6:46:10 PM	0:0:5:37			issue resolved	Onsite
20294	28-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280220240186		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 18:40	2/28/2024 6:46:39 PM	0:0:5:44			issue resolved	Onsite
20295	28-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	HR	C280220240183		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 18:39	2/28/2024 6:45:39 PM	0:0:6:34			issue resolved	Onsite
20296	28-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C280220240184		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	28-02-2024 18:39	2/28/2024 6:45:55 PM	0:0:6:2			issue resolved	Onsite
20297	28-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280220240182		Hardware	PC	Not working at all	Others	LOW	Closed	28-02-2024 18:00	2/28/2024 6:40:05 PM	0:0:39:48			PC P.M & Audit	Onsite
20298	28-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C280220240181		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:42	2/28/2024 5:48:03 PM	0:0:5:26			All mail archive and restart mail.	Onsite
20299	28-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C280220240180		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 17:37	2/28/2024 5:47:39 PM	0:0:10:26			Firewall off now working fine.	Onsite
20300	28-02-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C280220240179		Network	LAN Issue	LAN Issue	Others	LOW	Closed	28-02-2024 17:30	2/28/2024 6:06:35 PM	0:0:36:23			Lan issue resolved as reqd	Onsite
20301	28-02-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C280220240178		Hardware	Attendane	No Power	Power	LOW	Closed	28-02-2024 17:29	2/28/2024 6:06:17 PM	0:0:36:39			Complaint logged for Machine	Onsite
20302	28-02-2024	SAKET	Malviya Nagar	BUSINESS/	C280220240177		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	28-02-2024 17:26	2/28/2024 5:30:34 PM	0:0:4:8			New Link Test	Onsite
20303	28-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C280220240176		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 17:25	2/28/2024 5:31:27 PM	0:0:6:7			issue resolved after unlock the	Onsite
20304	28-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C280220240175		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 17:25	2/28/2024 5:31:02 PM	0:0:5:57			issue resolved after reinstall the same	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20305	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240174		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:22	2/28/2024 6:00:11 PM	0:0:37:40			RESOLVED	Onsite
20306	28-02-2024	OTHERS	VSNL	KCC/MLCC	C280220240173		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 17:16	2/28/2024 5:56:04 PM	0:0:39:25			Zoom Meating Installed issue resolve	Onsite
20307	28-02-2024	OTHERS	VSNL	KCC/MLCC	C280220240171		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 17:15	2/28/2024 5:55:51 PM	0:0:40:38			Zoom Meating Installed issue resolve	Onsite
20308	28-02-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C280220240172		Hardware	PC	Not working at all	Others	LOW	Closed	28-02-2024 17:15	2/28/2024 5:46:42 PM	0:0:30:50			CMOS battery replaced.	Onsite
20309	28-02-2024	OTHERS	VSNL	RCM	C280220240170		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 17:14	2/28/2024 5:55:32 PM	0:0:41:26			Zoom Meating Installed issue resolve	Onsite
20310	28-02-2024	OTHERS	VSNL	RCM	C280220240169		Telecome	Instrumen	Analog	Others	LOW	Closed	28-02-2024 17:12	2/28/2024 5:55:06 PM	0:0:42:12			LAN Cable re-insert issue resolve	Onsite
20311	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C280220240168		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 17:11	2/28/2024 5:59:36 PM	0:0:47:50			RESOLVED	Onsite
20312	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:09	2/28/2024 5:59:24 PM	0:0:50:2			RESOLVED	Onsite
20313	28-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C280220240166		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 17:08	2/28/2024 5:39:16 PM	0:0:31:8			after paper jam clear issue resolved	Onsite
20314	28-02-2024	KHANPUR	Durga Vihar, A 68	DSK	C280220240165		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-02-2024 17:07	2/28/2024 5:38:38 PM	0:0:31:1			after ram change and pc clean issue	Onsite
20315	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:07	2/28/2024 5:58:53 PM	0:0:51:23			RESOLVED	Onsite
20316	28-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C280220240163		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 17:06	2/28/2024 5:37:49 PM	0:0:30:55			after paper jam clear issue resolved	Onsite
20317	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240162		Hardware	PC	Restart Problem	Heating	LOW	Closed	28-02-2024 17:06	2/28/2024 5:58:39 PM	0:0:52:8			RESOLVED	Onsite
20318	28-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C280220240161		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 17:06	2/28/2024 5:37:21 PM	0:0:31:4			after mail password reset issue	Onsite
20319	28-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C280220240159		Hardware	PC	Not working at all	No power	LOW	Closed	28-02-2024 17:05	2/28/2024 5:36:52 PM	0:0:31:12			after power cable change and	Onsite
20320	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 17:05	2/28/2024 5:58:11 PM	0:0:52:41			RESOLVED	Onsite
20321	28-02-2024	OTHERS	VSNL	RCM	C280220240160		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 17:05	2/28/2024 5:53:14 PM	0:0:47:15			OS Installation Win 7 To 10	Onsite
20322	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240156		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	28-02-2024 17:03	2/28/2024 5:57:31 PM	0:0:53:38			RESOLVED	Onsite
20323	28-02-2024	OTHERS	VSNL	O-M	C280220240157		Hardware	PC	TFT	Power	LOW	Closed	28-02-2024 17:03	2/28/2024 5:52:55 PM	0:0:49:1			Power cable replaced issue resolve	Onsite
20324	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240155		Hardware	Printer	Image Issue	Image	LOW	Closed	28-02-2024 17:01	2/28/2024 5:56:57 PM	0:0:55:26			RESOLVED	Onsite
20325	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C280220240154		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	28-02-2024 16:54	2/28/2024 5:56:29 PM	0:1:1:37			RESOLVED	Onsite
20326	28-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C280220240153		Hardware	System	MS Office	File Not	LOW	Closed	28-02-2024 16:54	2/28/2024 5:46:10 PM	0:0:51:57			Reinstall MS office.	Onsite
20327	28-02-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C280220240152		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 16:53	2/28/2024 5:30:35 PM	0:0:37:27			issue resolved after remove paper	Onsite
20328	28-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	ETG	C280220240151		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:48	2/28/2024 4:50:09 PM	0:0:1:44			Issue Resolved	Onsite
20329	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240150		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	28-02-2024 16:47	2/28/2024 4:50:02 PM	0:0:2:18			Issue Resolved	Onsite
20330	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240148		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:45	2/28/2024 4:49:45 PM	0:0:4:18			Issue Resolved	Onsite
20331	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 16:45	2/28/2024 4:49:53 PM	0:0:4:0			Issue Resolved	Onsite
20332	28-02-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C280220240145		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 16:44	2/28/2024 4:49:30 PM	0:0:5:21			Issue Resolved	Onsite
20333	28-02-2024	SAKET	Adchini	Recovery	C280220240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:44	2/28/2024 5:22:47 PM	0:0:38:17			Sharing printer installed	Onsite
20334	28-02-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280220240147		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 16:44	2/28/2024 4:49:39 PM	0:0:4:51			Issue Resolved	Onsite
20335	28-02-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	Energy	C280220240143		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:43	2/28/2024 4:49:20 PM	0:0:5:45			Issue Resolved	Onsite
20336	28-02-2024	SAKET	Adchini	SAFETY	C280220240144		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	28-02-2024 16:43	2/28/2024 5:24:53 PM	0:0:40:55			Refer to NHP Bhawan	Onsite
20337	28-02-2024	SAKET	C Dot Grid	O-M	C280220240142		Network	LAN Issue	LAN Issue	Backbone	LOW	Closed	28-02-2024 16:43	2/28/2024 5:24:13 PM	0:0:40:53			Jio vendor side issue	Onsite
20338	28-02-2024	SAKET	Adchini	CIVIL	C280220240141		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 16:42	2/28/2024 5:23:30 PM	0:0:40:58			Windows password reset from server	Onsite
20339	28-02-2024	SAKET	Adchini	DSS	C280220240138		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:41	2/28/2024 5:20:49 PM	0:0:39:34			LAN re connected	Onsite
20340	28-02-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C280220240139		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:41	2/28/2024 4:49:15 PM	0:0:7:38			Issue Resolved	Onsite
20341	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:41	2/28/2024 5:21:52 PM	0:0:40:3			Printer USB cable reconnected	Onsite
20342	28-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C280220240137		Hardware	PC	Network Not Working	Other	LOW	Closed	28-02-2024 16:40	2/28/2024 4:49:08 PM	0:0:8:16			Issue Resolved	Onsite
20343	28-02-2024	SAKET	Adchini	SAFETY	C280220240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 16:39	2/28/2024 5:19:53 PM	0:0:40:20			Create new workspace	Onsite
20344	28-02-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C280220240135		Hardware	Laptop	System Password issue	Others	LOW	Closed	28-02-2024 16:39	2/28/2024 4:48:58 PM	0:0:9:35			Issue Resolved	Onsite
20345	28-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C280220240133		Hardware	PC	TFT	Color	MEDIUM	Closed	28-02-2024 16:37	2/28/2024 5:57:07 PM	0:1:19:18			CHANGE THE VGA CABLE AND	Onsite
20346	28-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C280220240134		Hardware	Laptop	System Password issue	Others	LOW	Closed	28-02-2024 16:37	2/28/2024 4:48:51 PM	0:0:10:52			Issue Resolved	Onsite
20347	28-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C280220240130		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 16:36	2/28/2024 4:36:51 PM	0:0:0:48			Resolved	Remote
20348	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C280220240132		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	28-02-2024 16:36	2/28/2024 5:55:03 PM	0:1:18:24			PC IP RECONFIGURE AND NETWORK	Onsite
20349	28-02-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C280220240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:36	2/28/2024 4:37:02 PM	0:0:0:41			Resolved	Remote
20350	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C280220240129		Hardware	PC	Restart Problem	Physical	MEDIUM	Closed	28-02-2024 16:35	2/28/2024 5:50:39 PM	0:1:15:5			PC RAM CLEAN AND RECONNECT	Onsite
20351	28-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C280220240128		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 16:34	2/28/2024 5:17:38 PM	0:0:42:46			RJ45 crimped	Onsite
20352	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C280220240127		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	28-02-2024 16:34	2/28/2024 5:27:24 PM	0:0:52:53			Prefetch,Temp file,Disk cleanup and	Onsite
20353	28-02-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C280220240126		Hardware	PC	TFT	Others	MEDIUM	Closed	28-02-2024 16:33	2/28/2024 5:26:20 PM	0:0:53:14			TFT ON/OFF CLEAN BY BLOWER AND	Onsite
20354	28-02-2024	VASANT KUNJ	Bijwasan	O-M	C280220240125		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-02-2024 16:29	2/28/2024 5:21:59 PM	0:0:52:25			Mail created a new workspace	Remote
20355	28-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C280220240124		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 16:28	2/28/2024 5:20:55 PM	0:0:52:26			DSK portal site issue	Remote
20356	28-02-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C280220240123		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-02-2024 16:25	2/28/2024 5:20:09 PM	0:0:54:20			Printer page has been set	Remote
20357	28-02-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	CIVIL	C280220240122		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	28-02-2024 16:24	2/28/2024 4:24:59 PM	0:0:0:25			Resolved	Remote
20358	28-02-2024	VASANT KUNJ	Mahipalpur	O-M	C280220240121		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	28-02-2024 16:24	2/28/2024 5:16:59 PM	0:0:52:33			IP has been assigned	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20359	28-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C280220240120		Hardware	Printer	Image Issue	Image	LOW	Closed	28-02-2024 16:23	2/28/2024 5:45:01 PM	0:1:21:30			change the printer setting issue	Onsite
20360	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C280220240119		Hardware	PC	Not working at all	Physical	LOW	Closed	28-02-2024 16:22	2/28/2024 5:44:45 PM	0:1:21:52			clean the physical RAm issue resolved	Onsite
20361	28-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C280220240118		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 16:21	2/28/2024 5:44:12 PM	0:1:22:13			change the exe issue resolved	Onsite
20362	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C280220240117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 16:21	2/28/2024 5:43:54 PM	0:1:22:27			configured the printer driver issue	Onsite
20363	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C280220240116		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 16:20	2/28/2024 5:43:19 PM	0:1:22:31			updated the chrome issue resolved	Onsite
20364	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C280220240115		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	28-02-2024 16:19	2/28/2024 5:42:43 PM	0:1:22:48			reconfigured the mail issue resolved	Onsite
20365	28-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C280220240114		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	28-02-2024 16:19	2/28/2024 5:42:00 PM	0:1:22:59			configured mail on mobile issue	Onsite
20366	28-02-2024	NIZAMUDDIN	Kilokri	OM-EHV	C280220240113		Hardware	System	Other Software	New	MEDIUM	Closed	28-02-2024 16:17	2/28/2024 5:31:24 PM	0:1:13:59			Sap bsp icon created issue resolved	
20367	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240112		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 16:15	2/28/2024 4:18:16 PM	0:0:2:25			Mail issue	Onsite
20368	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240110		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-02-2024 16:15	2/28/2024 4:19:32 PM	0:0:4:29			Pc booting issue	Onsite
20369	28-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280220240111		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-02-2024 16:15	2/28/2024 5:30:41 PM	0:1:15:10			After replaced local replica issue	
20370	28-02-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280220240109		Hardware	System	MS Office	File Not	MEDIUM	Closed	28-02-2024 16:14	2/28/2024 5:29:44 PM	0:1:15:6			After change file extension issue	
20371	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C280220240108		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	28-02-2024 16:12	2/28/2024 5:19:26 PM	0:1:6:46			pc network cable reconnect and issue	Onsite
20372	28-02-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C280220240107		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-02-2024 16:12	2/28/2024 5:29:00 PM	0:1:16:48			After remapping archive issue	
20373	28-02-2024	OTHERS	HUDCO Grid	PROTECTI	C280220240106		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 16:11	2/28/2024 4:19:47 PM	0:0:7:49			Printer issue	Onsite
20374	28-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280220240105		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	28-02-2024 16:11	2/28/2024 5:27:32 PM	0:1:16:9			After clean temp file and change	
20375	28-02-2024	NEHRU PLACE	20 No Building	Energy	C280220240102		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	28-02-2024 16:10	2/28/2024 4:56:04 PM	0:0:45:21			workspace folder name change, issue	Onsite
20376	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240104		Hardware	UPS	Backup	Abnormal	LOW	Closed	28-02-2024 16:10	2/28/2024 4:20:19 PM	0:0:9:22			UPS issue resolved with the help of	Onsite
20377	28-02-2024	SARITA VIHAR	I Block Saurabh Vihar	BUSINESS/	C280220240103		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-02-2024 16:10	2/28/2024 5:26:20 PM	0:1:15:34			After update printer driver issue	
20378	28-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C280220240100		Hardware	Laptop	Other Issue	Others	MEDIUM	Closed	28-02-2024 16:09	2/28/2024 5:25:39 PM	0:1:16:3			call logged to HP vendor for part	
20379	28-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C280220240099		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 16:09	2/28/2024 4:55:14 PM	0:0:45:51			ADS join done	Onsite
20380	28-02-2024	OTHERS	Andrews Ganj	Enforcem	C280220240101		Hardware	PC	TFT	Power	LOW	Closed	28-02-2024 16:09	2/28/2024 4:21:04 PM	0:0:11:19			TFT issue	Onsite
20381	28-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280220240098		Hardware	PC	Not working at all	No power	MEDIUM	Closed	28-02-2024 16:08	2/28/2024 4:19:49 PM	0:0:11:19			After fix power cable issue resolved	Onsite
20382	28-02-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C280220240097		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	28-02-2024 16:05	2/28/2024 5:24:14 PM	0:1:18:48			After FLT issue resolved	
20383	28-02-2024	TAGORE GARDEN	Mukherji Park Grid	OM-EHV	C280220240095		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-02-2024 16:04	2/28/2024 4:05:52 PM	0:0:1:32			check the printerand resolve the issue	Onsite
20384	28-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280220240096		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-02-2024 16:04	2/28/2024 4:18:48 PM	0:0:14:24			After update printer driver issue	Onsite
20385	28-02-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C280220240094		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	28-02-2024 16:03	2/28/2024 5:23:37 PM	0:1:20:8			After os repair issue resolved	
20386	28-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C280220240093		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-02-2024 16:02	2/28/2024 4:08:09 PM	0:0:5:16			change the usb cable	Onsite
20387	28-02-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C280220240091		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	28-02-2024 16:01	2/28/2024 4:08:33 PM	0:0:7:21			change the RAM	Onsite
20388	28-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C280220240092		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-02-2024 16:01	2/28/2024 4:18:24 PM	0:0:16:56			Mail configured call closed	Remote
20389	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240090		Hardware	System	MS Office	Software	LOW	Closed	28-02-2024 16:00	2/28/2024 4:04:55 PM	0:0:4:35			repair the software	Remote
20390	28-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C280220240089		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	28-02-2024 15:57	2/28/2024 4:10:50 PM	0:0:13:12			Printer changed	Onsite
20391	28-02-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C280220240088		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	28-02-2024 15:56	2/28/2024 4:11:28 PM	0:0:14:49			Printer paper jam cline	Onsite
20392	28-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C280220240086		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	28-02-2024 15:55	2/28/2024 4:10:11 PM	0:0:15:4			new mail id configure	Onsite
20393	28-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C280220240087		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	28-02-2024 15:55	2/28/2024 4:10:29 PM	0:0:14:36			ram reconnect	Onsite
20394	28-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C280220240085		Hardware	PC	Restart Problem	Others	HIGH	Closed	28-02-2024 15:54	2/28/2024 4:09:44 PM	0:0:15:31			power issue	Onsite
20395	28-02-2024	SAKET	Adchini	Recovery	C280220240084		Hardware	PC	TFT	Black V	LOW	Closed	28-02-2024 15:54	2/28/2024 4:10:05 PM	0:0:16:4			Call lohgged to vendor	Onsite
20396	28-02-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C280220240083		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	28-02-2024 15:53	2/28/2024 4:08:59 PM	0:0:15:46			mail unlock	Onsite
20397	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C280220240082		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	28-02-2024 15:52	2/28/2024 5:15:34 PM	0:1:22:59			printer lan issue	Onsite
20398	28-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C280220240081		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	28-02-2024 15:51	2/28/2024 5:14:11 PM	0:1:22:18			Mouse change working fine.	Onsite
20399	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240080		Hardware	Laptop	Screen Issue	Others	LOW	Closed	28-02-2024 15:50	2/28/2024 4:09:40 PM	0:0:18:41			Dynamic brightness option changed to	Onsite
20400	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240079		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 15:46	2/28/2024 3:54:45 PM	0:0:8:6			resolved	Onsite
20401	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240078		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 15:46	2/28/2024 3:54:59 PM	0:0:8:44			resolved	Onsite
20402	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240077		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 15:45	2/28/2024 3:55:12 PM	0:0:9:23			resolved	Onsite
20403	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 15:45	2/28/2024 3:55:24 PM	0:0:9:56			resolved	Onsite
20404	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240075		Hardware	PC	TFT	Flickering	LOW	Closed	28-02-2024 15:45	2/28/2024 3:55:35 PM	0:0:10:29			resolved	Onsite
20405	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240074		Hardware	PC	TFT	Dim	LOW	Closed	28-02-2024 15:44	2/28/2024 3:55:44 PM	0:0:10:50			resolved	Onsite
20406	28-02-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C280220240073		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 15:44	2/28/2024 3:55:52 PM	0:0:11:21			resolved	Onsite
20407	28-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C280220240072		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-02-2024 15:25	2/28/2024 4:03:16 PM	0:0:37:57			Issue resolved as reqd	Onsite
20408	28-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C280220240071		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	28-02-2024 15:24	2/28/2024 4:03:01 PM	0:0:38:40			Issue resolved as reqd	Onsite
20409	28-02-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C280220240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 15:23	2/28/2024 4:02:44 PM	0:0:39:14			Issue resolved as reqd	Remote
20410	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240069		Hardware	PC	Network Not Working	No Power	LOW	Closed	28-02-2024 15:16	2/28/2024 3:18:27 PM	0:0:1:51			FLT done Router adapter faulty	Onsite
20411	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240067		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 15:15	2/28/2024 3:17:43 PM	0:0:2:36			FLT done Router adapter faulty	Onsite
20412	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240068		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 15:15	2/28/2024 3:18:10 PM	0:0:2:18			FLT done Router adapter faulty	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20413	28-02-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280220240066		Hardware	PC	Network Not Working	Other	LOW	Closed	28-02-2024 15:14	2/28/2024 3:17:17 PM	0:0:3:12			FLT done Router adapter faulty	Onsite
20414	28-02-2024	NEHRU PLACE	20 No Building	C-M	C280220240065		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	28-02-2024 15:09	2/28/2024 4:08:05 PM	0:0:59:2			delete temp & prefetch file	Onsite
20415	28-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C280220240063		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 15:08	2/28/2024 3:45:13 PM	0:0:36:59			Adobe reader reintsalled.	Onsite
20416	28-02-2024	NEHRU PLACE	20 No Building	Billing	C280220240064		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 15:08	2/28/2024 4:07:27 PM	0:0:59:2			delete history & cookies	Onsite
20417	28-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C280220240062		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 15:06	2/28/2024 3:44:46 PM	0:0:38:42			Paper remove from printer.	Onsite
20418	28-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280220240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 15:03	2/28/2024 3:44:19 PM	0:0:41:9			Reconfigured printer with drivers.	Remote
20419	28-02-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C280220240060		Hardware	PC	Restart Problem	Others	LOW	Closed	28-02-2024 15:02	2/28/2024 3:43:53 PM	0:0:41:6			Resolved	Onsite
20420	28-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280220240058		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 15:01	2/28/2024 3:43:54 PM	0:0:42:37			SAP P35 configured on SAP Icon.	Remote
20421	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240059		Telecome	Instrumen	IP	Lan Port	LOW	Closed	28-02-2024 15:01	2/28/2024 4:34:57 PM	0:1:33:2			IP phone not working issue resolved	Onsite
20422	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240057		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	28-02-2024 15:01	2/28/2024 4:34:36 PM	0:1:33:34			Network not working issue resolved	Onsite
20423	28-02-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280220240056		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 15:00	2/28/2024 3:43:45 PM	0:0:42:57			SAP P35 configured on SAP Icon.	Remote
20424	28-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C280220240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 14:59	2/28/2024 3:43:05 PM	0:0:43:6			Mail configured.	Onsite
20425	28-02-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C280220240054		Hardware	System	MS Office	Software	LOW	Closed	28-02-2024 14:52	2/28/2024 3:27:16 PM	0:0:35:2			Resolved	Onsite
20426	28-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C280220240052		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	28-02-2024 14:51	2/28/2024 4:33:52 PM	0:1:42:47			CMOS battery issue resolved	Onsite
20427	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240053		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 14:51	2/28/2024 4:34:16 PM	0:1:42:22			google chrome not working issue	Onsite
20428	28-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C280220240051		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 14:50	2/28/2024 4:33:36 PM	0:1:43:19			Google chrome not working issue	Onsite
20429	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240050		Hardware	System	MS Office	File	LOW	Closed	28-02-2024 14:49	2/28/2024 4:33:19 PM	0:1:43:43			Ms office no working issue resolved	Onsite
20430	28-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C280220240049		Hardware	System	MS Office	File	LOW	Closed	28-02-2024 14:49	2/28/2024 4:33:02 PM	0:1:43:55			Ms office not working issue resolved	Onsite
20431	28-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C280220240048		Hardware	System	Other Software	proxy	LOW	Closed	28-02-2024 14:45	2/28/2024 4:00:29 PM	0:1:15:18			change proxy setting now working	Remote
20432	28-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C280220240047		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	28-02-2024 14:44	2/28/2024 4:01:42 PM	0:1:17:22			Run Diagnostic and clean temp files	Onsite
20433	28-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C280220240046		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 14:43	2/28/2024 3:59:57 PM	0:1:16:19			SAP P92 Password reset	Remote
20434	28-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C280220240045		Hardware	PC	Restart Problem	Others	LOW	Closed	28-02-2024 14:42	2/28/2024 3:58:28 PM	0:1:15:52			system installed in desu colony civil	Onsite
20435	28-02-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C280220240044		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 14:41	2/28/2024 3:56:28 PM	0:1:15:1			Laptop installed on ADS	Remote
20436	28-02-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C280220240043		Hardware	MOUSE	Not working	Hardware	LOW	Closed	28-02-2024 14:39	2/28/2024 3:27:00 PM	0:0:47:1			Resolved	Onsite
20437	28-02-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C280220240042		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-02-2024 14:33	2/28/2024 3:55:52 PM	0:1:22:3			Done network troubleshooting steps	Onsite
20438	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240041		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	28-02-2024 14:23	2/28/2024 3:21:39 PM	0:0:57:52			Insert the "M" key in the keyboard	
20439	28-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C280220240040		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 13:47	2/28/2024 2:36:25 PM	0:0:48:55			Change the password now issue	Onsite
20440	28-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C280220240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 13:46	2/28/2024 2:36:07 PM	0:0:49:24			Installed the driver now issue resolved	Onsite
20441	28-02-2024	ALAKNANDA	A 12 Kalkaji	O-M	C280220240038		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	28-02-2024 13:45	2/28/2024 2:35:48 PM	0:0:49:51			Change the PC and joined to Domain	Onsite
20442	28-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C280220240037		Telecome	Instrumen	IP	Others	LOW	Closed	28-02-2024 13:44	2/28/2024 2:35:19 PM	0:0:50:30			IP Phone installed now issue resolved	Onsite
20443	28-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C280220240036		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	28-02-2024 13:43	2/28/2024 2:34:58 PM	0:0:51:8			Change the tray size now issue	Onsite
20444	28-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C280220240035		Hardware	PC	System Password issue	Password	LOW	Closed	28-02-2024 13:28	2/28/2024 1:31:23 PM	0:0:2:43			done issue resolved	Onsite
20445	28-02-2024	SAKET	Adchini	DSS	C280220240034		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 13:07	2/28/2024 2:22:32 PM	0:1:15:5			Mail Password changed	Onsite
20446	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240033		Hardware	System	Other Software	Adobe	LOW	Closed	28-02-2024 13:06	2/28/2024 2:22:06 PM	0:1:16:4			Adobe pro re-installed	Onsite
20447	28-02-2024	SAKET	Adchini	BUSINESS/	C280220240032		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-02-2024 13:05	2/28/2024 2:21:39 PM	0:1:16:23			Set as default printer changed	Onsite
20448	28-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C280220240031		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 13:02	2/28/2024 2:21:11 PM	0:1:18:15			C-Drive corrupt, New OS installed	Onsite
20449	28-02-2024	HAUZ KHAAS	Near Aurobindo Market	O-M	C280220240030		Hardware	PC	Restart Problem	Hardware	LOW	Closed	28-02-2024 13:01	2/28/2024 2:09:23 PM	0:1:7:58			New OS installed.	Onsite
20450	28-02-2024	HAUZ KHAAS	Near Aurobindo Market	O-M	C280220240029		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-02-2024 13:00	2/28/2024 2:09:05 PM	0:1:8:31			LAN cable loose.	Onsite
20451	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240028		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-02-2024 12:59	2/28/2024 2:08:42 PM	0:1:9:3			New cable replaced.	Onsite
20452	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240027		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-02-2024 12:58	2/28/2024 2:08:15 PM	0:1:9:29			PC shifted.	Onsite
20453	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-02-2024 12:57	2/28/2024 2:07:57 PM	0:1:10:5			Power cable faulty. New replaced.	Onsite
20454	28-02-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280220240025		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 12:57	2/28/2024 2:07:24 PM	0:1:10:10			File uploaded.	Onsite
20455	28-02-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C280220240024		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	28-02-2024 12:50	2/28/2024 1:31:07 PM	0:0:40:39			front usb driver installed and bios	Onsite
20456	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240022		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-02-2024 12:49	2/28/2024 1:10:47 PM	0:0:21:29			Removed jam Paper Now Working	Onsite
20457	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240023		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 12:49	2/28/2024 1:11:13 PM	0:0:21:18			All mails Archived Then Compact Issue	Onsite
20458	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240021		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-02-2024 12:47	2/28/2024 12:48:00 PM	0:0:0:42			repair the software	Remote
20459	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240020		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-02-2024 12:46	2/28/2024 12:48:29 PM	0:0:2:5			shift the pc	Remote
20460	28-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280220240019		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 12:45	2/28/2024 12:48:54 PM	0:0:3:36			reapir the software	Remote
20461	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240018		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 12:14	2/28/2024 12:48:25 PM	0:0:33:42			SAP Installed Issue Resolved	Onsite
20462	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240017		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	28-02-2024 12:13	2/28/2024 12:48:06 PM	0:0:34:17			Clean All Temp Files & Prefetch Now	Onsite
20463	28-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C280220240016		Hardware	System	Other Software	New	LOW	Closed	28-02-2024 12:12	2/28/2024 12:47:28 PM	0:0:34:29			A office Installed Now Working Issue	Onsite
20464	28-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	QUALITY	C280220240015		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	28-02-2024 12:10					LAN faulty	Onsite
20465	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240014		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 12:08	2/28/2024 1:01:38 PM	0:0:52:39			Sap Configure.	Onsite
20466	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240013		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	28-02-2024 12:07	2/28/2024 1:02:08 PM	0:0:54:29			Trend antivirus installation.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20467	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240012		Hardware	System	Other Software	software	LOW	Closed	28-02-2024 12:06	2/28/2024 1:02:30 PM	0:0:56:5			Ads installation.	Onsite
20468	28-02-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C280220240011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 12:04	2/28/2024 1:02:52 PM	0:0:57:59			Mail installation & configuration.	Onsite
20469	28-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C280220240010		Hardware	System	Other Software	Browser	LOW	Closed	28-02-2024 12:03	2/28/2024 1:03:23 PM	0:1:0:2			Take follow up issue resolve by	Onsite
20470	28-02-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C280220240009		Hardware	PC	TFT	Others	LOW	Closed	28-02-2024 12:02	2/28/2024 1:03:58 PM	0:1:1:50			VGA Cable tight.	Onsite
20471	28-02-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C280220240008		Network	Link	Link Connectivity Issue	Site Is Not	MEDIUM	Closed	28-02-2024 11:49	2/28/2024 12:50:57 PM	0:1:1:14			RESOLVED	Onsite
20472	28-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C280220240007		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-02-2024 11:41	2/28/2024 12:08:42 PM	0:0:27:31			pc is ready to work ip all software	Onsite
20473	28-02-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C280220240006		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-02-2024 11:40	2/28/2024 12:08:11 PM	0:0:27:59			done issue resolved	Onsite
20474	28-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280220240005		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	28-02-2024 11:39	2/28/2024 12:07:52 PM	0:0:28:17			done issue resolved	Onsite
20475	28-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C280220240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 11:08	2/28/2024 11:35:10 AM	0:0:26:22			all mail archive, issue resolved	Onsite
20476	28-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280220240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-02-2024 10:39	2/28/2024 11:21:16 AM	0:0:41:29			user location change now issue	Onsite
20477	28-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280220240002		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-02-2024 10:38	2/28/2024 11:20:43 AM	0:0:41:51			laptop hdd replace from NHP IT	Onsite
20478	28-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C280220240001		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	28-02-2024 10:28	2/29/2024 9:50:07 AM	0:23:21:26			Closed by sanjay	Onsite
20479	29-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C290220240168		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 18:14	2/29/2024 6:37:35 PM	0:0:22:46			Printer issue resolved as required	
20480	29-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C290220240167		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 18:14	2/29/2024 6:37:02 PM	0:0:23:1			Nas drive issue resolved	
20481	29-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C290220240166		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 17:57	2/29/2024 5:58:22 PM	0:0:0:57			proxy change and issue resolved	Onsite
20482	29-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C290220240165		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:57	2/29/2024 5:57:59 PM	0:0:0:54			issue resolved after reset the	Onsite
20483	29-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C290220240164		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:56	2/29/2024 5:58:05 PM	0:0:1:7			issue resolved after reset the	Onsite
20484	29-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C290220240163		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:54	2/29/2024 5:57:50 PM	0:0:2:57			issue resolved after reset the	Onsite
20485	29-02-2024	NEHRU PLACE CSO	First Floor - D Block	IT	C290220240162		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	29-02-2024 17:37	2/29/2024 5:38:31 PM	0:0:0:52			issue resolved	Onsite
20486	29-02-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C290220240161		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-02-2024 17:35	2/29/2024 7:02:30 PM	0:1:26:34			RJ45 crimped	Onsite
20487	29-02-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	IT	C290220240160		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:33	2/29/2024 5:38:07 PM	0:0:4:20			issue resolved	Onsite
20488	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C290220240159		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 17:32	2/29/2024 7:01:24 PM	0:1:28:54			PC has been shifted	Onsite
20489	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C290220240158		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:31	2/29/2024 7:00:12 PM	0:1:28:13			Paper jam has been removed	Onsite
20490	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C290220240157		Telecome	Instrumen	IP	Others	LOW	Closed	29-02-2024 17:29	2/29/2024 6:59:27 PM	0:1:30:11			Reconfigured the phone	Onsite
20491	29-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C290220240155		Telecome	Instrumen	IP	Network	LOW	Closed	29-02-2024 17:27	2/29/2024 6:53:18 PM	0:1:25:59			RJ45 crimped and reconnected on	Onsite
20492	29-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C290220240156		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:27	2/29/2024 6:58:34 PM	0:1:30:41			Jam paper has been removed	Onsite
20493	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C290220240154		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 17:26	2/29/2024 6:56:57 PM	0:1:30:15			Laptop has been diagnosed and	Onsite
20494	29-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C290220240153		Hardware	OTHERS	VPN ISSUE	software	MEDIUM	Closed	29-02-2024 17:19	2/29/2024 5:47:46 PM	0:0:28:15			VPN software reconfigure and	Onsite
20495	29-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C290220240152		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	29-02-2024 17:13	2/29/2024 5:47:00 PM	0:0:33:31			keyboard change problem resolved.	Onsite
20496	29-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C290220240151		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 17:09	2/29/2024 5:11:50 PM	0:0:2:13			issue resolved	Onsite
20497	29-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C290220240150		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	29-02-2024 17:09	2/29/2024 5:54:36 PM	0:0:45:12			issue resolved after remove the paper	Onsite
20498	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290220240149		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:08	2/29/2024 5:11:31 PM	0:0:2:37			issue resolved	Onsite
20499	29-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C290220240148		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:07	2/29/2024 5:10:59 PM	0:0:3:0			issue resolved	Onsite
20500	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290220240147		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:06	2/29/2024 5:10:40 PM	0:0:3:49			issue resolved	Onsite
20501	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290220240146		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:05	2/29/2024 5:10:25 PM	0:0:5:6			issue resolved	Onsite
20502	29-02-2024	OTHERS	VSNL	O-M	C290220240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 17:05	2/29/2024 6:16:22 PM	0:1:11:12			Restart notes issue resolve	Onsite
20503	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240144		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 17:04	2/29/2024 6:15:53 PM	0:1:11:29			Installed MS Office issue resolve	Onsite
20504	29-02-2024	OTHERS	VSNL	O-M	C290220240143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:03	2/29/2024 6:15:27 PM	0:1:11:58			Remove paper issue resolve	Onsite
20505	29-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C290220240142		Hardware	PC	Not working at all	No power	MEDIUM	Closed	29-02-2024 17:02	2/29/2024 5:46:26 PM	0:0:43:48			PC POWER CABLE AND power	Onsite
20506	29-02-2024	OTHERS	VSNL	RCM	C290220240141		Hardware	PC	System Password issue	Password	LOW	Closed	29-02-2024 17:01	2/29/2024 6:15:04 PM	0:1:13:13			Account unlocked	Onsite
20507	29-02-2024	OTHERS	VSNL	RCM	C290220240140		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-02-2024 17:01	2/29/2024 6:14:37 PM	0:1:13:21			Complaint Logged	Onsite
20508	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240139		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:00	2/29/2024 6:14:12 PM	0:1:13:48			Password reset issue resolve	Onsite
20509	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240137		Hardware	PC	System Password issue	Password	LOW	Closed	29-02-2024 16:59	2/29/2024 6:06:35 PM	0:1:7:28			Account unlock issue resolve	Onsite
20510	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-02-2024 16:59	2/29/2024 6:13:51 PM	0:1:14:6			New Archive Create issue resolve	Onsite
20511	29-02-2024	OTHERS	VSNL	MMG	C290220240136		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	29-02-2024 16:58	2/29/2024 6:06:06 PM	0:1:7:45			Scanner USB remove and re-insert	Onsite
20512	29-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C290220240135		Hardware	Laptop	Restart Problem	Hardware	LOW	Closed	29-02-2024 16:49	2/29/2024 5:48:05 PM	0:0:58:35			Resolved	Onsite
20513	29-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C290220240134		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 16:44	2/29/2024 4:46:41 PM	0:0:2:5			pdf not working issue resolved	Onsite
20514	29-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C290220240132		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 16:43	2/29/2024 4:46:07 PM	0:0:2:54			IP msg not working issue resolved	Onsite
20515	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240133		Hardware	PC	Restart Problem	Patch	LOW	Closed	29-02-2024 16:43	2/29/2024 4:46:26 PM	0:0:2:34			PC not working issue resolved	Onsite
20516	29-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C290220240131		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	29-02-2024 16:42	2/29/2024 4:45:51 PM	0:0:3:6			Printer not working issue resolved	Onsite
20517	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240130		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 16:31	2/29/2024 4:45:32 PM	0:0:14:11			Ms office not working issue resolved	Onsite
20518	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 16:30	2/29/2024 4:45:15 PM	0:0:14:24			Email not working issue resolved	Onsite
20519	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240128		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 16:30	2/29/2024 4:44:58 PM	0:0:14:37			Ms office not working issue resolved	Onsite
20520	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240126		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 16:27	2/29/2024 4:29:02 PM	0:0:1:45			sap issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20521	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240127		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 16:27	2/29/2024 4:28:47 PM	0:0:1:4			MS Office issue	Onsite
20522	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240125		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 16:26	2/29/2024 4:29:18 PM	0:0:2:23			Printer issue	Onsite
20523	29-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C290220240121		Hardware	System	Other Software	software	MEDIUM	Closed	29-02-2024 16:25	2/29/2024 5:05:06 PM	0:0:39:57			After reinstall issue resolved	Remote
20524	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 16:25	2/29/2024 4:29:51 PM	0:0:4:41			mail issue	Onsite
20525	29-02-2024	OTHERS	HUDCO Grid	PROTECTI	C290220240123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 16:25	2/29/2024 4:29:34 PM	0:0:3:50			mail issue	Onsite
20526	29-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C290220240124		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 16:25	2/29/2024 4:28:02 PM	0:0:2:5			going to Okhla ph-3 for network down	Onsite
20527	29-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C290220240119		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	29-02-2024 16:24	2/29/2024 5:47:32 PM	0:1:23:3			Resolved	Onsite
20528	29-02-2024	OTHERS	PLA Court	Enforcem	C290220240120		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 16:24	2/29/2024 4:30:13 PM	0:0:5:29			pc booting issue	Onsite
20529	29-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C290220240118		Hardware	PC	Hanging/Slow processing	OS/Syste	MEDIUM	Closed	29-02-2024 16:23	2/29/2024 5:05:53 PM	0:0:42:37			after clean temp file and change	Remote
20530	29-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290220240117		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	29-02-2024 16:22	2/29/2024 5:06:18 PM	0:0:43:24			after reconnect sharing printer issue	Remote
20531	29-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C290220240115		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	29-02-2024 16:21	2/29/2024 5:07:22 PM	0:0:46:6			after clean temp file and change	Remote
20532	29-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290220240116		Hardware	System	Other Software	software	MEDIUM	Closed	29-02-2024 16:21	2/29/2024 5:06:35 PM	0:0:44:46			after reinstall sap issue resolved	Remote
20533	29-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C290220240114		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-02-2024 16:20	2/29/2024 5:07:42 PM	0:0:46:53			new archive created call closed	Remote
20534	29-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290220240113		Hardware	System	Other Software	New	MEDIUM	Closed	29-02-2024 16:19	2/29/2024 5:08:01 PM	0:0:48:26			after reinstall oracle issue resolved	Remote
20535	29-02-2024	NIZAMUDDIN	Kilokri	OM-DIV	C290220240112		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	29-02-2024 16:17	2/29/2024 5:08:27 PM	0:0:50:59			after clean ram and reinsert issue	Onsite
20536	29-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C290220240111		Hardware	PC	Restart Problem	Others	LOW	Closed	29-02-2024 16:16	2/29/2024 4:43:25 PM	0:0:27:1			issue resolved	Onsite
20537	29-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C290220240110		Hardware	UPS	Backup	Others	HIGH	Closed	29-02-2024 16:16	2/29/2024 4:17:14 PM	0:0:1:7			wiring problem	Onsite
20538	29-02-2024	NEHRU PLACE CSO	Second Floor - D Block	HR	C290220240109		Hardware	System	MS Office	Others	LOW	Closed	29-02-2024 16:15	2/29/2024 4:42:45 PM	0:0:27:35			issue resolved	Onsite
20539	29-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C290220240107		Hardware	Laptop	System Password issue	Password	LOW	Closed	29-02-2024 16:14	2/29/2024 4:42:37 PM	0:0:28:34			issue resolved	Onsite
20540	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290220240108		Telecome	Instrumen	IP	Instrumen	LOW	Closed	29-02-2024 16:14	2/29/2024 5:36:15 PM	0:1:22:4			instrument changed	Onsite
20541	29-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C290220240106		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	29-02-2024 16:13	2/29/2024 4:42:31 PM	0:0:29:1			issue resolved	Onsite
20542	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C290220240105		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	29-02-2024 16:12	2/29/2024 4:42:23 PM	0:0:29:54			issue resolved	Onsite
20543	29-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C290220240104		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 16:11	2/29/2024 4:27:04 PM	0:0:15:23			Sharing printer reconnected	Remote
20544	29-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C290220240103		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 16:04	2/29/2024 4:26:20 PM	0:0:21:52			Host file changed	Remote
20545	29-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C290220240102		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 15:58	2/29/2024 4:00:56 PM	0:0:2:2			Issue Resolved	Onsite
20546	29-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C290220240101		Hardware	PC	System Password issue	Others	LOW	Closed	29-02-2024 15:57	2/29/2024 4:00:47 PM	0:0:3:23			Issue Resolved	Onsite
20547	29-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C290220240100		Hardware	Laptop	Network Not Working	Other	LOW	Closed	29-02-2024 15:56	2/29/2024 4:00:37 PM	0:0:3:59			Issue Resolved	Onsite
20548	29-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C290220240099		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 15:55	2/29/2024 4:00:29 PM	0:0:4:41			Issue Resolved	Onsite
20549	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290220240098		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	29-02-2024 15:54	2/29/2024 4:00:21 PM	0:0:6:8			Issue Resolved	Onsite
20550	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290220240096		Hardware	Laptop	Network Not Working	Other	LOW	Closed	29-02-2024 15:53	2/29/2024 4:00:13 PM	0:0:6:35			Issue Resolved	Onsite
20551	29-02-2024	SAKET	Malviya Nagar Grid	OM-EHV	C290220240097		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-02-2024 15:53	2/29/2024 4:16:25 PM	0:0:22:40			IP installed	Onsite
20552	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C290220240095		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 15:52	2/29/2024 4:00:01 PM	0:0:7:8			Issue Resolved	Onsite
20553	29-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C290220240094		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	29-02-2024 15:52	2/29/2024 3:59:55 PM	0:0:7:50			Issue Resolved	Onsite
20554	29-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C290220240093		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	29-02-2024 15:52	2/29/2024 4:27:36 PM	0:0:35:34			mail setting change, issue resolved	Onsite
20555	29-02-2024	SAKET	Adchini	DTC	C290220240092		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 15:51	2/29/2024 4:15:50 PM	0:0:24:11			Activate windows	Remote
20556	29-02-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C290220240090		Hardware	System	MS Office	Others	LOW	Closed	29-02-2024 15:51	2/29/2024 3:59:41 PM	0:0:8:41			Issue Resolved	Onsite
20557	29-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C290220240091		Telecome	Instrumen	SIP	Network	LOW	Closed	29-02-2024 15:51	2/29/2024 4:16:07 PM	0:0:24:31			Reconnect the LAN cable & login with	Onsite
20558	29-02-2024	SAKET	Adchini	BUSINESS/	C290220240089		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 15:50	2/29/2024 4:15:07 PM	0:0:24:32			card printer not work	Remote
20559	29-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C290220240088		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 15:49	2/29/2024 4:15:20 PM	0:0:25:21			Printer Patch cable replaced.	Onsite
20560	29-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C290220240085		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 15:49	2/29/2024 4:14:05 PM	0:0:24:46			Windows not boot	Onsite
20561	29-02-2024	VASANT KUNJ	C 8	O-M	C290220240087		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 15:49	2/29/2024 4:31:16 PM	0:0:41:24			Shifted and system working	Onsite
20562	29-02-2024	NEHRU PLACE	W Block GK 1	O-M	C290220240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 15:49	2/29/2024 4:14:33 PM	0:0:25:21			New Archive created.	Remote
20563	29-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C290220240086		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 15:49	2/29/2024 3:59:27 PM	0:0:10:4			Issue Resolved	Onsite
20564	29-02-2024	SAKET	Adchini	BUSINESS/	C290220240082		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 15:48	2/29/2024 4:13:37 PM	0:0:25:37			PDF file not open	Remote
20565	29-02-2024	NEHRU PLACE	W Block GK 1	O-M	C290220240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 15:48	2/29/2024 4:14:02 PM	0:0:25:29			Archive location setting changed.	Remote
20566	29-02-2024	VASANT KUNJ	Mahipalpur	O-M	C290220240081		Hardware	Attendane	Others	new	LOW	Closed	29-02-2024 15:47	2/29/2024 4:28:33 PM	0:0:40:50			ID card has been registered	Onsite
20567	29-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C290220240080		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	29-02-2024 15:47	2/29/2024 4:13:26 PM	0:0:26:3			Paper remove from printer.	Onsite
20568	29-02-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C290220240079		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-02-2024 15:46	2/29/2024 4:13:01 PM	0:0:26:20			After RAM cleaning reinsert the RAM.	Onsite
20569	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240078		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 15:46	2/29/2024 4:52:45 PM	0:1:6:37			Cas software installation.	Onsite
20570	29-02-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C290220240077		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 15:45	2/29/2024 4:12:22 PM	0:0:26:23			mail id unlocked.	Remote
20571	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240076		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-02-2024 15:44	2/29/2024 4:53:19 PM	0:1:8:21			Printer Software installation.	Onsite
20572	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240075		Hardware	System	Other Software	New	LOW	Closed	29-02-2024 15:44	2/29/2024 4:53:48 PM	0:1:9:38			Orclae software installtion.	Onsite
20573	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C290220240074		Hardware	PC	System Password issue	Password	HIGH	Closed	29-02-2024 15:43	2/29/2024 4:11:50 PM	0:0:27:58			reset password	Onsite
20574	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C290220240071		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	29-02-2024 15:43	2/29/2024 4:12:14 PM	0:0:29:11			A4 size setting	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20575	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240072		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	29-02-2024 15:43	2/29/2024 4:54:22 PM	0:1:11:17			Kaspersky antivirus installation.	Onsite
20576	29-02-2024	NEHRU PLACE	20 No Building	Energy	C290220240073		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 15:43	2/29/2024 4:27:08 PM	0:0:43:58			Adobe set by default	Onsite
20577	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	BUSINESS/	C290220240070		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	29-02-2024 15:42	2/29/2024 4:12:46 PM	0:0:30:33			Restart laptop	Onsite
20578	29-02-2024	NEHRU PLACE	20 No Building	HR	C290220240069		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-02-2024 15:42	2/29/2024 4:26:46 PM	0:0:44:43			RAM clean and reinsert	Onsite
20579	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C290220240068		Hardware	PC	Restart Problem	Others	HIGH	Closed	29-02-2024 15:40	2/29/2024 4:13:19 PM	0:0:32:37			Pc vga cable disconnect	Onsite
20580	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240067		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 15:40	2/29/2024 4:55:06 PM	0:1:14:26			New OS INSTALLATION.	Onsite
20581	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240065		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	29-02-2024 15:39	2/29/2024 4:55:36 PM	0:1:16:10			Trend antivirus installation.	Onsite
20582	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C290220240066		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	29-02-2024 15:39	2/29/2024 4:13:38 PM	0:0:33:47			mail unlocked	Onsite
20583	29-02-2024	SAKET	D-Block Saket	O-M	C290220240064		Hardware	PC	TFT	Color	LOW	Closed	29-02-2024 15:30	2/29/2024 4:05:08 PM	0:0:34:21			VGA cable faulty, call logged to	Onsite
20584	29-02-2024	SAKET	Jonapur CC	O-M	C290220240063		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 15:29	2/29/2024 4:04:03 PM	0:0:35:0			User profile issue, new profile	Onsite
20585	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C290220240062		Telecome	Instrumen	IP	Others	LOW	Closed	29-02-2024 15:24	2/29/2024 5:11:44 PM	0:1:47:39			Phone shifted as reqd	Onsite
20586	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C290220240061		Telecome	Instrumen	IP	Others	LOW	Closed	29-02-2024 15:23	2/29/2024 5:11:15 PM	0:1:47:43			Phone shifted as reqd	Onsite
20587	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	LEGAL	C290220240060		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-02-2024 15:22	2/29/2024 5:09:38 PM	0:1:47:7			Mouse replaced as reqd	Onsite
20588	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C290220240059		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-02-2024 15:21	2/29/2024 5:09:21 PM	0:1:47:36			Mouse replaced as reqd	Onsite
20589	29-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C290220240058		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 15:20	2/29/2024 5:08:32 PM	0:1:47:54			Printer reconfigured as reqd	Onsite
20590	29-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C290220240057		Hardware	UPS	Backup	No Power	LOW	Closed	29-02-2024 15:19	2/29/2024 4:16:28 PM	0:0:56:55			change the power switch issue	Onsite
20591	29-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C290220240056		Hardware	Printer	Image Issue	Dark	LOW	Closed	29-02-2024 15:18	2/29/2024 4:16:11 PM	0:0:57:22			change the cartridge issue resolved	Onsite
20592	29-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C290220240055		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-02-2024 15:17	2/29/2024 4:15:54 PM	0:0:57:56			change the id file issue resolved	Onsite
20593	29-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C290220240054		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	29-02-2024 15:13					please arrange LAN team to change	Onsite
20594	29-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C290220240053		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-02-2024 15:12	2/29/2024 4:14:21 PM	0:1:1:49			crimp the rj45 issue resolved	Onsite
20595	29-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C290220240052		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 15:11	2/29/2024 4:13:36 PM	0:1:1:37			change the DE software shutcut issue	Onsite
20596	29-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C290220240051		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 15:09	2/29/2024 4:13:05 PM	0:1:4:4			installed new os and configured all	Onsite
20597	29-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C290220240050		Hardware	Attendane	Not working at all	Machine	LOW	Closed	29-02-2024 15:08	2/29/2024 4:12:38 PM	0:1:4:10			configured new id card issue resolved	Onsite
20598	29-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C290220240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 15:00	2/29/2024 3:17:14 PM	0:0:16:49			Change the password now issue	Remote
20599	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C290220240049		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-02-2024 15:00	2/29/2024 4:31:57 PM	0:1:30:59			Archive the mail and resolved the	Onsite
20600	29-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290220240047		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 14:59	2/29/2024 3:16:51 PM	0:0:17:4			Update the browser now issue	Remote
20601	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C290220240046		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	29-02-2024 14:59	2/29/2024 4:30:16 PM	0:1:30:42			scanner software reinstalled and	Onsite
20602	29-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C290220240045		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 14:59	2/29/2024 3:16:35 PM	0:0:17:18			Re- Installed the P92 now issue	Remote
20603	29-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290220240044		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	29-02-2024 14:58	2/29/2024 3:16:12 PM	0:0:17:23			Long press the power button and	Onsite
20604	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C290220240043		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-02-2024 14:55	2/29/2024 3:56:26 PM	0:1:1:14			Dienotes software run and restart pc	Remote
20605	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C290220240042		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	29-02-2024 14:42	2/29/2024 3:52:46 PM	0:1:10:18			scanner lance clean and image	Onsite
20606	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C290220240041		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	29-02-2024 14:41	2/29/2024 3:28:30 PM	0:0:47:9			power extension board one socket	Onsite
20607	29-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290220240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 14:39	2/29/2024 3:19:06 PM	0:0:39:15			All mails Archive & Compact Now	Onsite
20608	29-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C290220240039		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-02-2024 14:16	2/29/2024 3:53:27 PM	0:1:37:23			Change patch cable now working fine	Onsite
20609	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240038		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	29-02-2024 14:15	2/29/2024 2:17:01 PM	0:0:1:46			repair the software	Onsite
20610	29-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C290220240037		Network	Link	Link Connectivity Issue	Link	LOW	Closed	29-02-2024 14:15	2/29/2024 4:20:58 PM	0:2:5:55			Done network troubleshooting steps	Onsite
20611	29-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290220240036		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-02-2024 14:14	2/29/2024 3:54:20 PM	0:1:40:12			Replace mouse now working fine	Onsite
20612	29-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C290220240035		Hardware	System	Other Software	proxy	LOW	Closed	29-02-2024 14:13	2/29/2024 3:51:58 PM	0:1:38:33			Screen setting done now working fine	Remote
20613	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240034		Network	Internet	Internet Issue	Internet	LOW	Closed	29-02-2024 13:50	2/29/2024 3:26:45 PM	0:1:36:45			Proxy settings changed	Onsite
20614	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240033		Hardware	Laptop	Not working at all	Others	LOW	Closed	29-02-2024 13:47	2/29/2024 3:25:19 PM	0:1:37:33			IP Address configured	Onsite
20615	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240032		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	29-02-2024 13:46	2/29/2024 3:24:52 PM	0:1:38:24			Mail configured on mobile	Onsite
20616	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240031		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 13:45	2/29/2024 3:24:21 PM	0:1:38:47			Performance improved	Onsite
20617	29-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C290220240030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 13:31	2/29/2024 1:36:21 PM	0:0:5:18			printer driver updated now issue	Remote
20618	29-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C290220240029		Hardware	Laptop	Screen Issue	Others	LOW	Closed	29-02-2024 12:41	2/29/2024 12:43:45 PM	0:0:1:47			set the display seting	Onsite
20619	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240028		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	29-02-2024 12:39	2/29/2024 12:46:21 PM	0:0:6:48			update the antivirus	Remote
20620	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240027		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 12:38	2/29/2024 12:46:47 PM	0:0:8:33			issue resolved	Remote
20621	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240026		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-02-2024 12:37	2/29/2024 12:47:09 PM	0:0:9:38			change the patch cable	Onsite
20622	29-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C290220240025		Hardware	System	MS Office	Malfuncti	LOW	Closed	29-02-2024 12:34	2/29/2024 2:27:13 PM	0:1:52:43			analyzer setting change, issue	Onsite
20623	29-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290220240024		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 12:31	2/29/2024 1:07:38 PM	0:0:36:16			Removed jam Paper Now Working	Onsite
20624	29-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290220240023		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-02-2024 12:30	2/29/2024 1:06:55 PM	0:0:36:8			Signature Added Now Working Issue	Onsite
20625	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240022		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 12:21	2/29/2024 1:28:35 PM	0:1:7:15			RUN Cleanup & do defragment.	Onsite
20626	29-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C290220240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 12:16	2/29/2024 1:29:09 PM	0:1:13:9			Mail installation & configuration.	Remote
20627	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240020		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 12:14	2/29/2024 1:29:28 PM	0:1:14:44			Sap password reset	Remote
20628	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240019		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 12:13	2/29/2024 1:29:45 PM	0:1:16:1			PC Restart.	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20629	29-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290220240018		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 12:04	2/29/2024 12:17:10 PM	0:0:12:55			sap p92 reinstalled issue resolved	Remote
20630	29-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C290220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 12:03	2/29/2024 12:16:33 PM	0:0:12:55			mail reconfigured issue resolved	Remote
20631	29-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290220240016		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 12:02	2/29/2024 12:06:05 PM	0:0:3:18			Printer driver install.	Onsite
20632	29-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290220240015		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 11:59	2/29/2024 12:06:14 PM	0:0:6:35			Printer driver install.	Onsite
20633	29-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C290220240014		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 11:39	2/29/2024 12:09:48 PM	0:0:30:28			ADS Join done	Onsite
20634	29-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C290220240013		Hardware	Attendane	Others	new	LOW	Closed	29-02-2024 11:08	2/29/2024 12:21:56 PM	0:1:13:19			Activate the card now issue resolved	
20635	29-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C290220240012		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	29-02-2024 11:07	2/29/2024 12:20:44 PM	0:1:13:35			Boot with hdd now issue resolved	
20636	29-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C290220240011		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	29-02-2024 11:03	2/29/2024 11:03:38 AM	0:0:0:28			Driver install and set IP again now	Onsite
20637	29-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C290220240010		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 11:02	2/29/2024 11:03:28 AM	0:0:1:6			Driver install and set IP again now	Onsite
20638	29-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C290220240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 11:01	2/29/2024 11:01:24 AM	0:0:0:18			Archive settings done now OK	Onsite
20639	29-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C290220240008		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	29-02-2024 10:53	2/29/2024 11:57:05 AM	0:1:3:28			keyboard faulty now stand by	Onsite
20640	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290220240007		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 10:49	2/29/2024 11:56:24 AM	0:1:6:42			done issue resolved	Onsite
20641	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C290220240006		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 10:20	2/29/2024 10:48:04 AM	0:0:28:0			after restart the pc issue resolved	Onsite
20642	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C290220240005		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 10:19	2/29/2024 10:48:56 AM	0:0:29:24			bios and cmos battery replaced now	Onsite
20643	29-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290220240004		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 09:52	2/29/2024 9:56:50 AM	0:0:4:5			temp file cleaned now issue resolved	Onsite
20644	29-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290220240003		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 09:52	2/29/2024 9:56:35 AM	0:0:4:4			temp file cleaned now issue resolved	Onsite
20645	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290220240001		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	29-02-2024 09:45					2 lan not working at dsk paschim vihar	Onsite
20646	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290220240002		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	29-02-2024 09:45					2 lan cable extended required	Onsite
20647	29-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C290220240168		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 18:14	2/29/2024 6:37:35 PM	0:0:22:46			Printer issue resolved as required	
20648	29-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C290220240167		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 18:14	2/29/2024 6:37:02 PM	0:0:23:1			Nas drive issue resolved	
20649	29-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C290220240166		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 17:57	2/29/2024 5:58:22 PM	0:0:0:57			proxy change and issue resolved	Onsite
20650	29-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C290220240165		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:57	2/29/2024 5:57:59 PM	0:0:0:54			issue resolved after reset the	Onsite
20651	29-02-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C290220240164		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:56	2/29/2024 5:58:05 PM	0:0:1:7			issue resolved after reset the	Onsite
20652	29-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C290220240163		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:54	2/29/2024 5:57:50 PM	0:0:2:57			issue resolved after reset the	Onsite
20653	29-02-2024	NEHRU PLACE CSO	First Floor - D Block	IT	C290220240162		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	29-02-2024 17:37	2/29/2024 5:38:31 PM	0:0:0:52			issue resolved	Onsite
20654	29-02-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C290220240161		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-02-2024 17:35	2/29/2024 7:02:30 PM	0:1:26:34			RJ45 crimped	Onsite
20655	29-02-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	IT	C290220240160		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:33	2/29/2024 5:38:07 PM	0:0:4:20			issue resolved	Onsite
20656	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C290220240159		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 17:32	2/29/2024 7:01:24 PM	0:1:28:54			PC has been shifted	Onsite
20657	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C290220240158		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:31	2/29/2024 7:00:12 PM	0:1:28:13			Paper jam has been removed	Onsite
20658	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C290220240157		Telecome	Instrumen	IP	Others	LOW	Closed	29-02-2024 17:29	2/29/2024 6:59:27 PM	0:1:30:11			Reconfigured the phone	Onsite
20659	29-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C290220240155		Telecome	Instrumen	IP	Network	LOW	Closed	29-02-2024 17:27	2/29/2024 6:53:18 PM	0:1:25:59			RJ45 crimped and reconnected on	Onsite
20660	29-02-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C290220240156		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:27	2/29/2024 6:58:34 PM	0:1:30:41			Jam paper has been removed	Onsite
20661	29-02-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C290220240154		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 17:26	2/29/2024 6:56:57 PM	0:1:30:15			Laptop has been diagnosed and	Onsite
20662	29-02-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C290220240153		Hardware	OTHERS	VPN ISSUE	software	MEDIUM	Closed	29-02-2024 17:19	2/29/2024 5:47:46 PM	0:0:28:15			VPN software reconfigure and	Onsite
20663	29-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C290220240152		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	29-02-2024 17:13	2/29/2024 5:47:00 PM	0:0:33:31			keyboard change problem resolved.	Onsite
20664	29-02-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C290220240151		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 17:09	2/29/2024 5:11:50 PM	0:0:2:13			issue resolved	Onsite
20665	29-02-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C290220240150		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	29-02-2024 17:09	2/29/2024 5:54:36 PM	0:0:45:12			issue resolved after remove the paper	Onsite
20666	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290220240149		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:08	2/29/2024 5:11:31 PM	0:0:2:37			issue resolved	Onsite
20667	29-02-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C290220240148		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:07	2/29/2024 5:10:59 PM	0:0:3:0			issue resolved	Onsite
20668	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290220240147		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:06	2/29/2024 5:10:40 PM	0:0:3:49			issue resolved	Onsite
20669	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C290220240146		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	29-02-2024 17:05	2/29/2024 5:10:25 PM	0:0:5:6			issue resolved	Onsite
20670	29-02-2024	OTHERS	VSNL	O-M	C290220240145		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 17:05	2/29/2024 6:16:22 PM	0:1:11:12			Restart notes issue resolve	Onsite
20671	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240144		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 17:04	2/29/2024 6:15:53 PM	0:1:11:29			Installed MS Office issue resolve	Onsite
20672	29-02-2024	OTHERS	VSNL	O-M	C290220240143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 17:03	2/29/2024 6:15:27 PM	0:1:11:58			Remove paper issue resolve	Onsite
20673	29-02-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C290220240142		Hardware	PC	Not working at all	No power	MEDIUM	Closed	29-02-2024 17:02	2/29/2024 5:46:26 PM	0:0:43:48			PC POWER CABLE AND power	Onsite
20674	29-02-2024	OTHERS	VSNL	RCM	C290220240141		Hardware	PC	System Password issue	Password	LOW	Closed	29-02-2024 17:01	2/29/2024 6:15:04 PM	0:1:13:13			Account unlocked	Onsite
20675	29-02-2024	OTHERS	VSNL	RCM	C290220240140		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-02-2024 17:01	2/29/2024 6:14:37 PM	0:1:13:21			Complaint Logged	Onsite
20676	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240139		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 17:00	2/29/2024 6:14:12 PM	0:1:13:48			Password reset issue resolve	Onsite
20677	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240137		Hardware	PC	System Password issue	Password	LOW	Closed	29-02-2024 16:59	2/29/2024 6:06:35 PM	0:1:7:28			Account unlock issue resolve	Onsite
20678	29-02-2024	OTHERS	VSNL	KCC/MLCC	C290220240138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-02-2024 16:59	2/29/2024 6:13:51 PM	0:1:14:6			New Archive Create issue resolve	Onsite
20679	29-02-2024	OTHERS	VSNL	MMG	C290220240136		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	29-02-2024 16:58	2/29/2024 6:06:06 PM	0:1:7:45			Scanner USB remove and re-insert	Onsite
20680	29-02-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C290220240135		Hardware	Laptop	Restart Problem	Hardware	LOW	Closed	29-02-2024 16:49	2/29/2024 5:48:05 PM	0:0:58:35			Resolved	Onsite
20681	29-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C290220240134		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 16:44	2/29/2024 4:46:41 PM	0:0:2:5			pdf not working issue resolved	Onsite
20682	29-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C290220240132		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 16:43	2/29/2024 4:46:07 PM	0:0:2:54			IP msg not working issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20683	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240133		Hardware	PC	Restart Problem	Patch	LOW	Closed	29-02-2024 16:43	2/29/2024 4:46:26 PM	0:0:2:34			PC not working issue resolved	Onsite
20684	29-02-2024	OKHLA	Okhla Phase 2(Store)	IT	C290220240131		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	29-02-2024 16:42	2/29/2024 4:45:51 PM	0:0:3:6			Printer not working issue resolved	Onsite
20685	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240130		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 16:31	2/29/2024 4:45:32 PM	0:0:14:11			Ms office not working issue resolved	Onsite
20686	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240129		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 16:30	2/29/2024 4:45:15 PM	0:0:14:24			Email not working issue resolved	Onsite
20687	29-02-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C290220240128		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 16:30	2/29/2024 4:44:58 PM	0:0:14:37			Ms office not working issue resolved	Onsite
20688	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240126		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 16:27	2/29/2024 4:29:02 PM	0:0:1:45			sap issue	Onsite
20689	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240127		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 16:27	2/29/2024 4:28:47 PM	0:0:1:4			MS Office issue	Onsite
20690	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240125		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 16:26	2/29/2024 4:29:18 PM	0:0:2:23			Printer issue	Onsite
20691	29-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C290220240121		Hardware	System	Other Software	software	MEDIUM	Closed	29-02-2024 16:25	2/29/2024 5:05:06 PM	0:0:39:57			After reinstall issue resolved	Remote
20692	29-02-2024	OTHERS	Andrews Ganj	Enforcem	C290220240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 16:25	2/29/2024 4:29:51 PM	0:0:4:41			mail issue	Onsite
20693	29-02-2024	OTHERS	HUDCO Grid	PROTECTI	C290220240123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 16:25	2/29/2024 4:29:34 PM	0:0:3:50			mail issue	Onsite
20694	29-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C290220240124		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 16:25	2/29/2024 4:28:02 PM	0:0:2:5			going to Okhla ph-3 for network down	Onsite
20695	29-02-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C290220240119		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	29-02-2024 16:24	2/29/2024 5:47:32 PM	0:1:23:3			Resolved	Onsite
20696	29-02-2024	OTHERS	PLA Court	Enforcem	C290220240120		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 16:24	2/29/2024 4:30:13 PM	0:0:5:29			pc booting issue	Onsite
20697	29-02-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C290220240118		Hardware	PC	Hanging/Slow processing	OS/Syste	MEDIUM	Closed	29-02-2024 16:23	2/29/2024 5:05:53 PM	0:0:42:37			after clean temp file and change	Remote
20698	29-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290220240117		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	29-02-2024 16:22	2/29/2024 5:06:18 PM	0:0:43:24			after reconnect sharing printer issue	Remote
20699	29-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C290220240115		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	29-02-2024 16:21	2/29/2024 5:07:22 PM	0:0:46:6			after clean temp file and change	Remote
20700	29-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290220240116		Hardware	System	Other Software	software	MEDIUM	Closed	29-02-2024 16:21	2/29/2024 5:06:35 PM	0:0:44:46			after reinstall sap issue resolved	Remote
20701	29-02-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C290220240114		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-02-2024 16:20	2/29/2024 5:07:42 PM	0:0:46:53			new archive created call closed	Remote
20702	29-02-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C290220240113		Hardware	System	Other Software	New	MEDIUM	Closed	29-02-2024 16:19	2/29/2024 5:08:01 PM	0:0:48:26			after reinstall oracle issue resolved	Remote
20703	29-02-2024	NIZAMUDDIN	Kilokri	OM-DIV	C290220240112		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	29-02-2024 16:17	2/29/2024 5:08:27 PM	0:0:50:59			after clean ram and reinsert issue	Onsite
20704	29-02-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C290220240111		Hardware	PC	Restart Problem	Others	LOW	Closed	29-02-2024 16:16	2/29/2024 4:43:25 PM	0:0:27:1			issue resolved	Onsite
20705	29-02-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C290220240110		Hardware	UPS	Backup	Others	HIGH	Closed	29-02-2024 16:16	2/29/2024 4:17:14 PM	0:0:1:7			wiring problem	Onsite
20706	29-02-2024	NEHRU PLACE CSO	Second Floor - D Block	HR	C290220240109		Hardware	System	MS Office	Others	LOW	Closed	29-02-2024 16:15	2/29/2024 4:42:45 PM	0:0:27:35			issue resolved	Onsite
20707	29-02-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C290220240107		Hardware	Laptop	System Password issue	Password	LOW	Closed	29-02-2024 16:14	2/29/2024 4:42:37 PM	0:0:28:34			issue resolved	Onsite
20708	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290220240108		Telecome	Instrumen	IP	Instrumen	LOW	Closed	29-02-2024 16:14	2/29/2024 5:36:15 PM	0:1:22:4			instrument changed	Onsite
20709	29-02-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C290220240106		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	29-02-2024 16:13	2/29/2024 4:42:31 PM	0:0:29:1			issue resolved	Onsite
20710	29-02-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C290220240105		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	29-02-2024 16:12	2/29/2024 4:42:23 PM	0:0:29:54			issue resolved	Onsite
20711	29-02-2024	VASANT KUNJ	B 1 Near Police Station	Data	C290220240104		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 16:11	2/29/2024 4:27:04 PM	0:0:15:23			Sharing printer reconnected	Remote
20712	29-02-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C290220240103		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 16:04	2/29/2024 4:26:20 PM	0:0:21:52			Host file changed	Remote
20713	29-02-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C290220240102		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 15:58	2/29/2024 4:00:56 PM	0:0:2:2			Issue Resolved	Onsite
20714	29-02-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C290220240101		Hardware	PC	System Password issue	Others	LOW	Closed	29-02-2024 15:57	2/29/2024 4:00:47 PM	0:0:3:23			Issue Resolved	Onsite
20715	29-02-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C290220240100		Hardware	Laptop	Network Not Working	Other	LOW	Closed	29-02-2024 15:56	2/29/2024 4:00:37 PM	0:0:3:59			Issue Resolved	Onsite
20716	29-02-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C290220240099		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 15:55	2/29/2024 4:00:29 PM	0:0:4:41			Issue Resolved	Onsite
20717	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290220240098		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	29-02-2024 15:54	2/29/2024 4:00:21 PM	0:0:6:8			Issue Resolved	Onsite
20718	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C290220240096		Hardware	Laptop	Network Not Working	Other	LOW	Closed	29-02-2024 15:53	2/29/2024 4:00:13 PM	0:0:6:35			Issue Resolved	Onsite
20719	29-02-2024	SAKET	Malviya Nagar Grid	OM-EHV	C290220240097		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-02-2024 15:53	2/29/2024 4:16:25 PM	0:0:22:40			IP installed	Onsite
20720	29-02-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C290220240095		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 15:52	2/29/2024 4:00:01 PM	0:0:7:8			Issue Resolved	Onsite
20721	29-02-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C290220240094		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	29-02-2024 15:52	2/29/2024 3:59:55 PM	0:0:7:50			Issue Resolved	Onsite
20722	29-02-2024	NEHRU PLACE	20 No Building	OM-EHV	C290220240093		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	29-02-2024 15:52	2/29/2024 4:27:36 PM	0:0:35:34			mail setting change, issue resolved	Onsite
20723	29-02-2024	SAKET	Adchini	DTC	C290220240092		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 15:51	2/29/2024 4:15:50 PM	0:0:24:11			Activate windows	Remote
20724	29-02-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C290220240090		Hardware	System	MS Office	Others	LOW	Closed	29-02-2024 15:51	2/29/2024 3:59:41 PM	0:0:8:41			Issue Resolved	Onsite
20725	29-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C290220240091		Telecome	Instrumen	SIP	Network	LOW	Closed	29-02-2024 15:51	2/29/2024 4:16:07 PM	0:0:24:31			Reconnect the LAN cable & login with	Onsite
20726	29-02-2024	SAKET	Adchini	BUSINESS/	C290220240089		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 15:50	2/29/2024 4:15:07 PM	0:0:24:32			card printer not work	Remote
20727	29-02-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C290220240088		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 15:49	2/29/2024 4:15:20 PM	0:0:25:21			Printer Patch cable replaced.	Onsite
20728	29-02-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C290220240085		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 15:49	2/29/2024 4:14:05 PM	0:0:24:46			Windows not boot	Onsite
20729	29-02-2024	VASANT KUNJ	C 8	O-M	C290220240087		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 15:49	2/29/2024 4:31:16 PM	0:0:41:24			Shifted and system working	Onsite
20730	29-02-2024	NEHRU PLACE	W Block GK 1	O-M	C290220240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 15:49	2/29/2024 4:14:33 PM	0:0:25:21			New Archive created.	Remote
20731	29-02-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C290220240086		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 15:49	2/29/2024 3:59:27 PM	0:0:10:4			Issue Resolved	Onsite
20732	29-02-2024	SAKET	Adchini	BUSINESS/	C290220240082		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 15:48	2/29/2024 4:13:37 PM	0:0:25:37			PDF file not open	Remote
20733	29-02-2024	NEHRU PLACE	W Block GK 1	O-M	C290220240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 15:48	2/29/2024 4:14:02 PM	0:0:25:29			Archive location setting changed.	Remote
20734	29-02-2024	VASANT KUNJ	Mahipalpur	O-M	C290220240081		Hardware	Attendane	Others	new	LOW	Closed	29-02-2024 15:47	2/29/2024 4:28:33 PM	0:0:40:50			ID card has been registered	Onsite
20735	29-02-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C290220240080		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	29-02-2024 15:47	2/29/2024 4:13:26 PM	0:0:26:3			Paper remove from printer.	Onsite
20736	29-02-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C290220240079		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-02-2024 15:46	2/29/2024 4:13:01 PM	0:0:26:20			After RAM cleaning reinsert the RAM.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20737	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240078		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 15:46	2/29/2024 4:52:45 PM	0:1:6:37			Cas software installation.	Onsite
20738	29-02-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C290220240077		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-02-2024 15:45	2/29/2024 4:12:22 PM	0:0:26:23			mail id unlocked.	Remote
20739	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240076		Hardware	Printer	Paper Pickup	Others	LOW	Closed	29-02-2024 15:44	2/29/2024 4:53:19 PM	0:1:8:21			Printer Software installation.	Onsite
20740	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240075		Hardware	System	Other Software	New	LOW	Closed	29-02-2024 15:44	2/29/2024 4:53:48 PM	0:1:9:38			Orclae software installtion.	Onsite
20741	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C290220240074		Hardware	PC	System Password issue	Password	HIGH	Closed	29-02-2024 15:43	2/29/2024 4:11:50 PM	0:0:27:58			reset password	Onsite
20742	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C290220240071		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	29-02-2024 15:43	2/29/2024 4:12:14 PM	0:0:29:11			A4 size setting	Onsite
20743	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240072		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	29-02-2024 15:43	2/29/2024 4:54:22 PM	0:1:11:17			Kaspersky antivirus installation.	Onsite
20744	29-02-2024	NEHRU PLACE	20 No Building	Energy	C290220240073		Hardware	System	Other Software	Adobe	LOW	Closed	29-02-2024 15:43	2/29/2024 4:27:08 PM	0:0:43:58			Adobe set by default	Onsite
20745	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	BUSINESS/	C290220240070		Hardware	E-Mail	Email _Lotus	Mail Gets	HIGH	Closed	29-02-2024 15:42	2/29/2024 4:12:46 PM	0:0:30:33			Restart laptop	Onsite
20746	29-02-2024	NEHRU PLACE	20 No Building	HR	C290220240069		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	29-02-2024 15:42	2/29/2024 4:26:46 PM	0:0:44:43			RAM clean and reinsert	Onsite
20747	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C290220240068		Hardware	PC	Restart Problem	Others	HIGH	Closed	29-02-2024 15:40	2/29/2024 4:13:19 PM	0:0:32:37			Pc vga cable disconnect	Onsite
20748	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240067		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 15:40	2/29/2024 4:55:06 PM	0:1:14:26			New OS INSTALLATION.	Onsite
20749	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240065		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	29-02-2024 15:39	2/29/2024 4:55:36 PM	0:1:16:10			Trend antivirus installation.	Onsite
20750	29-02-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C290220240066		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	29-02-2024 15:39	2/29/2024 4:13:38 PM	0:0:33:47			mail unlocked	Onsite
20751	29-02-2024	SAKET	D-Block Saket	O-M	C290220240064		Hardware	PC	TFT	Color	LOW	Closed	29-02-2024 15:30	2/29/2024 4:05:08 PM	0:0:34:21			VGA cable faulty, call logged to	Onsite
20752	29-02-2024	SAKET	Jonapur CC	O-M	C290220240063		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 15:29	2/29/2024 4:04:03 PM	0:0:35:0			User profile issue, new profile	Onsite
20753	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C290220240062		Telecome	Instrumen	IP	Others	LOW	Closed	29-02-2024 15:24	2/29/2024 5:11:44 PM	0:1:47:39			Phone shifted as reqd	Onsite
20754	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C290220240061		Telecome	Instrumen	IP	Others	LOW	Closed	29-02-2024 15:23	2/29/2024 5:11:15 PM	0:1:47:43			Phone shifted as reqd	Onsite
20755	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	LEGAL	C290220240060		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-02-2024 15:22	2/29/2024 5:09:38 PM	0:1:47:7			Mouse replaced as reqd	Onsite
20756	29-02-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C290220240059		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-02-2024 15:21	2/29/2024 5:09:21 PM	0:1:47:36			Mouse replaced as reqd	Onsite
20757	29-02-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C290220240058		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-02-2024 15:20	2/29/2024 5:08:32 PM	0:1:47:54			Printer reconfigured as reqd	Onsite
20758	29-02-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C290220240057		Hardware	UPS	Backup	No Power	LOW	Closed	29-02-2024 15:19	2/29/2024 4:16:28 PM	0:0:56:55			change the power switch issue	Onsite
20759	29-02-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C290220240056		Hardware	Printer	Image Issue	Dark	LOW	Closed	29-02-2024 15:18	2/29/2024 4:16:11 PM	0:0:57:22			change the cartridge issue resolved	Onsite
20760	29-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C290220240055		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-02-2024 15:17	2/29/2024 4:15:54 PM	0:0:57:56			change the id file issue resolved	Onsite
20761	29-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C290220240054		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	29-02-2024 15:13					please arrange LAN team to change	Onsite
20762	29-02-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C290220240053		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	29-02-2024 15:12	2/29/2024 4:14:21 PM	0:1:1:49			crimp the rj45 issue resolved	Onsite
20763	29-02-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C290220240052		Hardware	System	MS Office	File	LOW	Closed	29-02-2024 15:11	2/29/2024 4:13:36 PM	0:1:1:37			change the DE software shutcut issue	Onsite
20764	29-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C290220240051		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	29-02-2024 15:09	2/29/2024 4:13:05 PM	0:1:4:4			installed new os and configured all	Onsite
20765	29-02-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C290220240050		Hardware	Attendane	Not working at all	Machine	LOW	Closed	29-02-2024 15:08	2/29/2024 4:12:38 PM	0:1:4:10			configured new id card issue resolved	Onsite
20766	29-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C290220240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 15:00	2/29/2024 3:17:14 PM	0:0:16:49			Change the password now issue	Remote
20767	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C290220240049		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-02-2024 15:00	2/29/2024 4:31:57 PM	0:1:30:59			Archive the mail and resolved the	Onsite
20768	29-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290220240047		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 14:59	2/29/2024 3:16:51 PM	0:0:17:4			Update the browser now issue	Remote
20769	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C290220240046		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	29-02-2024 14:59	2/29/2024 4:30:16 PM	0:1:30:42			scanner software reinstalled and	Onsite
20770	29-02-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C290220240045		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 14:59	2/29/2024 3:16:35 PM	0:0:17:18			Re- Installed the P92 now issue	Remote
20771	29-02-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290220240044		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	29-02-2024 14:58	2/29/2024 3:16:12 PM	0:0:17:23			Long press the power button and	Onsite
20772	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C290220240043		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	29-02-2024 14:55	2/29/2024 3:56:26 PM	0:1:1:14			Dienotes software run and restart pc	Remote
20773	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C290220240042		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	29-02-2024 14:42	2/29/2024 3:52:46 PM	0:1:10:18			scanner lance clean and image	Onsite
20774	29-02-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C290220240041		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	29-02-2024 14:41	2/29/2024 3:28:30 PM	0:0:47:9			power extension board one socket	Onsite
20775	29-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290220240040		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 14:39	2/29/2024 3:19:06 PM	0:0:39:15			All mails Archive & Compact Now	Onsite
20776	29-02-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C290220240039		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-02-2024 14:16	2/29/2024 3:53:27 PM	0:1:37:23			Change patch cable now working fine	Onsite
20777	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240038		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	29-02-2024 14:15	2/29/2024 2:17:01 PM	0:0:1:46			repair the software	Onsite
20778	29-02-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C290220240037		Network	Link	Link Connectivity Issue	Link	LOW	Closed	29-02-2024 14:15	2/29/2024 4:20:58 PM	0:2:5:55			Done network troubleshooting steps	Onsite
20779	29-02-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290220240036		Hardware	MOUSE	Not working	Hardware	LOW	Closed	29-02-2024 14:14	2/29/2024 3:54:20 PM	0:1:40:12			Replace mouse now working fine	Onsite
20780	29-02-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C290220240035		Hardware	System	Other Software	proxy	LOW	Closed	29-02-2024 14:13	2/29/2024 3:51:58 PM	0:1:38:33			Screen setting done now working fine	Remote
20781	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240034		Network	Internet	Internet Issue	Internet	LOW	Closed	29-02-2024 13:50	2/29/2024 3:26:45 PM	0:1:36:45			Proxy settings changed	Onsite
20782	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240033		Hardware	Laptop	Not working at all	Others	LOW	Closed	29-02-2024 13:47	2/29/2024 3:25:19 PM	0:1:37:33			IP Address configured	Onsite
20783	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240032		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	29-02-2024 13:46	2/29/2024 3:24:52 PM	0:1:38:24			Mail configured on mobile	Onsite
20784	29-02-2024	SAKET	Chhatarpur CC	O-M	C290220240031		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 13:45	2/29/2024 3:24:21 PM	0:1:38:47			Performance improved	Onsite
20785	29-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C290220240030		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 13:31	2/29/2024 1:36:21 PM	0:0:5:18			printer driver updated now issue	Remote
20786	29-02-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C290220240029		Hardware	Laptop	Screen Issue	Others	LOW	Closed	29-02-2024 12:41	2/29/2024 12:43:45 PM	0:0:1:47			set the display seting	Onsite
20787	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240028		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	29-02-2024 12:39	2/29/2024 12:46:21 PM	0:0:6:48			update the antivirus	Remote
20788	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240027		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 12:38	2/29/2024 12:46:47 PM	0:0:8:33			issue resolved	Remote
20789	29-02-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C290220240026		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	29-02-2024 12:37	2/29/2024 12:47:09 PM	0:0:9:38			change the patch cable	Onsite
20790	29-02-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C290220240025		Hardware	System	MS Office	Malfuncti	LOW	Closed	29-02-2024 12:34	2/29/2024 2:27:13 PM	0:1:52:43			analyzer setting change, issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20791	29-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290220240024		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-02-2024 12:31	2/29/2024 1:07:38 PM	0:0:36:16			Removed jam Paper Now Working	Onsite
20792	29-02-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C290220240023		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-02-2024 12:30	2/29/2024 1:06:55 PM	0:0:36:8			Signature Added Now Working Issue	Onsite
20793	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240022		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 12:21	2/29/2024 1:28:35 PM	0:1:7:15			RUN Cleanup & do defragment.	Onsite
20794	29-02-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C290220240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 12:16	2/29/2024 1:29:09 PM	0:1:13:9			Mail installation & configuration.	Remote
20795	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240020		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 12:14	2/29/2024 1:29:28 PM	0:1:14:44			Sap password reset	Remote
20796	29-02-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290220240019		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 12:13	2/29/2024 1:29:45 PM	0:1:16:1			PC Restart.	Remote
20797	29-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290220240018		Hardware	System	Other Software	software	LOW	Closed	29-02-2024 12:04	2/29/2024 12:17:10 PM	0:0:12:55			sap p92 reinstalled issue resolved	Remote
20798	29-02-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C290220240017		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 12:03	2/29/2024 12:16:33 PM	0:0:12:55			mail reconfigured issue resolved	Remote
20799	29-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290220240016		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 12:02	2/29/2024 12:06:05 PM	0:0:3:18			Printer driver install.	Onsite
20800	29-02-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C290220240015		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 11:59	2/29/2024 12:06:14 PM	0:0:6:35			Printer driver install.	Onsite
20801	29-02-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C290220240014		Hardware	Laptop	Other Issue	Others	LOW	Closed	29-02-2024 11:39	2/29/2024 12:09:48 PM	0:0:30:28			ADS Join done	Onsite
20802	29-02-2024	ALAKNANDA	G Block Kalkaji	O-M	C290220240013		Hardware	Attendane	Others	new	LOW	Closed	29-02-2024 11:08	2/29/2024 12:21:56 PM	0:1:13:19			Activate the card now issue resolved	
20803	29-02-2024	ALAKNANDA	Okhla Ph 1	O-M	C290220240012		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	29-02-2024 11:07	2/29/2024 12:20:44 PM	0:1:13:35			Boot with hdd now issue resolved	
20804	29-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C290220240011		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	29-02-2024 11:03	2/29/2024 11:03:38 AM	0:0:0:28			Driver install and set IP again now	Onsite
20805	29-02-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C290220240010		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-02-2024 11:02	2/29/2024 11:03:28 AM	0:0:1:6			Driver install and set IP again now	Onsite
20806	29-02-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C290220240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 11:01	2/29/2024 11:01:24 AM	0:0:0:18			Archive settings done now OK	Onsite
20807	29-02-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C290220240008		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	29-02-2024 10:53	2/29/2024 11:57:05 AM	0:1:3:28			keyboard faulty now stand by	Onsite
20808	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290220240007		Hardware	System	Other Software	Browser	LOW	Closed	29-02-2024 10:49	2/29/2024 11:56:24 AM	0:1:6:42			done issue resolved	Onsite
20809	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C290220240006		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-02-2024 10:20	2/29/2024 10:48:04 AM	0:0:28:0			after restart the pc issue resolved	Onsite
20810	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C290220240005		Hardware	PC	Not working at all	Others	LOW	Closed	29-02-2024 10:19	2/29/2024 10:48:56 AM	0:0:29:24			bios and cmos battery replaced now	Onsite
20811	29-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290220240004		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 09:52	2/29/2024 9:56:50 AM	0:0:4:5			temp file cleaned now issue resolved	Onsite
20812	29-02-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C290220240003		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	29-02-2024 09:52	2/29/2024 9:56:35 AM	0:0:4:4			temp file cleaned now issue resolved	Onsite
20813	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290220240001		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	29-02-2024 09:45					2 lan not working at dsk paschim vihar	Onsite
20814	29-02-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C290220240002		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	29-02-2024 09:45					2 lan cable extended required	Onsite
20815	01-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C010320240172		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 18:26	03-01-2024 18:28	0:0:2:3			Resolved	Onsite
20816	01-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C010320240171		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	01-03-2024 18:25	03-01-2024 18:28	0:0:3:14			Resolved	Onsite
20817	01-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C010320240169		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 18:24	03-01-2024 18:28	0:0:3:48			Resolved	Onsite
20818	01-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C010320240170		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	01-03-2024 18:24	03-01-2024 18:28	0:0:3:42			Resolved	Onsite
20819	01-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C010320240168		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-03-2024 18:23	03-01-2024 18:28	0:0:4:27			Resolved	Onsite
20820	01-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C010320240167		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-03-2024 18:23	03-01-2024 18:27	0:0:4:29			Resolved	Onsite
20821	01-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C010320240166		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 18:19	03-01-2024 18:27	0:0:8:10			Resolved	Onsite
20822	01-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C010320240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-03-2024 17:55	03-01-2024 17:56	0:0:0:43			issue resolved	Onsite
20823	01-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C010320240164		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-03-2024 17:55	03-01-2024 17:56	0:0:1:3			issue resolved	Onsite
20824	01-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010320240163		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	01-03-2024 17:41	03-01-2024 17:53	0:0:12:25			issue resolved	Onsite
20825	01-03-2024	OTHERS	VSNL	Recovery	C010320240162		Hardware	System	Other Software	New	LOW	Closed	01-03-2024 17:39	03-01-2024 18:01	0:0:22:1			Password reset issue resolve	Onsite
20826	01-03-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	PMG	C010320240161		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-03-2024 17:35	03-01-2024 17:53	0:0:17:38			issue resolved	Onsite
20827	01-03-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C010320240160		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	01-03-2024 17:34	03-01-2024 17:53	0:0:19:22			issue resolved	Onsite
20828	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240159		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	01-03-2024 17:26	03-01-2024 17:28	0:0:2:11			Lan not working issue resolved	Onsite
20829	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240158		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	01-03-2024 17:25	03-01-2024 17:31	0:0:6:3			Scanner not working issue resolved	Remote
20830	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240157		Hardware	System	MS Office	File Not	LOW	Closed	01-03-2024 17:25	03-01-2024 17:28	0:0:3:33			Ms office not working issue resolved	Onsite
20831	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240156		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-03-2024 17:24	03-01-2024 17:31	0:0:7:13			Mouse not working issue resolved	Remote
20832	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240153		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 17:23	03-01-2024 17:28	0:0:5:16			Ms office not working issue resolved	Onsite
20833	01-03-2024	OTHERS	VSNL	RCM	C010320240154		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 17:23	03-01-2024 18:01	0:0:37:49			Installed Printer	Onsite
20834	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240155		Hardware	System	MS Office	File	LOW	Closed	01-03-2024 17:23	03-01-2024 17:31	0:0:7:42			Ms excel not working issue resolved	Remote
20835	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240152		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 17:22	03-01-2024 17:28	0:0:5:54			pdf not working issue resolved	Onsite
20836	01-03-2024	SAKET	C Dot Grid	BUSINESS/	C010320240151		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-03-2024 17:21	03-01-2024 17:22	0:0:1:0			Laptop collect for Udan	Onsite
20837	01-03-2024	OTHERS	VSNL	KCC/MLCC	C010320240149		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 17:21	03-01-2024 18:00	0:0:39:25			remove and re-installed issue resolve	Onsite
20838	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240150		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 17:21	03-01-2024 17:31	0:0:9:45			pdf not working issue resolved	Remote
20839	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240148		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 17:20	03-01-2024 17:27	0:0:7:18			Ms office not working issue resolved	Onsite
20840	01-03-2024	OTHERS	VSNL	KCC/MLCC	C010320240147		Hardware	PC	Not working at all	Others	LOW	Closed	01-03-2024 17:20	03-01-2024 18:00	0:0:40:13			SMPS replace issue resolve	Onsite
20841	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240146		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	01-03-2024 17:19	03-01-2024 17:27	0:0:7:57			Printer not working issue resolved	Onsite
20842	01-03-2024	OTHERS	VSNL	KCC/MLCC	C010320240145		Hardware	UPS	Backup	Output	LOW	Closed	01-03-2024 17:19	03-01-2024 17:59	0:0:40:38			High Voltage issue after restore power	Onsite
20843	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240144		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 17:18	03-01-2024 17:30	0:0:12:21			Google chrome not working issue	Remote
20844	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	IT	C010320240143		Hardware	System	MS Office	File	LOW	Closed	01-03-2024 17:17	03-01-2024 17:27	0:0:9:34			Ms excel not working issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20845	01-03-2024	OTHERS	VSNL	HR	C010320240142		Hardware	PC	Network Not Working	Other	LOW	Closed	01-03-2024 17:16	03-01-2024 17:59	0:0:42:28			Sata Cable faulty replaced Sata Cable	Onsite
20846	01-03-2024	OTHERS	VSNL	Vigilance	C010320240141		Telecome	Instrumen	IP	Network	LOW	Closed	01-03-2024 17:15	03-01-2024 17:58	0:0:42:49			IP Phone re-configurated issue resolve	Onsite
20847	01-03-2024	NEHRU PLACE CSO	Ground Floor	HR	C010320240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-03-2024 17:15	03-01-2024 17:20	0:0:5:37			Issue Resolved	Onsite
20848	01-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C010320240139		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-03-2024 17:14	03-01-2024 17:20	0:0:6:14			Issue Resolved	Onsite
20849	01-03-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C010320240137		Hardware	PC	Not working at all	Others	LOW	Closed	01-03-2024 17:13	03-01-2024 17:20	0:0:7:20			Issue Resolved	Onsite
20850	01-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C010320240138		Hardware	System	MS Office	Others	LOW	Closed	01-03-2024 17:13	03-01-2024 17:20	0:0:6:48			Issue Resolved	Onsite
20851	01-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C010320240136		Hardware	System	Other Software	New	LOW	Closed	01-03-2024 17:12	03-01-2024 17:20	0:0:7:50			Issue Resolved	Onsite
20852	01-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010320240134		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	01-03-2024 17:11	03-01-2024 17:20	0:0:8:41			Issue Resolved	Onsite
20853	01-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C010320240135		Hardware	PC	Network Not Working	Other	LOW	Closed	01-03-2024 17:11	03-01-2024 17:20	0:0:8:16			Issue Resolved	Onsite
20854	01-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010320240132		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-03-2024 17:10	03-01-2024 17:19	0:0:9:22			Issue Resolved	Onsite
20855	01-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010320240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 17:10	03-01-2024 17:19	0:0:9:4			Issue Resolved	Onsite
20856	01-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010320240131		Hardware	System	Other Software	New	LOW	Closed	01-03-2024 17:09	03-01-2024 17:19	0:0:9:55			Issue Resolved	Onsite
20857	01-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C010320240130		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 17:07	03-01-2024 17:11	0:0:4:17			issue resolved	Onsite
20858	01-03-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C010320240129		Network	Link	Link Connectivity Issue	Link	LOW	Closed	01-03-2024 17:02	03-01-2024 17:49	0:0:46:53			After the R.Comm FLT with network	Onsite
20859	01-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010320240127		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	01-03-2024 16:55	03-01-2024 17:17	0:0:22:8			issue resolved after change the LAN	Onsite
20860	01-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010320240128		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	01-03-2024 16:55	03-01-2024 17:17	0:0:22:27			issue resolve after change the LAN	Onsite
20861	01-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010320240125		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 16:54	03-01-2024 17:16	0:0:21:45			DSK portal issue resolved after change	Onsite
20862	01-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C010320240126		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-03-2024 16:54	03-01-2024 17:17	0:0:22:7			issue resolved after change the host	Onsite
20863	01-03-2024	VASANT KUNJ	C 8	O-M	C010320240124		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-03-2024 16:54	03-01-2024 17:30	0:0:36:27			New mail archive created	Remote
20864	01-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C010320240123		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 16:53	03-01-2024 17:15	0:0:22:31			issue resolved after change the mail	Onsite
20865	01-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C010320240122		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 16:52	03-01-2024 17:15	0:0:22:24			issue resolved after update the	Onsite
20866	01-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C010320240120		Hardware	Scanner	Scaning issue	Others	LOW	Closed	01-03-2024 16:52	03-01-2024 17:13	0:0:20:51			issue resolved after clean the scanner	Onsite
20867	01-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C010320240121		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 16:52	03-01-2024 17:14	0:0:21:57			Browser update and issue resolved	Onsite
20868	01-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010320240118		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 16:51	03-01-2024 17:12	0:0:20:27			issue resolved after change the ESS	Onsite
20869	01-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010320240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 16:51	03-01-2024 17:08	0:0:16:55			issue resolved after create a new	Onsite
20870	01-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010320240116		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 16:51	03-01-2024 17:07	0:0:16:37			Issue resolved after Re-install the	Onsite
20871	01-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010320240119		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 16:51	03-01-2024 17:12	0:0:20:59			Issue resolved after Re-install the	Onsite
20872	01-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010320240115		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	01-03-2024 16:50	03-01-2024 17:07	0:0:16:29			keyboard change and issue resolved	Onsite
20873	01-03-2024	OTHERS	HUDCO Grid	Enforcem	C010320240114		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-03-2024 16:49	03-01-2024 16:49	0:0:0:47			Pc booting issue	Onsite
20874	01-03-2024	OTHERS	Andrews Ganj	Enforcem	C010320240113		Hardware	System	MS Office	File Not	LOW	Closed	01-03-2024 16:47	03-01-2024 16:50	0:0:2:25			MS office issue	Onsite
20875	01-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C010320240112		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 16:39	03-01-2024 17:06	0:0:27:4			Issue resolved after Re-install the	Onsite
20876	01-03-2024	OTHERS	Andrews Ganj	Enforcem	C010320240111		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 16:38	03-01-2024 16:50	0:0:11:38			Printer issue	Onsite
20877	01-03-2024	OTHERS	Andrews Ganj	Enforcem	C010320240110		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 16:36	03-01-2024 16:50	0:0:14:16			Adobe issue	Onsite
20878	01-03-2024	NEHRU PLACE	W Block GK 1	O-M	C010320240109		Network	Link	Link Connectivity Issue	Link	LOW	Closed	01-03-2024 16:34	03-01-2024 16:43	0:0:9:38			After FLT link up now.	Onsite
20879	01-03-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C010320240108		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	01-03-2024 16:33	03-01-2024 16:51	0:0:17:27			Laptop issue	Onsite
20880	01-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C010320240107		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 16:23	03-01-2024 17:24	0:1:1:3			PDF file corrupted	Remote
20881	01-03-2024	VASANT KUNJ	Bijwasan	O-M	C010320240106		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	01-03-2024 16:20	03-01-2024 17:04	0:0:44:11			RJ45 crimped and change the LAN	Onsite
20882	01-03-2024	NEHRU PLACE	20 No Building	MMG	C010320240105		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 16:17	03-01-2024 16:33	0:0:16:40			chrome browser reinstall	Onsite
20883	01-03-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C010320240104		Hardware	PC	System Password issue	Others	LOW	Closed	01-03-2024 16:16	03-01-2024 16:17	0:0:1:10			Issue resolved	Onsite
20884	01-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C010320240103		Hardware	Printer	No display on Panel	Power	LOW	Closed	01-03-2024 16:13	03-01-2024 16:26	0:0:13:3			Printer not working issue resolved	Onsite
20885	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240102		Hardware	System	MS Office	File	LOW	Closed	01-03-2024 16:12	03-01-2024 16:25	0:0:13:36			Ms excel not working issue resolved	Onsite
20886	01-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C010320240101		Hardware	PC	Not working at all	Others	LOW	Closed	01-03-2024 16:11	03-01-2024 17:09	0:0:58:15			PC P.M & Audit.	Onsite
20887	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240100		Hardware	System	MS Office	File Print	LOW	Closed	01-03-2024 16:10	03-01-2024 16:25	0:0:15:7			Ms office not working issue resolved	Onsite
20888	01-03-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C010320240099		Network	Link	Link Connectivity Issue	Site Is Not	LOW	Closed	01-03-2024 16:10	03-01-2024 17:10	0:1:0:12			FLT Done.	Onsite
20889	01-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C010320240098		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-03-2024 16:09	03-01-2024 17:11	0:1:1:54			Run Clean up & do defragment.	Onsite
20890	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240096		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 16:08	03-01-2024 16:25	0:0:17:0			Ms office not working issue resolved	Onsite
20891	01-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C010320240097		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	01-03-2024 16:08	03-01-2024 16:25	0:0:16:44			Printer not working issue resolved	Onsite
20892	01-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C010320240095		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	01-03-2024 16:07	03-01-2024 16:24	0:0:17:20			Lan point not working issue resolved	Onsite
20893	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240093		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 16:06	03-01-2024 16:24	0:0:18:9			google chrome not working issue	Onsite
20894	01-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C010320240094		Hardware	System	MS Office	Software	LOW	Closed	01-03-2024 16:06	03-01-2024 16:24	0:0:17:58			Ms office not working issue resolved	Onsite
20895	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240092		Hardware	MOUSE	Not working	Sent to	LOW	Closed	01-03-2024 16:05	03-01-2024 16:23	0:0:18:24			Mouse not working issue resolved	Onsite
20896	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240091		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 16:04	03-01-2024 16:23	0:0:18:40			pdf not working issue resolved	Onsite
20897	01-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C010320240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 16:04	03-01-2024 16:23	0:0:18:47			Email not working issue resolved	Onsite
20898	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240089		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-03-2024 16:02	03-01-2024 17:11	0:1:8:56			Mouse replacement.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20899	01-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C010320240088		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-03-2024 16:02	03-01-2024 16:17	0:0:15:28			Issue resolved	Onsite
20900	01-03-2024	NEHRU PLACE CSO	First Floor - C Block	LEGAL	C010320240087		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 16:01	03-01-2024 16:17	0:0:15:49			Issue resolved	Onsite
20901	01-03-2024	NEHRU PLACE CSO	First Floor - C Block	LEGAL	C010320240086		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 16:01	03-01-2024 16:17	0:0:16:4			Issue resolved	Onsite
20902	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240085		Hardware	MOUSE	Not working	Hardware	LOW	Closed	01-03-2024 16:01	03-01-2024 17:12	0:1:10:50			Mouse Replacement.	Onsite
20903	01-03-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	PLANNING	C010320240084		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	01-03-2024 16:00	03-01-2024 16:17	0:0:16:21			Issue resolved	Onsite
20904	01-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C010320240083		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	01-03-2024 16:00	03-01-2024 16:17	0:0:16:49			Issue resolved	Onsite
20905	01-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010320240082		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 15:59	03-01-2024 16:43	0:0:43:28			Printer reconnect with drivers.	Onsite
20906	01-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C010320240081		Hardware	PC	TFT	Flickering	LOW	Closed	01-03-2024 15:58	03-01-2024 16:42	0:0:43:59			VGA Cable changed.	Onsite
20907	01-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C010320240080		Hardware	System	Other Software	proxy	LOW	Closed	01-03-2024 15:54	03-01-2024 16:42	0:0:47:59			Proxy setting changed.	Onsite
20908	01-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C010320240079		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 15:54	03-01-2024 16:42	0:0:48:10			Proxy setting changed.	Onsite
20909	01-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C010320240078		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	01-03-2024 15:34	03-01-2024 17:28	0:1:53:37			resolved.	Remote
20910	01-03-2024	SAKET	Adchini	SAFETY	C010320240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 15:33	03-01-2024 16:48	0:1:14:54			Mail move to archive	Onsite
20911	01-03-2024	SAKET	Adchini	CIVIL	C010320240076		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 15:33	03-01-2024 16:48	0:1:15:10			Date and Time reset	Onsite
20912	01-03-2024	SAKET	Adchini	BUSINESS/	C010320240075		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-03-2024 15:32	03-01-2024 16:48	0:1:15:50			Printer cartridge changed	Onsite
20913	01-03-2024	SAKET	Adchini	SAFETY	C010320240074		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	01-03-2024 15:31	03-01-2024 16:47	0:1:15:45			IP installed on LAN adaptor	Onsite
20914	01-03-2024	SAKET	Adchini	Recovery	C010320240073		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 15:30	03-01-2024 16:46	0:1:15:50			SAP login re create	Onsite
20915	01-03-2024	SAKET	Adchini	BUSINESS/	C010320240072		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 15:30	03-01-2024 16:46	0:1:16:17			Patch update	Onsite
20916	01-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C010320240071		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	01-03-2024 15:17	03-01-2024 16:00	0:0:42:49			updated the antivirus and clean the	Onsite
20917	01-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C010320240070		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 15:16	03-01-2024 15:59	0:0:43:10			change the chrome setting issue	Onsite
20918	01-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C010320240069		Hardware	System	MS Office	File Not	LOW	Closed	01-03-2024 15:11	03-01-2024 15:59	0:0:47:50			repair ms office issue resolved	Onsite
20919	01-03-2024	SAKET	Adchini	DSS	C010320240068		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 15:06	03-01-2024 15:09	0:0:3:4			Adobe pro re-installed	Onsite
20920	01-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C010320240067		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 15:04	03-01-2024 15:59	0:0:54:36			archivedthe mail and compact from	Onsite
20921	01-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C010320240066		Hardware	System	Other Software	New	LOW	Closed	01-03-2024 15:03	03-01-2024 15:57	0:0:54:5			shared the folder with admin account	Onsite
20922	01-03-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C010320240065		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-03-2024 15:01	03-01-2024 15:09	0:0:7:48			Lotus ID file sent to SVR div. due to	Onsite
20923	01-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C010320240064		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 15:00	03-01-2024 15:18	0:0:18:23			Oracle 12c Installed	Onsite
20924	01-03-2024	SAKET	D-Block Saket	O-M	C010320240063		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	01-03-2024 14:59	03-01-2024 15:18	0:0:19:18			Tray setting changed	Onsite
20925	01-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010320240062		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-03-2024 14:57	03-01-2024 16:02	0:1:4:57			Clear paper jam now working fine	Onsite
20926	01-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C010320240061		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-03-2024 14:56	03-01-2024 14:57	0:0:0:21			check the pc and log the call	Onsite
20927	01-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C010320240059		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	01-03-2024 14:55	03-01-2024 15:56	0:1:1:21			there issue with ADS i have visited the	Onsite
20928	01-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	OM-DIV	C010320240060		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	01-03-2024 14:55	03-01-2024 14:57	0:0:1:23			check the pc and log the call	Onsite
20929	01-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010320240058		Hardware	System	Other Software	New	LOW	Closed	01-03-2024 14:53	03-01-2024 14:57	0:0:4:20			install the P92	Remote
20930	01-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C010320240057		Hardware	PC	Not working at all	Others	LOW	Closed	01-03-2024 14:51	03-01-2024 16:34	0:1:42:54			CMOS Battery replace now working	Onsite
20931	01-03-2024	SAKET	Malviya Nagar	HR	C010320240056		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 14:51	03-01-2024 15:07	0:0:16:39			Compact the mail inbox	Onsite
20932	01-03-2024	SAKET	Adchini	DSK	C010320240055		Hardware	System	MS Office	File Not	LOW	Closed	01-03-2024 14:50	03-01-2024 15:07	0:0:16:49			MS office re-installed	Onsite
20933	01-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010320240054		Hardware	PC	Hanging/Slow processing	Virus issue	LOW	Closed	01-03-2024 14:49	03-01-2024 14:58	0:0:9:24			scan the pc and fix the issue	Remote
20934	01-03-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C010320240053		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-03-2024 14:47	03-01-2024 16:03	0:1:15:59			Run Diagnostic and clean temp files	Onsite
20935	01-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C010320240052		Hardware	PC	System Password issue	Password	LOW	Closed	01-03-2024 14:45	03-01-2024 16:04	0:1:18:27			Reset system password now working	Remote
20936	01-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C010320240051		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	01-03-2024 14:43	03-01-2024 16:03	0:1:19:54			Complaint logged with vendor	Onsite
20937	01-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010320240050		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	01-03-2024 14:16	03-01-2024 14:52	0:0:35:46			New Archive Create Issue Resolved	Onsite
20938	01-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010320240049		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 14:16	03-01-2024 14:51	0:0:35:46			Mail Archived & Compact Now	Onsite
20939	01-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010320240048		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-03-2024 14:15	03-01-2024 14:51	0:0:35:50			Removed Jam Paper Now Working	Onsite
20940	01-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C010320240047		Hardware	System	Other Software	New	LOW	Closed	01-03-2024 14:14	03-01-2024 14:50	0:0:36:5			Oracle Installed & ENF Image	Onsite
20941	01-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C010320240046		Network	LAN Issue	LAN Issue	RJ45	MEDIUM	Closed	01-03-2024 13:49	3/13/2024 4:44:50 PM	12:2:55:35			Lan Cable not working	Onsite
20942	01-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C010320240044		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	01-03-2024 13:47	03-01-2024 15:16	0:1:29:30			os reinstalled and all software run	Onsite
20943	01-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C010320240045		Hardware	Printer	Image Issue	Black Spot	MEDIUM	Closed	01-03-2024 13:47	03-01-2024 14:02	0:0:14:29			printer cartage change and printer	Onsite
20944	01-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C010320240043		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-03-2024 13:31	03-01-2024 14:28	0:0:57:1			Resolved	
20945	01-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C010320240041		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-03-2024 13:20	03-01-2024 13:29	0:0:9:31			after printer paper jam clear issue	Onsite
20946	01-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C010320240042		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 13:20	03-01-2024 13:30	0:0:9:14			after printer reconnect issue resolved	Onsite
20947	01-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C010320240040		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 13:19	03-01-2024 13:29	0:0:9:34			after printer reconfigured issue	Onsite
20948	01-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C010320240039		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	01-03-2024 13:19	03-01-2024 13:28	0:0:9:24			after pc restart issue resolved	Onsite
20949	01-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C010320240038		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	01-03-2024 13:18	03-01-2024 13:28	0:0:9:40			after printer reconnect issue resolved	Onsite
20950	01-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010320240036		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-03-2024 13:17	03-01-2024 13:23	0:0:6:13			mail sent to reldelhi notes support.	Onsite
20951	01-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C010320240037		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	01-03-2024 13:17	03-01-2024 13:27	0:0:9:59			after paper jam clear issue resolved	Onsite
20952	01-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010320240035		Hardware	System	Other Software	proxy	LOW	Closed	01-03-2024 13:16	03-01-2024 13:23	0:0:6:59			Proxy settings change.	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
20953	01-03-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C010320240034		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-03-2024 13:15	3/15/2024 5:21:32 PM	14:4:5:40			Call Close By Subhash & Sanjay	Onsite
20954	01-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010320240032		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 13:14	03-01-2024 13:20	0:0:6:58			change workspace file name	Onsite
20955	01-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C010320240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 13:14	03-01-2024 13:21	0:0:6:36			Mail installation and configuration.	Onsite
20956	01-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010320240030		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-03-2024 13:08	03-01-2024 13:15	0:0:7:15			LAN issue resolved, working fine.	Onsite
20957	01-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C010320240031		Telecome	Instrumen	SIP	Others	LOW	Closed	01-03-2024 13:08	03-01-2024 13:15	0:0:7:7			Working after cable re-connected.	Onsite
20958	01-03-2024	NEHRU PLACE	20 No Building	Energy	C010320240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 12:47	03-01-2024 14:31	0:1:44:0			all mail archive & new archive create	Onsite
20959	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240028		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 12:05	03-01-2024 12:54	0:0:48:57			DSK Portal password reset	Remote
20960	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240027		Hardware	System	Other Software	Browser	LOW	Closed	01-03-2024 12:04	03-01-2024 12:55	0:0:51:1			Sap ID Creation.	Remote
20961	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240026		Hardware	Printer	Paper Pickup	Others	LOW	Closed	01-03-2024 12:01	03-01-2024 12:55	0:0:53:45			Printer software installation.	Onsite
20962	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240025		Hardware	System	MS Office	Others	LOW	Closed	01-03-2024 12:00	03-01-2024 12:56	0:0:55:22			MS Office software installation.	Onsite
20963	01-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C010320240024		Hardware	PC	Not working at all	Others	LOW	Closed	01-03-2024 11:59	03-01-2024 12:56	0:0:57:14			Data Transfer	Onsite
20964	01-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C010320240023		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	01-03-2024 11:57	03-01-2024 12:19	0:0:21:41			Issue resolved as reqd.	Remote
20965	01-03-2024	NEHRU PLACE	20 No Building	Energy	C010320240022		Hardware	PC	Network Not Working	Network	LOW	Closed	01-03-2024 11:48	03-01-2024 12:48	0:1:0:43			switch 8 port power issue resolved	Onsite
20966	01-03-2024	NEHRU PLACE	20 No Building	Energy	C010320240021		Hardware	PC	Network Not Working	Network	LOW	Closed	01-03-2024 11:47	03-01-2024 12:48	0:1:0:50			8 port switch power issue resolved	Onsite
20967	01-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C010320240020		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 11:46	03-01-2024 11:48	0:0:1:28			Training Centers pc software testing	Onsite
20968	01-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C010320240019		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	01-03-2024 11:45	03-01-2024 11:48	0:0:2:57			Scanning done and Bios settings done	Onsite
20969	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010320240018		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	01-03-2024 11:40	03-01-2024 11:47	0:0:7:0			RESOLVED	Onsite
20970	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010320240017		Hardware	Printer	Image Issue	Image	LOW	Closed	01-03-2024 11:20	03-01-2024 11:48	0:0:27:37			RESOLVED	Onsite
20971	01-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C010320240016		Network	Link	Link Connectivity Issue	Link	MEDIUM	Closed	01-03-2024 11:15	03-01-2024 11:47	0:0:31:55			RESOLVED	Onsite
20972	01-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C010320240015		Hardware	PC	Not working at all	Others	LOW	Closed	01-03-2024 11:11	03-01-2024 11:51	0:0:39:44			Resolved	Onsite
20973	01-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010320240014		Hardware	PC	TFT	Color	HIGH	Closed	01-03-2024 11:03	03-01-2024 12:16	0:1:12:15			Vga cable changed	
20974	01-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	MMG	C010320240013		Hardware	Scanner	Scaning issue	No Power	HIGH	Closed	01-03-2024 11:02	03-01-2024 12:15	0:1:12:46			Power point changed	
20975	01-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C010320240012		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	01-03-2024 11:01	03-01-2024 12:14	0:1:12:57			Usb Port changed	
20976	01-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C010320240011		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	01-03-2024 11:00	03-01-2024 12:13	0:1:12:55			Printer paper jam clien	
20977	01-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C010320240010		Hardware	PC	Restart Problem	Others	HIGH	Closed	01-03-2024 10:59	03-01-2024 12:12	0:1:13:0			Ram reconnect	
20978	01-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010320240009		Telecome	Instrumen	IP	Adaptor	LOW	Closed	01-03-2024 10:52	03-01-2024 10:52	0:0:0:36			call log to vendor	Onsite
20979	01-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C010320240008		Hardware	System	Other Software	software	LOW	Closed	01-03-2024 10:51	03-01-2024 10:53	0:0:1:51			reinstallation the oracle	Remote
20980	01-03-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C010320240007		Network	LAN Issue	LAN Issue	Others	LOW	Closed	01-03-2024 10:50	03-01-2024 10:53	0:0:3:35			visit the site	Onsite
20981	01-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C010320240006		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	01-03-2024 10:44	03-01-2024 11:56	0:1:11:17			New ID file requested and configured	Onsite
20982	01-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C010320240005		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	01-03-2024 10:43	03-01-2024 11:54	0:1:11:11			USB Cable issue resolved as reqd.	Onsite
20983	01-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010320240004		Hardware	Laptop	Other Issue	Others	LOW	Closed	01-03-2024 10:12	03-01-2024 10:14	0:0:2:5			microphone enable in administrator	Onsite
20984	01-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010320240003		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	01-03-2024 09:59	03-01-2024 10:14	0:0:15:3			account unlocked issue resolved	Onsite
20985	01-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010320240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	01-03-2024 09:58	03-01-2024 10:13	0:0:15:1			password changed issue resolved	Onsite
20986	01-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C010320240001		Hardware	System	Other Software	Adobe	LOW	Closed	01-03-2024 09:58	03-01-2024 10:13	0:0:15:7			file open in edge format now issue	Onsite
20987	02-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C020320240002		Telecome	Instrumen	SIP	Network	LOW	Closed	02-03-2024 15:58	03-02-2024 16:02	0:0:3:26			SIP phone patch cable required.	Onsite
20988	02-03-2024	OTHERS	VSNL	KCC/MLCC	C020320240001		Hardware	UPS	Backup	Others	LOW	Closed	02-03-2024 15:29	03-02-2024 15:31	0:0:2:6			UPS vendor come and resolved the	Onsite
20989	04-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040320240139		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	04-03-2024 18:34	03-04-2024 18:35	0:0:0:39			Delete temp and prefetch file.	Onsite
20990	04-03-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C040320240137		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-03-2024 18:32	03-04-2024 18:36	0:0:3:47			Replaced.	Onsite
20991	04-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040320240138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 18:32	03-04-2024 18:35	0:0:2:38			Create new replica.	Onsite
20992	04-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040320240136		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-03-2024 18:30	03-04-2024 18:36	0:0:6:18			Replaced Rj45 connector.	Onsite
20993	04-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040320240135		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-03-2024 18:28	03-04-2024 18:37	0:0:9:6			Windows 10 installation.	Onsite
20994	04-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C040320240134		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-03-2024 18:04	03-04-2024 18:05	0:0:1:16			issue resolved after create a new	Onsite
20995	04-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	BUSINESS/	C040320240131		Hardware	PC	Not working at all	Others	LOW	Closed	04-03-2024 18:03	03-04-2024 18:04	0:0:1:23			issue resolved after run the dignpostic	Onsite
20996	04-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	BUSINESS/	C040320240132		Hardware	System	Other Software	proxy	LOW	Closed	04-03-2024 18:03	03-04-2024 18:04	0:0:1:36			issue resolved after change the proxy	Onsite
20997	04-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C040320240133		Hardware	System	MS Office	Malfuncti	LOW	Closed	04-03-2024 18:03	03-04-2024 18:05	0:0:1:15			issue resolved after repair the file	Onsite
20998	04-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C040320240130		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	04-03-2024 18:01	03-04-2024 18:02	0:0:0:51			issue resolved after change the CMOS	Onsite
20999	04-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C040320240129		Hardware	PC	TFT	Others	LOW	Closed	04-03-2024 17:56	03-04-2024 18:02	0:0:6:21			change VGA cable and issue resolved	Onsite
21000	04-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C040320240128		Hardware	OTHERS	QMS ISSUE	Display	LOW	Closed	04-03-2024 17:33	03-04-2024 18:55	0:1:21:33			QMS power issue resolved	Onsite
21001	04-03-2024	VASANT KUNJ	C 8	O-M	C040320240127		Hardware	Laptop	Not working at all	No power	LOW	Closed	04-03-2024 17:31	03-04-2024 18:53	0:1:21:43			Shut down properly the connected	Onsite
21002	04-03-2024	VASANT KUNJ	B 1	O-M	C040320240126		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 17:30	03-04-2024 18:48	0:1:18:6			Mail configured	Remote
21003	04-03-2024	OTHERS	VSNL	KCC/MLCC	C040320240125		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 17:27	03-04-2024 18:49	0:1:22:31			Remove and re-installed issue resolve	Onsite
21004	04-03-2024	OTHERS	VSNL	BUSINESS/	C040320240124		Hardware	System	Other Software	Adobe	LOW	Closed	04-03-2024 17:24	03-04-2024 18:49	0:1:24:27			PDF remove and re-installed issue	Onsite
21005	04-03-2024	OTHERS	VSNL	BUSINESS/	C040320240123		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 17:23	03-04-2024 18:48	0:1:24:15			New Replica Create	Onsite
21006	04-03-2024	OTHERS	VSNL	BUSINESS/	C040320240122		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-03-2024 17:21	03-04-2024 18:47	0:1:26:31			Printer Driver installed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21007	04-03-2024	SAKET	Adchini	BUSINESS/	C040320240121		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-03-2024 17:20	03-04-2024 17:23	0:0:2:58			Mail lock	Onsite
21008	04-03-2024	OTHERS	VSNL	KCC/MLCC	C040320240119		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-03-2024 17:19	03-04-2024 18:45	0:1:26:0			Delete temp file and folder issue	Onsite
21009	04-03-2024	SAKET	Fatehpur Beri CC	O-M	C040320240120		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	04-03-2024 17:19	03-04-2024 17:23	0:0:3:35			USB cable issue	Onsite
21010	04-03-2024	SAKET	Malviya Nagar	O-M	C040320240118		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	04-03-2024 17:18	03-04-2024 17:22	0:0:4:8			For Udan	Onsite
21011	04-03-2024	OTHERS	VSNL	OET	C040320240117		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-03-2024 17:18	03-04-2024 18:42	0:1:24:29			Driver Installed issue resolve	Onsite
21012	04-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C040320240116		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 17:10	03-04-2024 17:11	0:0:1:24			IN Training Center HR Exam duty full	Onsite
21013	04-03-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	OM-DIV	C040320240115		Hardware	PC	Not working at all	No power	LOW	Closed	04-03-2024 17:09	03-04-2024 17:17	0:0:8:7			after power cable change issue	Onsite
21014	04-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C040320240114		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	04-03-2024 17:08	03-04-2024 17:16	0:0:7:55			after pc reset issue resolved	Onsite
21015	04-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C040320240113		Hardware	System	Other Software	proxy	LOW	Closed	04-03-2024 17:07	03-04-2024 17:15	0:0:7:42			after browser change issue resolved	Onsite
21016	04-03-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C040320240112		Network	Link	Link Connectivity Issue	Others	MEDIUM	Closed	04-03-2024 17:06	03-04-2024 17:40	0:0:34:2			Router off and proper FLT	Remote
21017	04-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C040320240110		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	04-03-2024 17:03	03-04-2024 17:05	0:0:2:17			Issue Resolved	Onsite
21018	04-03-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C040320240111		Network	Link	Link Connectivity Issue	Earthing	MEDIUM	Closed	04-03-2024 17:03	03-04-2024 17:39	0:0:35:38			New Earthing bit work and Earthing	Remote
21019	04-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C040320240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 17:02	03-04-2024 17:05	0:0:2:34			Issue Resolved	Onsite
21020	04-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C040320240108		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 17:02	03-04-2024 17:05	0:0:2:55			Issue Resolved	Onsite
21021	04-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C040320240107		Hardware	System	Other Software	New	LOW	Closed	04-03-2024 17:01	03-04-2024 17:05	0:0:3:40			Issue Resolved	Onsite
21022	04-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C040320240106		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	04-03-2024 17:00	03-04-2024 17:04	0:0:4:2			Issue Resolved	Onsite
21023	04-03-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	SAFETY	C040320240105		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 17:00	03-04-2024 17:04	0:0:4:26			Issue Resolved	Onsite
21024	04-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C040320240104		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 16:59	03-04-2024 17:04	0:0:4:58			Issue Resolved	Onsite
21025	04-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C040320240103		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	04-03-2024 16:59	03-04-2024 17:04	0:0:5:22			Issue Resolved	Onsite
21026	04-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C040320240102		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 16:58	03-04-2024 17:04	0:0:6:1			Issue Resolved	Onsite
21027	04-03-2024	NEHRU PLACE CSO	Third Floor - A Block	SAFETY	C040320240101		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 16:57	03-04-2024 17:04	0:0:6:51			Issue Resolved	Onsite
21028	04-03-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C040320240100		Hardware	System	MS Office	Malfuncti	LOW	Closed	04-03-2024 16:56	03-04-2024 17:04	0:0:7:42			Issue Resolved	Onsite
21029	04-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C040320240099		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-03-2024 16:55	03-04-2024 17:03	0:0:8:33			Issue Resolved	Onsite
21030	04-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C040320240098		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	04-03-2024 16:52	03-04-2024 17:15	0:0:22:23			after keyboard change issue resolved	Onsite
21031	04-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C040320240097		Hardware	System	Other Software	Adobe	LOW	Closed	04-03-2024 16:52	03-04-2024 17:14	0:0:22:51			after all data transfer issue resolved	Onsite
21032	04-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C040320240096		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 16:51	03-04-2024 17:14	0:0:23:17			after sap BSP password reset issue	Onsite
21033	04-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C040320240095		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-03-2024 16:50	03-04-2024 17:13	0:0:23:18			after mail id password reset issue	Onsite
21034	04-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C040320240094		Hardware	PC	Not working at all	Others	LOW	Closed	04-03-2024 16:35	03-04-2024 17:13	0:0:37:53			PC P.M & Audit.	Onsite
21035	04-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C040320240093		Hardware	System	Other Software	Browser	MEDIUM	Closed	04-03-2024 16:31	03-04-2024 17:35	0:1:3:19			Google Chrome software reinstalled.	Remote
21036	04-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040320240092		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 16:31	03-04-2024 17:00	0:0:29:1			Ms office not working issue resolved	Onsite
21037	04-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040320240091		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 16:30	03-04-2024 17:00	0:0:29:39			Ms office not working issue resolved	Onsite
21038	04-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040320240090		Hardware	System	MS Office	Software	LOW	Closed	04-03-2024 16:29	03-04-2024 16:59	0:0:29:59			Ms excel not working issue resolved	Onsite
21039	04-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040320240089		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 16:29	03-04-2024 16:59	0:0:30:22			Google chrome not working issue	Onsite
21040	04-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C040320240088		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	04-03-2024 16:29	03-04-2024 17:29	0:0:59:56			All inbox and send data Archive mail	Remote
21041	04-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040320240087		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 16:28	03-04-2024 16:59	0:0:30:56			pdf not working issue resolved	Onsite
21042	04-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C040320240086		Hardware	System	MS Office	File	LOW	Closed	04-03-2024 16:27	03-04-2024 16:58	0:0:31:4			Ms visio not working issue resolved	Onsite
21043	04-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C040320240085		Hardware	MOUSE	Not working	Hardware	LOW	Closed	04-03-2024 16:26	03-04-2024 16:58	0:0:31:32			Mouse & keyboard not working issue	Onsite
21044	04-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C040320240084		Hardware	System	Other Software	Adobe	LOW	Closed	04-03-2024 16:25	03-04-2024 16:58	0:0:32:9			Google chrome not working issue	Onsite
21045	04-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C040320240083		Hardware	System	Other Software	Adobe	LOW	Closed	04-03-2024 16:25	03-04-2024 16:57	0:0:32:43			SAP not working issue resolved	Onsite
21046	04-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C040320240082		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-03-2024 16:21	3/13/2024 4:45:15 PM	9:0:24:1			Call close by Subhash & Jitender	Onsite
21047	04-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C040320240081		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	04-03-2024 16:18	03-04-2024 17:13	0:0:55:15			Keyboard Replaced.	Onsite
21048	04-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C040320240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 16:14	03-04-2024 16:58	0:0:44:34			mail configured as reqd	Remote
21049	04-03-2024	OTHERS	Andrews Ganj	Enforcem	C040320240079		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 16:00	03-04-2024 16:07	0:0:6:52			MS office issue	Onsite
21050	04-03-2024	OTHERS	Andrews Ganj	Enforcem	C040320240078		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	04-03-2024 15:56	03-04-2024 16:08	0:0:12:7			hdd issue	Onsite
21051	04-03-2024	OTHERS	Andrews Ganj	Enforcem	C040320240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 15:55	03-04-2024 16:08	0:0:13:17			Lotus issue	Onsite
21052	04-03-2024	OTHERS	Andrews Ganj	Enforcem	C040320240076		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 15:53	03-04-2024 16:08	0:0:14:49			mail issue	Onsite
21053	04-03-2024	OTHERS	Andrews Ganj	Enforcem	C040320240075		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-03-2024 15:52	03-04-2024 16:09	0:0:16:37			Printer issue	Onsite
21054	04-03-2024	OTHERS	IIT Grid	Enforcem	C040320240074		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	04-03-2024 15:50	03-04-2024 16:07	0:0:16:59			Pc booting issue	Onsite
21055	04-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C040320240073		Hardware	System	Other Software	New	LOW	Closed	04-03-2024 15:49	03-04-2024 16:27	0:0:38:21			installed oracle and tns issue resolved	Onsite
21056	04-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C040320240072		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-03-2024 15:39	03-04-2024 15:42	0:0:3:17			issue resolved	Onsite
21057	04-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C040320240071		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-03-2024 15:39	03-04-2024 15:42	0:0:3:29			issue resolved	Onsite
21058	04-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C040320240070		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-03-2024 15:38	03-04-2024 15:42	0:0:3:43			issue resolved	Onsite
21059	04-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C040320240069		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	04-03-2024 15:38	03-04-2024 15:41	0:0:3:49			issue resolved	Onsite
21060	04-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C040320240068		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 15:37	03-04-2024 15:41	0:0:4:22			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21061	04-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C040320240066		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-03-2024 15:36	03-04-2024 15:40	0:0:4:23			issue resolved	Onsite
21062	04-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C040320240067		Hardware	Laptop	Hanging/Slow processing	Driver	LOW	Closed	04-03-2024 15:36	03-04-2024 16:27	0:0:50:6			installed the graphics drive issue	Onsite
21063	04-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C040320240065		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-03-2024 15:34	03-04-2024 16:26	0:0:52:20			updated the printer driver issue	Onsite
21064	04-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C040320240064		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	04-03-2024 15:30	03-04-2024 15:35	0:0:5:29			Print paper jam cline	Onsite
21065	04-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C040320240063		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-03-2024 15:29	03-04-2024 16:26	0:0:57:11			unlocked email id issue resolved	Onsite
21066	04-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C040320240062		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-03-2024 15:28	03-04-2024 16:26	0:0:57:38			change the rz45 issue resolved	Onsite
21067	04-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C040320240061		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-03-2024 15:26	03-04-2024 16:25	0:0:59:10			installed new od and configured all	Onsite
21068	04-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C040320240060		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	04-03-2024 15:24	03-04-2024 15:38	0:0:13:23			keyboard changed	Onsite
21069	04-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C040320240059		Hardware	PC	Restart Problem	Others	HIGH	Closed	04-03-2024 15:23	03-04-2024 15:40	0:0:16:10			Ram reconnect	Onsite
21070	04-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C040320240058		Hardware	System	Other Software	software	HIGH	Closed	04-03-2024 15:21	03-04-2024 15:41	0:0:19:34			lan cable changed	Onsite
21071	04-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C040320240057		Hardware	System	Other Software	software	HIGH	Closed	04-03-2024 15:18	03-04-2024 15:36	0:0:17:46			ioms link changed	Onsite
21072	04-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C040320240056		Hardware	Laptop	Other Issue	Others	LOW	Closed	04-03-2024 15:17	03-04-2024 15:47	0:0:29:28			Resolved	Onsite
21073	04-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C040320240055		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 15:12	03-04-2024 16:11	0:0:58:47			Training duty attended.	Onsite
21074	04-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040320240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 15:11	03-04-2024 15:27	0:0:15:26			Mail Archive Then Compact Issue	Onsite
21075	04-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040320240053		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 15:11	03-04-2024 15:26	0:0:15:31			Password Change Issue Resolved	Onsite
21076	04-03-2024	NEHRU PLACE	20 No Building	Recovery	C040320240052		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	04-03-2024 14:44	03-04-2024 15:54	0:1:9:24			after dienotes run, issue resolved	Onsite
21077	04-03-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C040320240051		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	04-03-2024 14:43	03-04-2024 15:49	0:1:6:23			Run Diagnostic and clean temp files	Onsite
21078	04-03-2024	NEHRU PLACE	20 No Building	O-M	C040320240050		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	04-03-2024 14:42	03-04-2024 15:53	0:1:11:22			workspace folder name change, issue	Onsite
21079	04-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C040320240048		Network	Link	Link Connectivity Issue	Link	LOW	Closed	04-03-2024 14:40	03-04-2024 16:36	0:1:55:57			Done network troubleshooting steps	Onsite
21080	04-03-2024	NEHRU PLACE	20 No Building	O-M	C040320240049		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-03-2024 14:40	03-04-2024 15:53	0:1:12:42			paper remove from printer, issue	Onsite
21081	04-03-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C040320240047		Network	Link	Link Connectivity Issue	Router	LOW	Closed	04-03-2024 14:35	03-04-2024 14:35	0:0:0:36			replace the router	Onsite
21082	04-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C040320240046		Hardware	PC	Not working at all	No power	LOW	Closed	04-03-2024 14:30	03-04-2024 14:32	0:0:1:49			change the cable	Onsite
21083	04-03-2024	SARITA VIHAR	Badarpur Building No 6	CUSTOME	C040320240045		Hardware	KEYBOAR	Not working	Ticket	HIGH	Closed	04-03-2024 14:29	03-05-2024 12:32	0:22:3:10			Call logged to vendor for replacement	Remote
21084	04-03-2024	NEHRU PLACE	20 No Building	O-M	C040320240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	04-03-2024 14:28	03-04-2024 15:52	0:1:24:19			mail install & configuration done	Onsite
21085	04-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C040320240044		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-03-2024 14:28	03-04-2024 14:33	0:0:4:40			shift the pc	Onsite
21086	04-03-2024	NEHRU PLACE	20 No Building	C-M	C040320240042		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	04-03-2024 14:23	03-04-2024 15:52	0:1:29:25			clean temp & prefetch done	Onsite
21087	04-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C040320240041		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	04-03-2024 14:12	03-04-2024 14:33	0:0:21:19			shift he pc	Onsite
21088	04-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C040320240040		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-03-2024 14:11	03-04-2024 14:33	0:0:22:24			shift the pc	Onsite
21089	04-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C040320240039		Hardware	PC	Network Not Working	Other	LOW	Closed	04-03-2024 14:10	03-04-2024 14:34	0:0:23:44			change the router	Onsite
21090	04-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C040320240038		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 13:59	03-04-2024 15:15	0:1:16:15			Password issue.	Onsite
21091	04-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C040320240037		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	04-03-2024 13:57	03-04-2024 15:15	0:1:18:24			Paper jam complaint logged.	Onsite
21092	04-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C040320240036		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-03-2024 13:56	03-04-2024 15:15	0:1:18:50			LAN cable loose.	Onsite
21093	04-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	BUSINESS/	C040320240035		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 13:55	03-04-2024 15:14	0:1:19:24			Due to server slow working.	Onsite
21094	04-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C040320240034		Hardware	System	Other Software	software	LOW	Closed	04-03-2024 13:54	03-04-2024 15:14	0:1:19:58			Site not working.	Onsite
21095	04-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C040320240033		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	04-03-2024 13:52	03-04-2024 15:14	0:1:21:39			Power cable faulty replaced.	Onsite
21096	04-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C040320240032		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	04-03-2024 13:15	03-04-2024 15:16	0:2:0:30			Resolved	Onsite
21097	04-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	DSK	C040320240031		Hardware	MOUSE	Not working	Other	LOW	Closed	04-03-2024 13:14	03-04-2024 15:16	0:2:1:22			Resolved	Onsite
21098	04-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C040320240030		Hardware	PC	Not working at all	Others	LOW	Closed	04-03-2024 13:14	03-04-2024 15:16	0:2:1:58			Resolved	Onsite
21099	04-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C040320240029		Hardware	PC	Not working at all	Others	LOW	Closed	04-03-2024 13:13	03-04-2024 15:16	0:2:2:25			Resolved	Onsite
21100	04-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C040320240028		Hardware	PC	Not working at all	Others	LOW	Closed	04-03-2024 13:13	03-04-2024 15:16	0:2:2:52			Resolved	Onsite
21101	04-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	DSK	C040320240027		Hardware	PC	TFT	Others	LOW	Closed	04-03-2024 13:13	03-04-2024 15:16	0:2:3:22			Resolved	Onsite
21102	04-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C040320240026		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	04-03-2024 13:12	03-04-2024 15:15	0:2:3:4			Resolved	Onsite
21103	04-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040320240025		Hardware	Printer	Image Issue	Light	LOW	Closed	04-03-2024 12:37	03-04-2024 13:22	0:0:44:39			Cartage replaced Issue Resolved	Onsite
21104	04-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C040320240024		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-03-2024 12:36	03-04-2024 13:21	0:0:44:53			Removed jam Paper Now Working	Onsite
21105	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240023		Hardware	Printer	Paper Pickup	Others	LOW	Closed	04-03-2024 12:32	03-04-2024 12:40	0:0:8:5			Paper Size set.	Onsite
21106	04-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C040320240022		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	04-03-2024 12:07	03-12-2024 12:46	8:0:38:57			resolved	Onsite
21107	04-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C040320240021		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-03-2024 12:03	03-04-2024 14:20	0:2:16:43			Change RJ45 Now working fine	Onsite
21108	04-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C040320240020		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	04-03-2024 12:02	03-04-2024 14:19	0:2:17:4			Remove paper jam now working fine	Onsite
21109	04-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C040320240019		Hardware	System	Other Software	proxy	LOW	Closed	04-03-2024 12:02	03-04-2024 14:19	0:2:17:28			Change proxy setting now working	Remote
21110	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240017		Hardware	System	MS Office	Others	LOW	Closed	04-03-2024 11:50	03-04-2024 12:26	0:0:36:25			issue resolved after repair the	Onsite
21111	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240018		Hardware	System	Other Software	New	LOW	Closed	04-03-2024 11:50	03-04-2024 12:40	0:0:50:9			Mota data software installation.	Onsite
21112	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240016		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 11:49	03-04-2024 12:26	0:0:36:24			issue resolved after change the URL	Onsite
21113	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240015		Hardware	Printer	Paper Pickup	Others	LOW	Closed	04-03-2024 11:49	03-04-2024 12:41	0:0:51:46			Printer Software installation.	Onsite
21114	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240014		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 11:49	03-04-2024 12:25	0:0:36:28			issue resolved after change the proxy	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21115	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240013		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	04-03-2024 11:49	03-04-2024 12:25	0:0:36:5			issue resolved after reinstall the	Onsite
21116	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240012		Hardware	PC	System Password issue	Password	LOW	Closed	04-03-2024 11:48	03-04-2024 12:24	0:0:36:17			issue resolved after change the	Onsite
21117	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240011		Hardware	PC	System Password issue	Password	LOW	Closed	04-03-2024 11:48	03-04-2024 12:24	0:0:36:2			issue resolved after change the	Onsite
21118	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240010		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	04-03-2024 11:47	03-04-2024 12:41	0:0:54:1			Trend antivirus installation.	Onsite
21119	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240009		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	04-03-2024 11:47	03-04-2024 12:23	0:0:36:39			Scanner clean and issue resolved	Onsite
21120	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240008		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	04-03-2024 11:46	03-04-2024 12:41	0:0:55:49			New O.S Installation.	Onsite
21121	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C040320240007		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	04-03-2024 11:45	03-07-2024 10:55	2:23:10:7			LAN not working	Onsite
21122	04-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C040320240006		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 11:40	03-04-2024 12:42	0:1:1:32			Data Transfer.	Onsite
21123	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240005		Hardware	System	Other Software	Browser	LOW	Closed	04-03-2024 11:06	03-04-2024 11:42	0:0:36:9			Password reset.	Onsite
21124	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240004		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	04-03-2024 11:05	03-04-2024 11:43	0:0:37:58			Mail Password Reset	Onsite
21125	04-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C040320240003		Hardware	Printer	Paper Pickup	Others	LOW	Closed	04-03-2024 11:01	03-04-2024 11:42	0:0:40:31			Cartridge change.	Onsite
21126	04-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C040320240002		Hardware	PC	Not working at all	Physical	HIGH	Closed	04-03-2024 10:15	03-12-2024 12:46	8:2:30:42			resolved	Onsite
21127	04-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C040320240001		Network	LAN Issue	LAN Issue	RJ45	HIGH	Closed	04-03-2024 10:13	03-07-2024 10:54	3:0:41:1			Lan Cable not working.Pls resolve	Onsite
21128	05-03-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	O-M	C050320240148		Hardware	PC	Not working at all	No power	LOW	Closed	05-03-2024 18:55	03-05-2024 19:04	0:0:8:52			after power cable reconnect issue	Onsite
21129	05-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C050320240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 18:45	03-05-2024 19:03	0:0:18:1			after mail archived issue resolved	Onsite
21130	05-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C050320240146		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 18:43	03-05-2024 19:02	0:0:19:45			after all mail archive issue resolved	Onsite
21131	05-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C050320240145		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	05-03-2024 18:42	03-05-2024 19:02	0:0:19:54			after scanner reinstall issue resolved	Onsite
21132	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240144		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	05-03-2024 18:08	03-05-2024 18:13	0:0:4:28			Clean RAM and insert again.	Onsite
21133	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240143		Hardware	PC	Network Not Working	No Power	LOW	Closed	05-03-2024 18:07	03-05-2024 18:13	0:0:5:35			Power cable loose.	Onsite
21134	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240142		Hardware	Printer	Image Issue	Image	LOW	Closed	05-03-2024 17:58	03-05-2024 18:11	0:0:13:21			Cartdrige replace.	Onsite
21135	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240141		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-03-2024 17:55	03-05-2024 18:11	0:0:16:9			Windows 10 installation.	Onsite
21136	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240140		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	05-03-2024 17:53	03-05-2024 18:11	0:0:17:15			Windows 10 installation.	Onsite
21137	05-03-2024	OTHERS	VSNL	BUSINESS/	C050320240139		Hardware	MOUSE	Not working	Sent to	LOW	Closed	05-03-2024 17:52	03-05-2024 18:18	0:0:26:3			Mouse replaced issue resolve	Onsite
21138	05-03-2024	OTHERS	VSNL	BUSINESS/	C050320240138		Hardware	MOUSE	Not working	Sent to	LOW	Closed	05-03-2024 17:51	03-05-2024 18:18	0:0:26:22			Mouse replaced issue resolve	Onsite
21139	05-03-2024	OTHERS	VSNL	BUSINESS/	C050320240137		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-03-2024 17:51	03-05-2024 18:17	0:0:26:39			Password change issue resolve	Onsite
21140	05-03-2024	OTHERS	VSNL	KCC/MLCC	C050320240136		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-03-2024 17:50	03-05-2024 18:17	0:0:27:9			Password change issue resolve	Onsite
21141	05-03-2024	OTHERS	VSNL	KCC/MLCC	C050320240135		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 17:49	03-05-2024 18:17	0:0:27:21			TNS replaced issue resolve	Onsite
21142	05-03-2024	OTHERS	VSNL	KCC/MLCC	C050320240134		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 17:49	03-05-2024 18:16	0:0:27:40			M Cube License update issue resolve	Onsite
21143	05-03-2024	OTHERS	VSNL	Vigilance	C050320240133		Hardware	PC	TFT	Ticket	LOW	Closed	05-03-2024 17:47	03-05-2024 18:16	0:0:28:34			Complaint logged	Onsite
21144	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240132		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 17:46	03-05-2024 18:10	0:0:24:23			Reinstall mail software.	Onsite
21145	05-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C050320240131		Network	Link	Link Connectivity Issue	Device	LOW	Closed	05-03-2024 17:45	03-05-2024 18:10	0:0:24:58			Both Link are down going to site for	Onsite
21146	05-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C050320240129		Network	Link	Link Connectivity Issue	Link	LOW	Closed	05-03-2024 17:44	03-05-2024 17:55	0:0:11:6			Wrong location selected.	Onsite
21147	05-03-2024	OTHERS	VSNL	O-M	C050320240130		Hardware	UPS	Backup	Ticket	LOW	Closed	05-03-2024 17:44	03-05-2024 18:16	0:0:31:8			power socket faulty after replaced	Onsite
21148	05-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C050320240128		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-03-2024 17:31	03-05-2024 17:35	0:0:4:1			Resolved	Onsite
21149	05-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C050320240127		Hardware	System	MS Office	Software	LOW	Closed	05-03-2024 17:30	03-05-2024 17:34	0:0:4:13			Resolved	Onsite
21150	05-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C050320240126		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	05-03-2024 17:28	03-05-2024 17:34	0:0:5:15			Resolved	Remote
21151	05-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C050320240125		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	05-03-2024 17:27	03-05-2024 17:33	0:0:5:55			Resolved	Remote
21152	05-03-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C050320240124		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-03-2024 17:19	03-05-2024 17:25	0:0:5:12			Paper removed from printer	Onsite
21153	05-03-2024	SAKET	MIG CC	O-M	C050320240123		Hardware	Laptop	Not working at all	Others	LOW	Closed	05-03-2024 17:18	03-05-2024 17:24	0:0:5:43			Boot device changed from BIOS	Onsite
21154	05-03-2024	SAKET	D-Block Saket	O-M	C050320240122		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 17:17	03-05-2024 17:23	0:0:6:27			Printer installed	Onsite
21155	05-03-2024	SAKET	D-Block Saket	O-M	C050320240121		Hardware	PC	TFT	Color	LOW	Closed	05-03-2024 17:15	03-05-2024 17:23	0:0:7:16			Color filter turn off	Onsite
21156	05-03-2024	SAKET	Chhatarpur CC	O-M	C050320240120		Hardware	Laptop	Network Not Working	Other	LOW	Closed	05-03-2024 17:15	03-05-2024 17:22	0:0:7:11			Applications are very slow	Remote
21157	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PLANNING	C050320240119		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-03-2024 17:06	03-05-2024 17:15	0:0:8:31			issue resolved	Onsite
21158	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C050320240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 17:04	03-05-2024 17:15	0:0:11:0			issue resolved	Onsite
21159	05-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050320240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 17:02	03-05-2024 17:14	0:0:12:13			issue resolved	Onsite
21160	05-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C050320240115		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-03-2024 17:01	03-05-2024 17:14	0:0:13:5			issue resolved	Onsite
21161	05-03-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C050320240116		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 17:01	03-05-2024 17:14	0:0:12:42			issue resolved	Onsite
21162	05-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C050320240114		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-03-2024 16:58	03-05-2024 17:14	0:0:15:47			issue resolved	Onsite
21163	05-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050320240113		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-03-2024 16:57	03-05-2024 17:12	0:0:14:41			issue resolved	Onsite
21164	05-03-2024	NEHRU PLACE	W Block GK 1	O-M	C050320240112		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 16:56	03-05-2024 17:05	0:0:8:54			New Archived created.	Remote
21165	05-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C050320240107		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-03-2024 16:55	03-05-2024 17:04	0:0:9:38			Mail id password reset.	Remote
21166	05-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C050320240111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 16:55	03-05-2024 17:12	0:0:16:21			issue resolved	Onsite
21167	05-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C050320240108		Hardware	System	Other Software	Browser	LOW	Closed	05-03-2024 16:55	03-05-2024 17:10	0:0:15:7			issue resolved	Onsite
21168	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C050320240109		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	05-03-2024 16:55	03-05-2024 17:11	0:0:15:30			issue resolved	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21169	05-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C050320240110		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-03-2024 16:55	03-05-2024 17:11	0:0:15:58			issue resolved	Onsite
21170	05-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C050320240106		Hardware	System	Other Software	Browser	LOW	Closed	05-03-2024 16:54	03-05-2024 17:04	0:0:9:53			SAP P92 id password reset done.	Remote
21171	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	BPI	C050320240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 16:51	03-05-2024 16:54	0:0:3:6			Issue Resolved	Onsite
21172	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	BPI	C050320240105		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	05-03-2024 16:51	03-05-2024 16:54	0:0:2:25			Issue Resolved	Onsite
21173	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	BPI	C050320240103		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 16:50	03-05-2024 16:54	0:0:3:38			Issue Resolved	Onsite
21174	05-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C050320240101		Hardware	Laptop	Network Not Working	Other	LOW	Closed	05-03-2024 16:49	03-05-2024 16:53	0:0:4:49			Issue Resolved	Onsite
21175	05-03-2024	NEHRU PLACE CSO	Second Floor - D Block	BPI	C050320240102		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	05-03-2024 16:49	03-05-2024 16:54	0:0:4:10			Issue Resolved	Onsite
21176	05-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	CES	C050320240100		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-03-2024 16:48	03-05-2024 16:53	0:0:5:21			Issue Resolved	Onsite
21177	05-03-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	IT	C050320240099		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-03-2024 16:47	03-05-2024 16:53	0:0:6:18			Issue Resolved	Onsite
21178	05-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C050320240098		Hardware	PC	Not working at all	Others	LOW	Closed	05-03-2024 16:46	03-05-2024 16:53	0:0:6:35			Issue Resolved	Onsite
21179	05-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C050320240096		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-03-2024 16:45	03-05-2024 16:52	0:0:7:11			Issue Resolved	Onsite
21180	05-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C050320240097		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-03-2024 16:45	03-05-2024 16:52	0:0:6:42			Issue Resolved	Onsite
21181	05-03-2024	NEHRU PLACE CSO	First Floor - C Block	IT	C050320240095		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	05-03-2024 16:44	03-05-2024 16:52	0:0:7:57			Issue Resolved	Onsite
21182	05-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C050320240094		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	05-03-2024 16:28	03-05-2024 17:09	0:0:40:44			clear the paper from lenses issue	Onsite
21183	05-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C050320240093		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 16:28	03-05-2024 17:09	0:0:40:59			replaced the old file issue resolved	Onsite
21184	05-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	MMG	C050320240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 16:27	03-05-2024 17:08	0:0:41:10			installed driver issue resolved	Onsite
21185	05-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C050320240092		Hardware	QMS	Hardware Issue	Sent to	LOW	Closed	05-03-2024 16:27	03-05-2024 17:08	0:0:41:14			updated the mozila firefox browser	Onsite
21186	05-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C050320240090		Hardware	PC	System Password issue	Password	MEDIUM	Closed	05-03-2024 16:21	03-05-2024 16:52	0:0:31:28			PC password reset and problem	Onsite
21187	05-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C050320240089		Hardware	System	Other Software	Browser	LOW	Closed	05-03-2024 16:14	03-05-2024 16:31	0:0:16:25			clean up the temp file now issue	Onsite
21188	05-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050320240088		Hardware	System	Other Software	Adobe	LOW	Closed	05-03-2024 16:13	03-05-2024 16:29	0:0:16:40			issue resolved	Onsite
21189	05-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050320240087		Hardware	System	Other Software	Adobe	LOW	Closed	05-03-2024 16:12	03-05-2024 16:29	0:0:16:55			issue resolved	Onsite
21190	05-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C050320240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 16:11	03-05-2024 16:28	0:0:17:33			issue resolved	Onsite
21191	05-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C050320240085		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	05-03-2024 16:08	03-05-2024 16:50	0:0:42:39			Change the keyboard and problem	Onsite
21192	05-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C050320240084		Hardware	System	MS Office	Software	MEDIUM	Closed	05-03-2024 16:04	03-05-2024 16:50	0:0:45:17			MS office repair software run and	Remote
21193	05-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C050320240083		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	05-03-2024 16:03	03-05-2024 16:48	0:0:44:57			Printer RJ45 change and problem	Onsite
21194	05-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C050320240082		Hardware	PC	Network Not Working	No Power	LOW	Closed	05-03-2024 16:02	03-05-2024 16:03	0:0:0:18			resolved	Onsite
21195	05-03-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C050320240081		Hardware	PC	Network Not Working	Other	LOW	Closed	05-03-2024 16:02	03-05-2024 16:03	0:0:0:56			resolved	Onsite
21196	05-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C050320240080		Hardware	System	Other Software	Browser	LOW	Closed	05-03-2024 16:01	03-05-2024 16:03	0:0:2:6			resolved	Onsite
21197	05-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C050320240077		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 16:00	03-05-2024 16:03	0:0:3:41			resolved	Onsite
21198	05-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C050320240079		Hardware	Printer	Image Issue	Dark	LOW	Closed	05-03-2024 16:00	03-05-2024 16:03	0:0:2:58			resolved	Onsite
21199	05-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C050320240078		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	05-03-2024 16:00	03-05-2024 16:46	0:0:46:21			Mail password reset working fine.	Remote
21200	05-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C050320240076		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-03-2024 15:59	03-05-2024 16:04	0:0:4:22			resolved	Onsite
21201	05-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050320240075		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	05-03-2024 15:46	03-05-2024 16:24	0:0:37:25			Delete All Temp Files & Prefetch files	Onsite
21202	05-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050320240074		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-03-2024 15:45	03-05-2024 16:23	0:0:37:42			Removed jam Paper Now Working	Onsite
21203	05-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C050320240073		Hardware	PC	Restart Problem	Others	LOW	Closed	05-03-2024 15:43	03-05-2024 16:23	0:0:40:1			BOOT Priority Select HDD Now	Onsite
21204	05-03-2024	OTHERS	Andrews Ganj	Enforcem	C050320240072		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 15:39	03-05-2024 15:48	0:0:9:15			mail issue	Onsite
21205	05-03-2024	OTHERS	Andrews Ganj	Enforcem	C050320240071		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-03-2024 15:38	03-05-2024 15:48	0:0:10:15			pc booting issue	Onsite
21206	05-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C050320240070		Network	Link	Link Connectivity Issue	Link	LOW	Closed	05-03-2024 15:37	03-05-2024 16:30	0:0:53:22			Done network troubleshooting steps	Onsite
21207	05-03-2024	OTHERS	Andrews Ganj	Enforcem	C050320240069		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 15:36	03-05-2024 15:49	0:0:12:35			Printer issue	Onsite
21208	05-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C050320240068		Hardware	MOUSE	Not working	Working	LOW	Closed	05-03-2024 15:36	03-05-2024 16:11	0:0:35:26			Clean dust from mouse now working	Onsite
21209	05-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050320240067		Hardware	Printer	Paper Pickup	Others	LOW	Closed	05-03-2024 15:35	03-05-2024 16:00	0:0:25:2			Paper size setting change correct	Onsite
21210	05-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050320240066		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 15:34	03-05-2024 16:00	0:0:25:32			New link installed now working fine	Remote
21211	05-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C050320240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 15:33	03-05-2024 15:59	0:0:25:25			Archive mails now working fine	Remote
21212	05-03-2024	OTHERS	Andrews Ganj	Enforcem	C050320240064		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 15:33	03-05-2024 15:49	0:0:16:17			mail issue	Onsite
21213	05-03-2024	OTHERS	Andrews Ganj	Enforcem	C050320240063		Hardware	Scanner	Scaning issue	Others	LOW	Closed	05-03-2024 15:32	03-05-2024 15:49	0:0:17:10			Sent to NHP	Onsite
21214	05-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C050320240062		Hardware	PC	System Password issue	Password	LOW	Closed	05-03-2024 15:30	03-05-2024 16:11	0:0:40:58			Desktop password changed	Onsite
21215	05-03-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C050320240061		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	05-03-2024 15:28	03-05-2024 16:11	0:0:42:39			Windows has been restored	Onsite
21216	05-03-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C050320240060		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-03-2024 15:25	03-05-2024 16:10	0:0:45:0			Mail has been sent to lotus team for	Remote
21217	05-03-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C050320240059		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-03-2024 15:22	03-05-2024 16:09	0:0:46:49			Printer set as default	Remote
21218	05-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C050320240058		Hardware	System	Other Software	Adobe	LOW	Closed	05-03-2024 15:21	03-05-2024 16:02	0:0:41:41			updated the acrobat issue resolved	Onsite
21219	05-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C050320240056		Hardware	Laptop	Restart Problem	Temp	LOW	Closed	05-03-2024 15:20	03-05-2024 16:02	0:0:41:56			clear the trace file and temp file and	Onsite
21220	05-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C050320240057		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	05-03-2024 15:20	03-05-2024 16:12	0:0:52:10			Lotus mail software reinstalled	Onsite
21221	05-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C050320240055		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 15:19	03-05-2024 16:02	0:0:42:7			uninstall the previous version oracle	Onsite
21222	05-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C050320240054		Hardware	System	MS Office	Software	HIGH	Closed	05-03-2024 15:19	03-05-2024 16:11	0:0:52:1			ms office software reinstalled	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21223	05-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	DSS	C050320240053		Hardware	PC	Network Not Working	No Power	HIGH	Closed	05-03-2024 15:17	03-05-2024 16:10	0:0:52:58			power cable change print issue	Onsite
21224	05-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C050320240052		Hardware	PC	Hardware Issue	Ticket	HIGH	Closed	05-03-2024 15:15	03-05-2024 16:09	0:0:54:10			printer ticket logged	Onsite
21225	05-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C050320240051		Hardware	PC	Restart Problem	Others	LOW	Closed	05-03-2024 15:14	03-05-2024 15:56	0:0:41:45			Goto Adyapak nagar complian center	Onsite
21226	05-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050320240050		Telecome	Instrumen	IP	Others	LOW	Closed	05-03-2024 15:04	03-05-2024 15:06	0:0:2:32			configur ethe ip	Onsite
21227	05-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C050320240049		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	05-03-2024 15:03	03-05-2024 15:06	0:0:2:46			check teh print and send it to nhp for	Onsite
21228	05-03-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C050320240048		Network	Link	Link Connectivity Issue	Router	LOW	Closed	05-03-2024 15:00	03-05-2024 15:05	0:0:4:57			install teh router	Onsite
21229	05-03-2024	HAUZ KHAAS	Green Park Market	O-M	C050320240047		Hardware	PC	Hanging/Slow processing	Harddisk	LOW	Closed	05-03-2024 14:50	03-05-2024 15:44	0:0:53:25			Temp file deleted.	Onsite
21230	05-03-2024	HAUZ KHAAS	Green Park Market	BUSINESS/	C050320240046		Hardware	MOUSE	Not working	Hardware	LOW	Closed	05-03-2024 14:50	03-05-2024 15:43	0:0:53:42			Mouse complaint logged.	Onsite
21231	05-03-2024	HAUZ KHAAS	Police Colony RBI Cash Counter	O-M	C050320240045		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-03-2024 14:46	03-05-2024 15:43	0:0:57:32			Network cable loose.	Onsite
21232	05-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C050320240044		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 14:44	03-05-2024 15:43	0:0:58:35			Printer driver installed.	Onsite
21233	05-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C050320240043		Telecome	Instrumen	SIP	Network	LOW	Closed	05-03-2024 14:43	03-05-2024 15:42	0:0:59:17			Network cable loose.	Onsite
21234	05-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C050320240042		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	05-03-2024 14:42	03-05-2024 15:42	0:0:59:30			Host file updated.	Onsite
21235	05-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050320240041		Hardware	OTHERS	VPN ISSUE	Others	LOW	Closed	05-03-2024 14:23	03-05-2024 15:40	0:1:16:26			Provide Approval For sap IP Free.	Remote
21236	05-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C050320240040		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-03-2024 14:21	03-05-2024 15:40	0:1:19:12			Mail Signature Set.	Remote
21237	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240039		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	05-03-2024 14:20	03-05-2024 15:09	0:0:49:50			PC not working issue resolved	Onsite
21238	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240038		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 14:19	03-05-2024 15:09	0:0:50:34			Email not working issue resolved	Onsite
21239	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240037		Hardware	System	MS Office	File	LOW	Closed	05-03-2024 14:18	03-05-2024 15:09	0:0:50:49			Ms office not working issue resolved	Onsite
21240	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240035		Hardware	PC	Not working at all	Physical	LOW	Closed	05-03-2024 14:17	03-05-2024 15:09	0:0:51:5			PC not working issue resolved	Onsite
21241	05-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C050320240036		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	05-03-2024 14:17	03-05-2024 15:54	0:1:36:19			RAM clean & reinsert issue resolved	Onsite
21242	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240034		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	05-03-2024 14:17	03-05-2024 15:08	0:0:51:19			Email not working issue resolved	Onsite
21243	05-03-2024	NEHRU PLACE	20 No Building	C-M	C050320240033		Hardware	System	Other Software	Adobe	LOW	Closed	05-03-2024 14:16	03-05-2024 15:53	0:1:36:46			Adobe reinstall done	Onsite
21244	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240032		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	05-03-2024 14:16	03-05-2024 15:08	0:0:51:50			Printer not working issue resolved	Onsite
21245	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240031		Hardware	Laptop	Other Issue	Others	LOW	Closed	05-03-2024 14:15	03-05-2024 15:08	0:0:52:13			Unable to connect RDC issue resolved	Onsite
21246	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240030		Hardware	PC	Not working at all	Harddisk	LOW	Closed	05-03-2024 14:15	03-05-2024 15:07	0:0:52:41			PC not working issue resolved	Onsite
21247	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240028		Hardware	MOUSE	Not working	Other	LOW	Closed	05-03-2024 14:14	03-05-2024 15:07	0:0:52:53			Mouse not working issue resolved	Onsite
21248	05-03-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C050320240029		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	05-03-2024 14:14	03-05-2024 15:53	0:1:38:21			clean temp & prefetch file, issue	Onsite
21249	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240027		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	05-03-2024 14:13	03-05-2024 15:07	0:0:53:27			Login issue resolved	Onsite
21250	05-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C050320240026		Hardware	System	MS Office	File	LOW	Closed	05-03-2024 14:13	03-05-2024 15:06	0:0:53:45			Ms excel not working issue resolved	Onsite
21251	05-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050320240023		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	05-03-2024 14:08	03-05-2024 14:11	0:0:3:41			issue resolved after change the mail	Onsite
21252	05-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050320240025		Hardware	System	Other Software	proxy	LOW	Closed	05-03-2024 14:08	03-05-2024 14:12	0:0:3:43			issue resolved after change the proxy	Onsite
21253	05-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050320240024		Hardware	System	Other Software	Adobe	LOW	Closed	05-03-2024 14:08	03-05-2024 14:12	0:0:3:48			issue resolved after reinstall the PDF	Onsite
21254	05-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C050320240022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 14:07	03-05-2024 14:11	0:0:3:52			issue resolved after archive all mails	Onsite
21255	05-03-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C050320240021		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	05-03-2024 14:05	03-05-2024 14:11	0:0:5:1			issue resolved after remove the paper	Onsite
21256	05-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050320240020		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 14:05	03-05-2024 14:10	0:0:5:28			issue resolved after reinstall the	Onsite
21257	05-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050320240019		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	05-03-2024 14:04	03-05-2024 14:09	0:0:5:13			issue resolved after change the	Onsite
21258	05-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050320240016		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-03-2024 14:03	03-05-2024 14:09	0:0:6:35			issue resolved after change the LAN	Onsite
21259	05-03-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C050320240018		Hardware	PC	TFT	Power	LOW	Closed	05-03-2024 14:03	03-05-2024 14:38	0:0:34:18			Resolved	Onsite
21260	05-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050320240017		Hardware	System	Other Software	Browser	LOW	Closed	05-03-2024 14:03	03-05-2024 14:10	0:0:6:55			issue resolved after update the	Onsite
21261	05-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C050320240015		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	05-03-2024 14:03	03-05-2024 14:37	0:0:34:53			Resolved	Onsite
21262	05-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C050320240014		Hardware	System	MS Office	File Not	LOW	Closed	05-03-2024 14:02	03-05-2024 14:09	0:0:6:37			issue resolved after repair a file	Onsite
21263	05-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C050320240013		Hardware	System	Other Software	software	LOW	Closed	05-03-2024 14:02	03-05-2024 14:37	0:0:35:12			Resolved	Onsite
21264	05-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C050320240012		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 13:10	03-05-2024 14:20	0:1:9:46			Sap Software installation.	Onsite
21265	05-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050320240011		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	05-03-2024 12:11	03-05-2024 12:26	0:0:14:49			printer driver updated issue resolved	Onsite
21266	05-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C050320240010		Hardware	System	MS Office	Software	LOW	Closed	05-03-2024 12:10	03-05-2024 12:25	0:0:15:15			repaired os issue resolved	Onsite
21267	05-03-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C050320240009		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	05-03-2024 12:09	03-05-2024 12:39	0:0:30:2			pickup roller dust cleaned and paper	Onsite
21268	05-03-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C050320240008		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 11:55	03-05-2024 12:58	0:1:3:0			Webex Software installation.	Remote
21269	05-03-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C050320240007		Hardware	System	Other Software	New	LOW	Closed	05-03-2024 11:53	03-05-2024 12:58	0:1:5:3			Zoom Software installation.	Remote
21270	05-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C050320240006		Hardware	PC	Not working at all	Others	LOW	Closed	05-03-2024 11:52	03-05-2024 12:59	0:1:7:9			Sachin Pc Installation.	Onsite
21271	05-03-2024	PALAM	Dwarka Sec 9 Complaint Center	O-M	C050320240005		Hardware	PC	Not working at all	Others	LOW	Closed	05-03-2024 11:50	03-05-2024 12:59	0:1:9:33			PC PM & Audit.	Onsite
21272	05-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050320240004		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	05-03-2024 11:11	03-05-2024 11:12	0:0:1:23			rapir the keyboard	Onsite
21273	05-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050320240003		Hardware	PC	Network Not Working	Other	LOW	Closed	05-03-2024 11:10	03-05-2024 11:13	0:0:2:44			change the lan port	Onsite
21274	05-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C050320240002		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	05-03-2024 11:09	03-05-2024 11:13	0:0:3:53			swap the power cable	Onsite
21275	05-03-2024	OTHERS	HUDCO Grid	PROTECTI	C050320240001		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	05-03-2024 10:31	03-06-2024 16:16	1:5:45:30			Please assign this call to the lan team	Onsite
21276	06-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C060320240141		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-03-2024 19:43	03-06-2024 19:45	0:0:2:27			Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21277	06-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C060320240140		Hardware	PC	System Password issue	Password	LOW	Closed	06-03-2024 19:42	03-06-2024 19:45	0:0:3:16			Resolved	Onsite
21278	06-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C060320240139		Hardware	System	Other Software	software	LOW	Closed	06-03-2024 19:39	03-06-2024 19:45	0:0:5:52			Resolved	Onsite
21279	06-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C060320240138		Hardware	System	MS Office	Software	LOW	Closed	06-03-2024 19:38	03-06-2024 19:45	0:0:6:54			Resolved	Onsite
21280	06-03-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C060320240137		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	06-03-2024 19:35	03-06-2024 19:44	0:0:9:21			Resolved	Onsite
21281	06-03-2024	OTHERS	VSNL	RCM	C060320240136		Telecome	Instrumen	IP	Lan Port	LOW	Closed	06-03-2024 17:52	03-06-2024 18:15	0:0:22:54			replaced Patch Cable issue resolve	Onsite
21282	06-03-2024	OTHERS	VSNL	RCM	C060320240135		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-03-2024 17:51	03-06-2024 18:14	0:0:23:26			Crimp RJ45 issue resolve	Onsite
21283	06-03-2024	OTHERS	VSNL	RCM	C060320240134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 17:50	03-06-2024 18:14	0:0:23:57			Archive create	Onsite
21284	06-03-2024	OTHERS	VSNL	RCM	C060320240133		Hardware	System	Other Software	New	LOW	Closed	06-03-2024 17:49	03-06-2024 18:13	0:0:24:19			Oracle re-installed	Onsite
21285	06-03-2024	KHANPUR	RPS Colony Near Mother Dairy	MMG	C060320240132		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	06-03-2024 17:41	03-06-2024 17:45	0:0:3:50			after pc reset issue resolved	Onsite
21286	06-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C060320240131		Hardware	Scanner	Scaning issue	Others	LOW	Closed	06-03-2024 17:37	03-06-2024 18:07	0:0:29:16			Scanner Software installation.	Onsite
21287	06-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C060320240130		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-03-2024 17:31	03-06-2024 17:43	0:0:12:43			After printer paper jam clear issue	Onsite
21288	06-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C060320240129		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-03-2024 17:30	03-06-2024 17:43	0:0:13:7			after mail password change issue	Onsite
21289	06-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C060320240128		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-03-2024 17:27	03-06-2024 17:42	0:0:14:22			printer not print	Onsite
21290	06-03-2024	OTHERS	VSNL	KCC/MLCC	C060320240127		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	06-03-2024 17:25	03-06-2024 18:13	0:0:48:23			Temp file & folder Delete issue	Onsite
21291	06-03-2024	OTHERS	VSNL	O-M	C060320240126		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-03-2024 17:24	03-06-2024 18:11	0:0:47:19			Paper jam issue resolve printer	Onsite
21292	06-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C060320240125		Hardware	PC	Restart Problem	Others	HIGH	Closed	06-03-2024 17:16	03-06-2024 17:25	0:0:8:57			ram upgrade	Onsite
21293	06-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C060320240123		Hardware	System	Other Software	Adobe	HIGH	Closed	06-03-2024 17:15	03-06-2024 17:26	0:0:11:24			pdf reinstall	Onsite
21294	06-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C060320240124		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	06-03-2024 17:15	03-06-2024 17:26	0:0:10:22			mail password changed	Onsite
21295	06-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C060320240122		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	06-03-2024 17:14	03-06-2024 17:25	0:0:10:55			A4 setting	Onsite
21296	06-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C060320240121		Hardware	Laptop	Restart Problem	Others	HIGH	Closed	06-03-2024 17:12	03-06-2024 17:24	0:0:12:14			laptop battery reconnect	Onsite
21297	06-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C060320240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 17:08	03-06-2024 22:40	0:5:32:3			Issue resolved as required	
21298	06-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C060320240119		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 17:02	03-06-2024 17:49	0:0:46:57			Adobe set as default	Remote
21299	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C060320240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 17:01	03-06-2024 17:02	0:0:1:52			Issue Resolved	Onsite
21300	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C060320240116		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-03-2024 17:01	03-06-2024 17:03	0:0:2:3			Issue Resolved	Onsite
21301	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C060320240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 17:01	03-06-2024 17:03	0:0:2:15			Issue Resolved	Onsite
21302	06-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C060320240118		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 17:01	03-06-2024 17:03	0:0:1:59			Issue Resolved	Onsite
21303	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C060320240115		Hardware	System	Other Software	New	LOW	Closed	06-03-2024 17:01	03-06-2024 17:03	0:0:1:59			Issue Resolved	Onsite
21304	06-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C060320240114		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-03-2024 17:01	03-06-2024 17:02	0:0:1:24			Lotus mail account is locked out error	Remote
21305	06-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C060320240109		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:1:40			Issue Resolved	Onsite
21306	06-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C060320240107		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:1:28			Issue Resolved	Onsite
21307	06-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C060320240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 17:00	03-06-2024 17:49	0:0:48:53			Password changed	Remote
21308	06-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C060320240111		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:1:50			Issue Resolved	Onsite
21309	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C060320240112		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:1:47			Issue Resolved	Onsite
21310	06-03-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C060320240110		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:1:44			Issue Resolved	Onsite
21311	06-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C060320240105		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:2:7			Lotus mail account is locked out error	Remote
21312	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C060320240108		Hardware	Laptop	Other Issue	Others	LOW	Closed	06-03-2024 17:00	03-06-2024 17:02	0:0:1:34			Issue Resolved	Onsite
21313	06-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C060320240103		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-03-2024 16:58	03-06-2024 17:01	0:0:3:13			Lotus mail account is locked out error	Remote
21314	06-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	BUSINESS/	C060320240104		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 16:58	03-06-2024 17:48	0:0:49:39			Browser setting reset	Onsite
21315	06-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C060320240102		Hardware	Scanner	Scaning issue	Others	LOW	Closed	06-03-2024 16:57	03-06-2024 17:47	0:0:49:22			Scanner file saving location changed	Onsite
21316	06-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C060320240101		Hardware	System	Other Software	software	LOW	Closed	06-03-2024 16:55	03-06-2024 16:56	0:0:0:37			Training Center Exam Duty Udaan	Onsite
21317	06-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C060320240100		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-03-2024 16:53	03-06-2024 16:59	0:0:6:14			issue resolved	Onsite
21318	06-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C060320240099		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	06-03-2024 16:52	03-06-2024 16:59	0:0:6:28			issue resolved	Onsite
21319	06-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C060320240096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 16:50	03-06-2024 16:58	0:0:7:45			issue resolved	Onsite
21320	06-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C060320240098		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-03-2024 16:50	03-06-2024 16:59	0:0:8:9			issue resolved	Onsite
21321	06-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C060320240097		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	06-03-2024 16:50	03-06-2024 16:58	0:0:8:0			issue resolved	Onsite
21322	06-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C060320240095		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-03-2024 16:49	03-06-2024 16:57	0:0:8:23			issue resolved	Onsite
21323	06-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C060320240094		Hardware	System	MS Office	File Saving	LOW	Closed	06-03-2024 16:48	03-06-2024 16:57	0:0:8:55			issue resolved	Onsite
21324	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C060320240093		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-03-2024 16:46	03-06-2024 16:57	0:0:10:31			issue resolved	Onsite
21325	06-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C060320240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 16:44	03-06-2024 16:55	0:0:11:6			issue resolved	Onsite
21326	06-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060320240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 16:36	03-06-2024 16:38	0:0:2:41			All mail archive and start reactivate	Onsite
21327	06-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060320240091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 16:36	03-06-2024 16:38	0:0:1:36			Rename Workspace file.	Onsite
21328	06-03-2024	NEHRU PLACE	20 No Building	Energy	C060320240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-03-2024 16:35	03-06-2024 17:11	0:0:35:41			printer driver update	Onsite
21329	06-03-2024	NEHRU PLACE	20 No Building	C-M	C060320240088		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	06-03-2024 16:34	03-06-2024 17:10	0:0:36:17			lan cable re-insert, issue resolved	Onsite
21330	06-03-2024	NEHRU PLACE	20 No Building	OM-EHV	C060320240087		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	06-03-2024 16:33	03-06-2024 17:10	0:0:36:40			clean to task manager	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21331	06-03-2024	NEHRU PLACE	20 No Building	Billing	C060320240086		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 16:32	03-06-2024 17:09	0:0:37:29			mail installation & configuration done	Onsite
21332	06-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C060320240084		Hardware	Printer	Paper Pickup	Others	LOW	Closed	06-03-2024 16:30	03-06-2024 17:27	0:0:57:9			Printer Software installation.	Onsite
21333	06-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	IT	C060320240085		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 16:30	03-06-2024 17:02	0:0:32:11			Full day Duty attended.	Onsite
21334	06-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C060320240083		Hardware	Scanner	Scaning issue	Others	LOW	Closed	06-03-2024 16:29	03-06-2024 17:31	0:1:1:55			Printer Software installation.	Onsite
21335	06-03-2024	OTHERS	Andrews Ganj	Enforcem	C060320240082		Hardware	System	Other Software	software	LOW	Closed	06-03-2024 16:27	03-06-2024 16:28	0:0:1:12			SAP Issue	Onsite
21336	06-03-2024	OTHERS	Andrews Ganj	Enforcem	C060320240081		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 16:26	03-06-2024 16:39	0:0:12:20			Adobe issue	Onsite
21337	06-03-2024	OTHERS	Andrews Ganj	Enforcem	C060320240079		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-03-2024 16:25	03-06-2024 16:39	0:0:14:14			Printer connectivity issue	Onsite
21338	06-03-2024	OTHERS	Andrews Ganj	Enforcem	C060320240080		Hardware	System	MS Office	Software	LOW	Closed	06-03-2024 16:25	03-06-2024 16:39	0:0:13:23			MS office issue	Onsite
21339	06-03-2024	OTHERS	HUDCO Grid	PROTECTI	C060320240078		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	06-03-2024 16:23	03-06-2024 16:40	0:0:16:13			Pc booting issue	Onsite
21340	06-03-2024	OTHERS	HUDCO Grid	PROTECTI	C060320240077		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	06-03-2024 16:22	03-06-2024 16:40	0:0:17:41			Laptop slow issue	Onsite
21341	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240076		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 15:58	03-06-2024 16:55	0:0:57:26			Printer not working issue resolved	Onsite
21342	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240075		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-03-2024 15:58	03-06-2024 16:55	0:0:57:37			Mouse not working issue resolved	Onsite
21343	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240073		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	06-03-2024 15:57	03-06-2024 16:55	0:0:58:0			Phone not working issue resolved	Onsite
21344	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240074		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 15:57	03-06-2024 16:55	0:0:57:49			pdf not working issue resolved	Onsite
21345	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240072		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 15:56	03-06-2024 16:54	0:0:57:59			google chrome not working issue	Onsite
21346	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240071		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 15:56	03-06-2024 16:54	0:0:58:16			pdf not working issue resolved	Onsite
21347	06-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C060320240070		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 15:55	03-06-2024 16:54	0:0:58:40			Email calendar issue resolved	Onsite
21348	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C060320240068		Hardware	PC	Not working at all	Others	LOW	Closed	06-03-2024 15:51	03-06-2024 15:55	0:0:3:51			RESOLVED	Onsite
21349	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C060320240067		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	06-03-2024 15:51	03-06-2024 15:55	0:0:4:8			RESOLVED	Onsite
21350	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C060320240069		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	06-03-2024 15:51	03-06-2024 15:52	0:0:0:23			RESOLVED	Onsite
21351	06-03-2024	UTTAM NAGAR	Bindapur Grid	O-M	C060320240066		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	06-03-2024 15:50	03-06-2024 15:55	0:0:4:41			RESOLVED	Onsite
21352	06-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C060320240064		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	06-03-2024 15:49	03-06-2024 15:54	0:0:4:28			RESOLVED	Onsite
21353	06-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C060320240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 15:49	03-06-2024 15:54	0:0:4:25			RESOLVED	Onsite
21354	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C060320240061		Hardware	PC	TFT	Black Spot	LOW	Closed	06-03-2024 15:48	03-06-2024 15:52	0:0:4:50			RESOLVED	Onsite
21355	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C060320240062		Hardware	PC	TFT	Black H	LOW	Closed	06-03-2024 15:48	03-06-2024 15:53	0:0:4:54			RESOLVED	Onsite
21356	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C060320240063		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 15:48	03-06-2024 15:53	0:0:5:5			RESOLVED	Onsite
21357	06-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	DSK	C060320240060		Hardware	PC	TFT	Black Spot	LOW	Closed	06-03-2024 15:47	03-06-2024 15:52	0:0:5:5			RESOLVED	Onsite
21358	06-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C060320240059		Hardware	PC	Hanging/Slow processing	Heating	LOW	Closed	06-03-2024 15:46	03-06-2024 15:52	0:0:5:44			RESOLVED	Onsite
21359	06-03-2024	JANAK PURI	I A 3 Janakpuri	O-M	C060320240058		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	06-03-2024 15:42	03-06-2024 16:31	0:0:48:57			Change paper setting now working	Remote
21360	06-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C060320240057		Hardware	System	Other Software	software	LOW	Closed	06-03-2024 15:41	03-06-2024 16:30	0:0:49:30			Password Reset now working fine	Remote
21361	06-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C060320240055		Hardware	PC	System Password issue	Password	LOW	Closed	06-03-2024 15:27	03-06-2024 16:59	0:1:31:59			reset the system password issue	Onsite
21362	06-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060320240056		NON-SAP	Others	Others	Others	LOW	Closed	06-03-2024 15:27	03-06-2024 15:39	0:0:11:25			rapir the software	Remote
21363	06-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C060320240054		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-03-2024 15:23	03-06-2024 15:41	0:0:17:38			install the ip	Onsite
21364	06-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C060320240053		Hardware	MOUSE	Not working	Hardware	LOW	Closed	06-03-2024 15:23	03-06-2024 16:15	0:0:52:25			New mouse replaced.	Onsite
21365	06-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C060320240052		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 15:22	03-06-2024 16:58	0:1:36:32			change the chrome setting issue	Onsite
21366	06-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C060320240048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	06-03-2024 15:21	03-06-2024 16:58	0:1:37:15			installed new driver issue resolved	Onsite
21367	06-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C060320240050		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 15:21	03-06-2024 16:58	0:1:36:55			updated the acrobat issue resolved	Onsite
21368	06-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C060320240051		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	06-03-2024 15:21	03-12-2024 12:47	5:21:25:15			resolved	Onsite
21369	06-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C060320240049		Hardware	UPS	Backup	Ticket	LOW	Closed	06-03-2024 15:21	03-06-2024 16:12	0:0:51:31			Complaint logged.	Onsite
21370	06-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C060320240046		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-03-2024 15:20	03-06-2024 16:10	0:0:49:40			Lotus software repaired.	Onsite
21371	06-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060320240044		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 15:20	03-06-2024 15:59	0:0:39:41			In valid Request no do correct.	Onsite
21372	06-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Store	C060320240047		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-03-2024 15:20	03-06-2024 16:58	0:1:37:27			change the printer patch cable issue	Onsite
21373	06-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C060320240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 15:20	03-06-2024 16:56	0:1:36:36			created new archived folder issue	Onsite
21374	06-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C060320240043		Hardware	System	Other Software	software	LOW	Closed	06-03-2024 15:15	03-06-2024 16:07	0:0:51:49			Mail sent to sap support.	Onsite
21375	06-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C060320240042		Hardware	System	Other Software	software	LOW	Closed	06-03-2024 15:14	03-06-2024 16:05	0:0:51:26			Password locked.	Onsite
21376	06-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060320240041		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 15:12	03-06-2024 16:00	0:0:47:48			Learn user how to access.	Onsite
21377	06-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060320240040		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 15:03	03-06-2024 16:01	0:0:57:37			Learn user how to access.	Onsite
21378	06-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C060320240039		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 14:54	03-06-2024 16:04	0:1:10:27			Sap password reset.	Onsite
21379	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240038		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-03-2024 14:43	03-06-2024 15:29	0:0:46:23			Printer Installed Issue Resolved	Onsite
21380	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240037		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 14:42	03-06-2024 15:29	0:0:46:38			Mail Install & Configure Issue	Onsite
21381	06-03-2024	NEHRU PLACE	20 No Building	ADMIN	C060320240036		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 14:28	03-06-2024 16:32	0:2:4:54			cookies & history clear	Onsite
21382	06-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C060320240034		Hardware	PC	System Password issue	Password	LOW	Closed	06-03-2024 14:25	03-06-2024 14:30	0:0:4:55			done issue resolved	Onsite
21383	06-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C060320240035		Hardware	PC	System Password issue	Password	LOW	Closed	06-03-2024 14:25	03-06-2024 14:30	0:0:5:16			done issue resolved	Onsite
21384	06-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C060320240033		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-03-2024 13:58	03-06-2024 14:00	0:0:2:29			printer connect issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21385	06-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C060320240032		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	06-03-2024 13:57	03-06-2024 14:00	0:0:2:23			printer connect issue resolved	Onsite
21386	06-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C060320240031		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	06-03-2024 13:51	03-06-2024 14:57	0:1:5:53			Restart mail software now working	Remote
21387	06-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C060320240030		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-03-2024 13:50	03-06-2024 15:18	0:1:27:42			Change RJ45 Now working fine	Onsite
21388	06-03-2024	JANAK PURI	Sagar Pur Grid	O-M	C060320240028		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	06-03-2024 13:49	03-06-2024 14:56	0:1:7:36			Clean ram now working fine	Onsite
21389	06-03-2024	JANAK PURI	Sagar Pur Grid	O-M	C060320240029		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-03-2024 13:49	03-06-2024 14:57	0:1:7:24			Account unlock now working fine	Remote
21390	06-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C060320240027		Hardware	System	Other Software	New	LOW	Closed	06-03-2024 13:41	03-06-2024 13:44	0:0:3:25			Install all software adobe pdf, MS	Onsite
21391	06-03-2024	JAFFERPUR	Dhasa Complaint Center	O-M	C060320240025		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	06-03-2024 13:30	03-06-2024 13:43	0:0:13:33			Going to site for checking earthing	Onsite
21392	06-03-2024	JAFFERPUR	Ujwa Complain Center	O-M	C060320240024		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	06-03-2024 13:27	03-06-2024 13:42	0:0:15:57			RJ45 crimp.	Onsite
21393	06-03-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C060320240023		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	06-03-2024 13:26	03-06-2024 13:42	0:0:15:47			Mail installation and configuration.	Onsite
21394	06-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C060320240022		Hardware	PC	Not working at all	Others	LOW	Closed	06-03-2024 13:14	03-06-2024 14:07	0:0:53:11			PC PM & Audit	Onsite
21395	06-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C060320240021		Hardware	Scanner	Scaning issue	Others	LOW	Closed	06-03-2024 13:11	03-06-2024 14:08	0:0:56:13			Scanner software installation.	Onsite
21396	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240020		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	06-03-2024 12:17	03-06-2024 12:32	0:0:15:19			Clean scanner Lance Now Working	Onsite
21397	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240019		Hardware	Printer	Image Issue	Light	LOW	Closed	06-03-2024 12:16	03-06-2024 12:31	0:0:15:4			Color Ink Refiled Now Working Issue	Onsite
21398	06-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C060320240018		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	06-03-2024 12:09	03-06-2024 13:24	0:1:14:47			RJ45 connector change.	Onsite
21399	06-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C060320240017		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	06-03-2024 12:08	03-06-2024 13:14	0:1:6:12			Driver reinstall.	Onsite
21400	06-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C060320240016		Hardware	PC	Not working at all	No power	MEDIUM	Closed	06-03-2024 12:08	03-06-2024 13:14	0:1:6:34			Power cable change.	Onsite
21401	06-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C060320240015		Hardware	System	Other Software	Adobe	LOW	Closed	06-03-2024 12:03	03-06-2024 12:06	0:0:2:34			reinstalled adobe issue resolved	Onsite
21402	06-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	Enforcem	C060320240014		Hardware	System	Other Software	Browser	LOW	Closed	06-03-2024 12:02	03-06-2024 12:05	0:0:2:52			ess open in firefox issue resolved	Onsite
21403	06-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C060320240013		Hardware	PC	System Password issue	Password	LOW	Closed	06-03-2024 12:01	03-06-2024 12:04	0:0:3:8			done issue resolvef	Onsite
21404	06-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C060320240012		Network	LAN Issue	LAN Issue	New	LOW	Closed	06-03-2024 11:53	03-06-2024 16:14	0:4:21:21			Call close by Subhash & Sanjay	Onsite
21405	06-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C060320240011		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	06-03-2024 11:53	03-06-2024 16:14	0:4:20:57			Call close by Subhash & Sanjay	Onsite
21406	06-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060320240010		Software	SAP-ISU	BI	Others	LOW	Closed	06-03-2024 11:51	03-06-2024 11:55	0:0:3:58			configure the sap	Remote
21407	06-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060320240008		Hardware	Printer	Paper Pickup	Others	LOW	Closed	06-03-2024 11:49	03-06-2024 11:56	0:0:7:51			set the paper tray	Remote
21408	06-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C060320240009		NON-SAP	Others	Others	Others	LOW	Closed	06-03-2024 11:49	03-06-2024 11:55	0:0:5:53			clear the cache	Remote
21409	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240007		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	06-03-2024 10:44	03-06-2024 10:56	0:0:12:43			Removed jam Paper Now Working	Onsite
21410	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240006		Hardware	Printer	Image Issue	Light	LOW	Closed	06-03-2024 10:43	03-06-2024 10:56	0:0:12:45			Cartage Replaced Issue Resolved	Onsite
21411	06-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C060320240005		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	06-03-2024 10:42	03-06-2024 10:55	0:0:13:7			Clear All Temp Files & Prefetch Now	Onsite
21412	06-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C060320240004		Telecome	CCTV	DVR/NVR	Others	LOW	Closed	06-03-2024 10:05	03-11-2024 10:14	5:0:8:20			please drop a mail on (Brpl	Onsite
21413	06-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C060320240003		Hardware	PC	TFT	Others	LOW	Closed	06-03-2024 09:53	03-06-2024 10:29	0:0:36:20			TFY stand fixed issue resolved	Onsite
21414	06-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C060320240002		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	06-03-2024 09:51	03-06-2024 10:28	0:0:36:52			mail to notes support for unlock the	Onsite
21415	06-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C060320240001		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	06-03-2024 09:51	03-06-2024 10:27	0:0:36:43			win 10 os reinstalled with data backup	Onsite
21416	07-03-2024	OTHERS	VSNL	Billing	C070320240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-03-2024 17:33	03-07-2024 17:52	0:0:18:44			Printer Driver Installed issue resolve	Onsite
21417	07-03-2024	OTHERS	VSNL	BUSINESS/	C070320240163		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-03-2024 17:32	03-07-2024 17:51	0:0:19:7			Printer Driver Installed issue resolve	Onsite
21418	07-03-2024	OTHERS	VSNL	Billing	C070320240164		Hardware	System	Other Software	New	LOW	Closed	07-03-2024 17:32	03-07-2024 17:52	0:0:19:4			Reset Password issue resolve	Onsite
21419	07-03-2024	OTHERS	VSNL	BUSINESS/	C070320240162		Hardware	PC	Not working at all	No power	LOW	Closed	07-03-2024 17:31	03-07-2024 17:51	0:0:19:15			Power with power Chocked Electrician	Onsite
21420	07-03-2024	OTHERS	VSNL	KCC/MLCC	C070320240161		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 17:31	03-07-2024 17:50	0:0:19:4			CAS And DLL re-installed issue resolve	Onsite
21421	07-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070320240160		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	07-03-2024 17:30	03-07-2024 18:08	0:0:37:56			Teflon change.	Onsite
21422	07-03-2024	OTHERS	VSNL	KCC/MLCC	C070320240159		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 17:30	03-07-2024 17:49	0:0:19:31			Reinstalled Genus issue resolve	Onsite
21423	07-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C070320240157		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-03-2024 17:29	03-07-2024 17:29	0:0:0:42			issue resolved	Onsite
21424	07-03-2024	OTHERS	VSNL	KCC/MLCC	C070320240158		Hardware	System	Other Software	New	LOW	Closed	07-03-2024 17:29	03-07-2024 17:49	0:0:19:41			Crete a new CAS Shortcut issue	Onsite
21425	07-03-2024	OTHERS	VSNL	MMG	C070320240156		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	07-03-2024 17:28	03-07-2024 17:48	0:0:19:37			Scanner send to NHP	Onsite
21426	07-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C070320240155		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-03-2024 17:28	03-07-2024 17:29	0:0:1:21			issue resolved	Onsite
21427	07-03-2024	OTHERS	VSNL	O-M	C070320240154		Hardware	PC	Restart Problem	Physical	LOW	Closed	07-03-2024 17:27	03-07-2024 17:47	0:0:19:30			Clean Motherboard & RAM PC	Onsite
21428	07-03-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C070320240153		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 17:26	03-07-2024 17:36	0:0:9:46			after software reinstall issue resolved	Onsite
21429	07-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C070320240152		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-03-2024 17:25	03-07-2024 17:36	0:0:10:37			after printer paper jam clear issue	Onsite
21430	07-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C070320240150		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-03-2024 17:24	03-07-2024 17:25	0:0:1:37			issue resolved	Onsite
21431	07-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C070320240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-03-2024 17:24	03-07-2024 17:35	0:0:11:24			after printer paper jam clear issue	Onsite
21432	07-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C070320240149		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-03-2024 17:22	03-07-2024 17:25	0:0:2:37			issue resolved	Onsite
21433	07-03-2024	NEHRU PLACE CSO	Third Floor - C Block	REGULAT	C070320240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 17:22	03-07-2024 17:25	0:0:2:49			issue resolved	Onsite
21434	07-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C070320240147		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-03-2024 17:21	03-07-2024 17:24	0:0:3:27			issue resolved	Onsite
21435	07-03-2024	SAKET	D-Block Saket	O-M	C070320240146		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	07-03-2024 17:21	03-07-2024 17:25	0:0:3:59			Windows credential changed	Remote
21436	07-03-2024	VASANT KUNJ	Mahipalpur	O-M	C070320240145		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-03-2024 17:19	03-07-2024 17:27	0:0:7:55			Print spooler has been restarted	Remote
21437	07-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	CORPORA	C070320240144		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-03-2024 17:18	03-07-2024 17:24	0:0:5:46			issue resolved	Onsite
21438	07-03-2024	VASANT KUNJ	B 1 Near Police Station	Data	C070320240143		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-03-2024 17:17	03-07-2024 17:26	0:0:9:28			Print spooler has been restarted	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21439	07-03-2024	VASANT KUNJ	C 9 Vasant Kunj	DSS	C070320240142		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 17:16	03-07-2024 17:26	0:0:10:12			SAP installed	Remote
21440	07-03-2024	VASANT KUNJ	Bijwasan	O-M	C070320240141		Hardware	Attendane	Others	new	LOW	Closed	07-03-2024 17:14	03-07-2024 17:25	0:0:11:18			ID card has been registered on the	Onsite
21441	07-03-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	PMG	C070320240140		Hardware	Laptop	Screen Issue	Others	LOW	Closed	07-03-2024 16:59	03-07-2024 17:02	0:0:3:5			Issue Resolved	Onsite
21442	07-03-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C070320240136		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:58	03-07-2024 17:01	0:0:3:46			Issue Resolved	Onsite
21443	07-03-2024	SAKET	Jonapur CC	O-M	C070320240137		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-03-2024 16:58	03-07-2024 17:20	0:0:21:11			Mail Color changing issue	Onsite
21444	07-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C070320240138		Hardware	Laptop	Screen Issue	Others	LOW	Closed	07-03-2024 16:58	03-07-2024 17:02	0:0:3:14			Issue Resolved	Onsite
21445	07-03-2024	NEHRU PLACE CSO	First Floor -D Block Conf.Bramapurtra.	C-M	C070320240139		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-03-2024 16:58	03-07-2024 17:02	0:0:3:28			Issue Resolved	Onsite
21446	07-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C070320240135		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 16:57	03-07-2024 17:01	0:0:4:19			Issue Resolved	Onsite
21447	07-03-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C070320240133		Hardware	PC	Not working at all	Others	LOW	Closed	07-03-2024 16:56	03-07-2024 17:01	0:0:5:5			Issue Resolved	Onsite
21448	07-03-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C070320240134		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 16:56	03-07-2024 17:01	0:0:4:33			Issue Resolved	Onsite
21449	07-03-2024	NEHRU PLACE CSO	Second Floor - A Block Conf. Saraswati	SCADA	C070320240132		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	07-03-2024 16:54	03-07-2024 17:00	0:0:6:46			Issue Resolved	Onsite
21450	07-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	Recovery	C070320240130		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	07-03-2024 16:53	3/13/2024 4:57:19 PM	6:0:4:8			Call close by Subhash & Jitendar	Onsite
21451	07-03-2024	NEHRU PLACE CSO	First Floor - E Block	ETG	C070320240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:53	03-07-2024 17:00	0:0:7:12			Issue Resolved	Onsite
21452	07-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C070320240127		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-03-2024 16:52	03-07-2024 16:54	0:0:1:27			issue resolved after unlock and reset	Onsite
21453	07-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C070320240128		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-03-2024 16:52	03-07-2024 16:54	0:0:1:25			issue resolved after unlock and reset	Onsite
21454	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240126		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:52	03-07-2024 17:06	0:0:14:1			Ms excel not working issue resolved	Onsite
21455	07-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C070320240125		Hardware	PC	System Password issue	Others	LOW	Closed	07-03-2024 16:52	03-07-2024 17:00	0:0:8:0			Issue Resolved	Onsite
21456	07-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C070320240124		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:52	03-07-2024 16:53	0:0:1:28			issue resolved after reinstall the	Onsite
21457	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240123		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:52	03-07-2024 17:06	0:0:14:14			Google chrome not working issue	Onsite
21458	07-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C070320240129		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-03-2024 16:52	03-07-2024 16:54	0:0:1:25			issue resolved after unlock and reset	Onsite
21459	07-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C070320240120		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	07-03-2024 16:51	03-07-2024 16:53	0:0:2:17			issue resolved after clean the scanner	Onsite
21460	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240121		Hardware	System	MS Office	File	LOW	Closed	07-03-2024 16:51	03-07-2024 17:06	0:0:14:59			Ms office not working issue resolved	Onsite
21461	07-03-2024	NEHRU PLACE CSO	First Floor - C Block	LEGAL	C070320240122		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-03-2024 16:51	03-07-2024 17:00	0:0:8:32			Issue Resolved	Onsite
21462	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240117		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:50	03-07-2024 17:05	0:0:15:27			Google chrome not working issue	Onsite
21463	07-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C070320240118		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:50	03-07-2024 17:05	0:0:15:11			pdf not working issue resolved	Onsite
21464	07-03-2024	NEHRU PLACE CSO	First Floor -D Block Conf.Bramapurtra.	C-M	C070320240119		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	07-03-2024 16:50	03-07-2024 17:00	0:0:9:21			Issue Resolved	Onsite
21465	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240116		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:49	03-07-2024 17:05	0:0:15:43			pdf not working issue resolved	Onsite
21466	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:48	03-07-2024 17:05	0:0:16:6			Email Archive issue resolved	Onsite
21467	07-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C070320240114		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 16:44	03-07-2024 17:24	0:0:40:1			Adobe reinstalled	Remote
21468	07-03-2024	VASANT KUNJ	B 1	O-M	C070320240113		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:30	03-07-2024 17:20	0:0:50:18			Mail archived and compact the mail	Remote
21469	07-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C070320240111		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-03-2024 16:20	03-07-2024 16:50	0:0:30:3			issue resolved after change the replica	Onsite
21470	07-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C070320240112		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-03-2024 16:20	03-07-2024 16:50	0:0:30:19			issue resolved after change the replica	Onsite
21471	07-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C070320240110		Hardware	System	MS Office	Others	LOW	Closed	07-03-2024 16:19	03-07-2024 16:49	0:0:30:18			issue resolved after change the excel	Onsite
21472	07-03-2024	SAKET	Chhatarpur CC	O-M	C070320240108		Hardware	PC	Not working at all	Others	LOW	Closed	07-03-2024 16:18	03-07-2024 17:19	0:1:0:46			Share folder opening issue	Onsite
21473	07-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C070320240109		Hardware	System	Other Software	proxy	LOW	Closed	07-03-2024 16:18	03-07-2024 16:47	0:0:28:42			issue resolved after change the proxy	Onsite
21474	07-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C070320240107		Hardware	Scanner	Scaning issue	Others	LOW	Closed	07-03-2024 16:18	03-07-2024 16:47	0:0:28:44			issue resolved after reinstall the	Onsite
21475	07-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C070320240106		Hardware	System	Other Software	proxy	LOW	Closed	07-03-2024 16:18	03-07-2024 16:46	0:0:28:57			issue resolved after disable proxy	Onsite
21476	07-03-2024	SAKET	Chhatarpur CC	O-M	C070320240105		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-03-2024 16:17	03-07-2024 17:18	0:1:0:56			Camera is not working	Onsite
21477	07-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C070320240101		Hardware	PC	Network Not Working	No Power	LOW	Closed	07-03-2024 16:16	03-07-2024 16:46	0:0:30:7			issue resolved after change the power	Onsite
21478	07-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070320240103		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-03-2024 16:16	03-07-2024 17:17	0:1:0:38			Jam Paper Removed.	Onsite
21479	07-03-2024	NEHRU PLACE	20 No Building	Energy	C070320240102		Hardware	System	Other Software	New	LOW	Closed	07-03-2024 16:16	03-07-2024 16:56	0:0:39:38			SAP installation & configuration done	Onsite
21480	07-03-2024	SAKET	Chhatarpur CC	O-M	C070320240104		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-03-2024 16:16	03-07-2024 17:18	0:1:1:14			LAN is not working	Onsite
21481	07-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070320240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:15	03-07-2024 17:17	0:1:2:34			Do Archive mail & Compact	Onsite
21482	07-03-2024	SAKET	Jonapur CC	O-M	C070320240100		Hardware	UPS	Backup	No Power	LOW	Closed	07-03-2024 16:15	03-07-2024 17:17	0:1:1:44			UPS Faulty at Aya Nagar CC, call	Onsite
21483	07-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C070320240098		Hardware	System	Other Software	Browser	LOW	Closed	07-03-2024 16:13	03-07-2024 17:01	0:0:47:55			Software issue resolved as reqd	Onsite
21484	07-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C070320240096		Hardware	PC	TFT	Others	LOW	Closed	07-03-2024 16:12	03-07-2024 17:01	0:0:49:4			system shifted as reqd.	Onsite
21485	07-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C070320240097		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:12	03-07-2024 17:23	0:1:10:45			Do mail archive & compact.	Onsite
21486	07-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C070320240095		Hardware	PC	TFT	Others	LOW	Closed	07-03-2024 16:11	03-07-2024 17:01	0:0:49:11			system shifted as reqd.	Onsite
21487	07-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C070320240094		Hardware	System	Other Software	Browser	LOW	Closed	07-03-2024 16:10	03-07-2024 17:00	0:0:49:31			Link corrected as reqd, working fine	Remote
21488	07-03-2024	OTHERS	PLA Court	Enforcem	C070320240091		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-03-2024 16:09	03-07-2024 16:10	0:0:0:36			Printer issue	Onsite
21489	07-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C070320240093		Hardware	System	Other Software	Browser	LOW	Closed	07-03-2024 16:09	03-07-2024 17:17	0:1:7:4			SAP Id password unlocked via web	Onsite
21490	07-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C070320240092		Hardware	System	Other Software	software	HIGH	Closed	07-03-2024 16:09	03-07-2024 17:16	0:1:6:43			cas exe changed	Onsite
21491	07-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C070320240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:09	03-07-2024 17:16	0:1:7:26			Location setting changed.	Onsite
21492	07-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C070320240087		Hardware	Printer	Image Issue	Light	HIGH	Closed	07-03-2024 16:08	03-07-2024 17:16	0:1:8:49			cartage changed	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21493	07-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Billing	C070320240088		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	07-03-2024 16:08	03-07-2024 17:15	0:1:7:45			LAN cable changed.	Onsite
21494	07-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C070320240089		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-03-2024 16:08	03-07-2024 17:16	0:1:7:30			Mail password reset done.	Onsite
21495	07-03-2024	OTHERS	Andrews Ganj	Enforcem	C070320240084		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 16:07	03-07-2024 16:10	0:0:3:13			Sap issue	Onsite
21496	07-03-2024	OTHERS	Andrews Ganj	Enforcem	C070320240086		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	07-03-2024 16:07	03-07-2024 16:10	0:0:2:26			Hearing pc slowness issue	Onsite
21497	07-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C070320240085		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-03-2024 16:07	03-07-2024 17:15	0:1:7:50			LAN cable reconnect & restart the	Onsite
21498	07-03-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C070320240082		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	07-03-2024 16:06	03-07-2024 16:52	0:0:45:32			change the rj45 issue resolved	Onsite
21499	07-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C070320240081		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	07-03-2024 16:06	03-07-2024 17:17	0:1:10:48			Printer paper jam and clean	Onsite
21500	07-03-2024	OTHERS	Andrews Ganj	Enforcem	C070320240083		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 16:06	03-07-2024 16:10	0:0:3:54			mail issue	Onsite
21501	07-03-2024	OTHERS	Andrews Ganj	Enforcem	C070320240080		Hardware	PC	Restart Problem	Others	LOW	Closed	07-03-2024 16:06	03-07-2024 16:11	0:0:4:38			dvd writer issue	Onsite
21502	07-03-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C070320240077		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	07-03-2024 16:05	03-07-2024 17:18	0:1:12:55			usb port changed	Onsite
21503	07-03-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C070320240078		Hardware	System	MS Office	Software	LOW	Closed	07-03-2024 16:05	03-07-2024 16:11	0:0:5:47			MS office issue	Remote
21504	07-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C070320240079		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-03-2024 16:05	03-07-2024 16:52	0:0:46:4			unlocked the mail id issue resolved	Onsite
21505	07-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C070320240076		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	07-03-2024 16:05	03-07-2024 16:51	0:0:46:45			reset the mail password issue	Onsite
21506	07-03-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C070320240074		Hardware	PC	Restart Problem	Others	HIGH	Closed	07-03-2024 16:03	03-07-2024 17:15	0:1:12:10			laptop format	Onsite
21507	07-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C070320240073		Telecome	Instrumen	Analog	Line	LOW	Closed	07-03-2024 16:03	03-07-2024 16:51	0:0:47:48			change the cord issue resolved	Onsite
21508	07-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C070320240075		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 16:03	03-07-2024 16:51	0:0:47:28			reinstalled the acrobat issue resolved	Onsite
21509	07-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C070320240072		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-03-2024 16:01	03-07-2024 16:50	0:0:49:55			updated the driver issue resolved	Onsite
21510	07-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C070320240071		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-03-2024 16:00	03-07-2024 16:50	0:0:49:55			shifted the system to another room	Onsite
21511	07-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C070320240070		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	07-03-2024 15:59	03-07-2024 16:49	0:0:50:28			installed new os and all software issue	Onsite
21512	07-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C070320240069		Hardware	PC	TFT	Others	LOW	Closed	07-03-2024 15:56	03-07-2024 15:57	0:0:0:22			Resolved	Onsite
21513	07-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070320240068		Hardware	PC	Restart Problem	Others	LOW	Closed	07-03-2024 15:56	03-07-2024 15:57	0:0:1:1			Resolved	Onsite
21514	07-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C070320240066		Hardware	UPS	Backup	Output	LOW	Closed	07-03-2024 15:54	03-07-2024 15:57	0:0:3:21			Resolved	Onsite
21515	07-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C070320240067		Hardware	UPS	Backup	Others	LOW	Closed	07-03-2024 15:54	03-07-2024 15:57	0:0:2:49			Resolved	Onsite
21516	07-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070320240064		Hardware	PC	Not working at all	Others	LOW	Closed	07-03-2024 15:53	03-07-2024 15:57	0:0:4:47			Resolved	Onsite
21517	07-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C070320240065		Hardware	PC	Not working at all	Others	LOW	Closed	07-03-2024 15:53	03-07-2024 15:57	0:0:4:26			Resolved	Onsite
21518	07-03-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C070320240063		Hardware	Laptop	System Password issue	Others	LOW	Closed	07-03-2024 15:52	03-07-2024 16:18	0:0:25:40			needful done	Onsite
21519	07-03-2024	NEHRU PLACE CSO	First Floor - E Block	SCADA	C070320240062		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 15:51	03-07-2024 16:18	0:0:26:38			issue resolved	Onsite
21520	07-03-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C070320240061		Hardware	PC	Hanging/Slow processing	Physical	MEDIUM	Closed	07-03-2024 15:51	03-07-2024 17:03	0:1:12:12			c drive de fragmentation,	Onsite
21521	07-03-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C070320240060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 15:48	03-07-2024 16:18	0:0:29:47			issue resolved	Onsite
21522	07-03-2024	NEHRU PLACE CSO	Second Floor - C Block	BUSINESS/	C070320240059		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	07-03-2024 15:47	03-07-2024 16:18	0:0:31:9			issue resolved	Onsite
21523	07-03-2024	NEHRU PLACE CSO	First Floor - D Block	LEGAL	C070320240057		Hardware	Laptop	System Password issue	Password	LOW	Closed	07-03-2024 15:46	03-07-2024 16:19	0:0:32:40			issue resolved	Onsite
21524	07-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C070320240058		Hardware	Laptop	System Password issue	Password	LOW	Closed	07-03-2024 15:46	03-07-2024 16:18	0:0:31:55			issue resolved	Onsite
21525	07-03-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C070320240056		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 15:44	03-07-2024 16:19	0:0:34:37			issue resolved	Onsite
21526	07-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C070320240055		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	07-03-2024 15:39	3/13/2024 4:56:47 PM	6:1:16:54			Call close by Subhash & Jitendar	Onsite
21527	07-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C070320240054		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Partial	07-03-2024 15:36					Resolved	Onsite
21528	07-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070320240052		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	07-03-2024 15:20	03-07-2024 15:21	0:0:0:35			reinsert the hdd	Onsite
21529	07-03-2024	SAKET	Adchini	Recovery	C070320240053		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 15:20	03-07-2024 15:51	0:0:30:48			SAP login recreate	Onsite
21530	07-03-2024	SAKET	Adchini	CHD	C070320240051		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	07-03-2024 15:19	03-07-2024 15:50	0:0:31:15			LAN reconnected	Onsite
21531	07-03-2024	TAGORE GARDEN	Tagore Garden A Block Complaint Center	OM-DIV	C070320240050		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	07-03-2024 15:18	03-07-2024 15:18	0:0:0:41			install teh printer	Onsite
21532	07-03-2024	SAKET	Adchini	BUSINESS/	C070320240049		Hardware	System	MS Office	File Not	LOW	Closed	07-03-2024 15:17	03-07-2024 15:50	0:0:32:48			Given excel file is corrupted	Onsite
21533	07-03-2024	SAKET	Adchini	BUSINESS/	C070320240047		Hardware	Laptop	Other Issue	Others	LOW	Closed	07-03-2024 15:16	03-07-2024 15:49	0:0:33:15			Projector installed	Onsite
21534	07-03-2024	SAKET	Adchini	Recovery	C070320240048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-03-2024 15:16	03-07-2024 15:49	0:0:33:3			Printer setting changed	Onsite
21535	07-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070320240046		Hardware	System	Other Software	software	LOW	Closed	07-03-2024 15:08	03-07-2024 15:22	0:0:14:0			ESS password problem mail sent for	Onsite
21536	07-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070320240045		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	07-03-2024 15:04	03-07-2024 15:21	0:0:17:15			PC lan loose	Onsite
21537	07-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C070320240044		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	07-03-2024 15:03	03-07-2024 15:21	0:0:18:1			Lotus mail hang now working.	Onsite
21538	07-03-2024	NEHRU PLACE	20 No Building	Energy	C070320240043		Hardware	Laptop	Not working at all	No power	LOW	Closed	07-03-2024 14:59	03-07-2024 16:15	0:1:15:41			issue resolved	Onsite
21539	07-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070320240041		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-03-2024 14:51	03-07-2024 15:47	0:0:56:16			Removed Jam Paper Issue Resolved	Onsite
21540	07-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070320240042		Hardware	Printer	Image Issue	Light	LOW	Closed	07-03-2024 14:51	03-07-2024 15:47	0:0:56:5			Cartage Replaced Issue Replaced	Onsite
21541	07-03-2024	NEHRU PLACE	20 No Building	BUSINESS/	C070320240040		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	07-03-2024 14:39	03-07-2024 16:15	0:1:36:6			update antivirus	Onsite
21542	07-03-2024	NEHRU PLACE	20 No Building	C-M	C070320240039		Hardware	PC	Not working at all	No power	LOW	Closed	07-03-2024 14:38	03-07-2024 16:11	0:1:32:51			Power re-insert, issue resolved	Onsite
21543	07-03-2024	NEHRU PLACE	20 No Building	Billing	C070320240038		Hardware	System	Other Software	New	LOW	Closed	07-03-2024 14:37	03-07-2024 16:10	0:1:32:15			software installation done	Onsite
21544	07-03-2024	JANAK PURI	I A 3 Janakpuri	O-M	C070320240036		Network	Link	Link Connectivity Issue	Link	LOW	Closed	07-03-2024 14:31	03-07-2024 15:16	0:0:45:0			Done network troubleshooting steps	Onsite
21545	07-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C070320240037		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	07-03-2024 14:31	03-07-2024 15:47	0:1:15:36			Change Lan patch cable now working	Onsite
21546	07-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C070320240035		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	07-03-2024 14:28	03-07-2024 15:15	0:0:47:1			Installed printer driver now working	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21547	07-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C070320240034		Hardware	System	MS Office	Others	LOW	Closed	07-03-2024 14:27	03-07-2024 15:14	0:0:47:0			Change formula setting now working	Remote
21548	07-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C070320240033		Hardware	Printer	Connectivity Issue	Hardware	LOW	Partial	07-03-2024 14:23					Resolved	Onsite
21549	07-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C070320240031		Hardware	Laptop	Other Issue	Others	LOW	Partial	07-03-2024 14:21					Resolved	Onsite
21550	07-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C070320240032		Hardware	Printer	Connectivity Issue	Hardware	LOW	Partial	07-03-2024 14:21					Resolved	Onsite
21551	07-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C070320240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Partial	07-03-2024 14:17					Resolved	Onsite
21552	07-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	MMG	C070320240029		Hardware	PC	Restart Problem	RAM Issue	LOW	Partial	07-03-2024 14:13					Resolved	Onsite
21553	07-03-2024	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C070320240028		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	07-03-2024 13:42	03-07-2024 15:19	0:1:37:14			Run dienotes application and pc	Remote
21554	07-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C070320240027		Hardware	System	Other Software	software	MEDIUM	Closed	07-03-2024 13:41	03-07-2024 14:51	0:1:9:38			Adobe Acrobat 8 Professional	Remote
21555	07-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C070320240026		Hardware	Printer	Image Issue	Dark	MEDIUM	Closed	07-03-2024 13:40	03-07-2024 14:50	0:1:9:30			Printer cartage change and problem	Onsite
21556	07-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C070320240025		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	07-03-2024 13:39	03-07-2024 14:48	0:1:9:28			Mail Software repair and host file	Onsite
21557	07-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CORPORA	C070320240024		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 13:21	03-07-2024 13:25	0:0:4:17			replica creation done now working	Onsite
21558	07-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C070320240023		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	07-03-2024 13:16	03-07-2024 13:25	0:0:8:58			ram slot repalced bios settings done	Onsite
21559	07-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C070320240022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 13:12	03-07-2024 13:24	0:0:12:4			password reset by lotus admin now	Onsite
21560	07-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C070320240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 13:09	03-07-2024 13:24	0:0:14:52			archives path set again now working	Onsite
21561	07-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C070320240020		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	07-03-2024 13:07	03-07-2024 13:23	0:0:15:54			drivers ok patch cable ok switch end	Onsite
21562	07-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C070320240019		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	07-03-2024 13:01	03-07-2024 13:22	0:0:21:37			vendor engg removed internally paper	Onsite
21563	07-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C070320240018		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 12:51	03-07-2024 13:22	0:0:30:34			Software install and proxy settings	Onsite
21564	07-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	SCADA	C070320240017		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	07-03-2024 12:24	03-07-2024 12:29	0:0:4:59			password reset mail to notes admin	Remote
21565	07-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C070320240016		Network	LAN Issue	LAN Issue	Phone	LOW	Closed	07-03-2024 12:23	3/13/2024 4:55:08 PM	6:4:32:0			Call close by Subhash	Onsite
21566	07-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C070320240015		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 12:23	03-07-2024 12:28	0:0:5:10			wrong mail id enter by user now issue	Remote
21567	07-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070320240014		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	07-03-2024 12:16	03-07-2024 12:27	0:0:10:51			Clear Lance Now working Issue	Onsite
21568	07-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C070320240013		Hardware	MOUSE	Not working	Hardware	LOW	Closed	07-03-2024 12:16	03-07-2024 12:26	0:0:10:26			Mouse Replaced Issue Resolved	Onsite
21569	07-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C070320240012		Hardware	System	Other Software	New	LOW	Closed	07-03-2024 12:16	03-07-2024 13:07	0:0:51:27			Sap Software installation.	Onsite
21570	07-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C070320240011		Hardware	PC	TFT	Others	LOW	Closed	07-03-2024 12:14	03-07-2024 13:08	0:0:53:14			Power Cable change.	Onsite
21571	07-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070320240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	07-03-2024 12:06	03-07-2024 12:06	0:0:0:27			map the archive	Remote
21572	07-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C070320240009		Network	LAN Issue	LAN Issue	Others	LOW	Closed	07-03-2024 12:02	03-07-2024 12:11	0:0:9:4			Call close by Subhash	Onsite
21573	07-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070320240008		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	07-03-2024 12:01	03-07-2024 12:06	0:0:5:7			install teh driver	Remote
21574	07-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C070320240007		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	07-03-2024 11:59	03-07-2024 12:07	0:0:7:18			digest the password	Remote
21575	07-03-2024	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C070320240006		Hardware	PC	TFT	Others	LOW	Closed	07-03-2024 11:59	03-07-2024 12:07	0:0:8:29			check teh tft and log the call	Remote
21576	07-03-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C070320240005		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	07-03-2024 11:41	03-07-2024 12:21	0:0:39:59			ram moisture cleaned now issue	Onsite
21577	07-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C070320240004		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	07-03-2024 11:34	03-07-2024 12:11	0:0:37:3			Call close by Subhash	Onsite
21578	07-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C070320240003		Hardware	PC	Not working at all	Ticket	HIGH	Closed	07-03-2024 11:30	03-12-2024 12:47	5:1:17:18			resolved	Onsite
21579	07-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070320240002		Hardware	System	Other Software	Adobe	LOW	Closed	07-03-2024 09:56	03-07-2024 10:10	0:0:13:52			reinstalled the adobe issue resolved	Onsite
21580	07-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C070320240001		Hardware	Scanner	Scaning issue	Others	LOW	Closed	07-03-2024 09:55	03-07-2024 10:11	0:0:15:58			usb cable replaced and reinstalled the	Onsite
21581	08-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	Store	C080320240158		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-03-2024 18:48	03-08-2024 19:07	0:0:19:45			Printer print spooler restarted	
21582	08-03-2024	VASANT KUNJ	C 8	O-M	C080320240157		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-03-2024 18:46	03-08-2024 19:16	0:0:29:54			Created a new workspace	
21583	08-03-2024	KHANPUR	Durga Vihar, A 68	O-M	C080320240156		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	08-03-2024 18:35	03-08-2024 18:45	0:0:9:42			after printer reconnect issue resolved	Onsite
21584	08-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C080320240155		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 18:21	03-08-2024 18:43	0:0:22:5			after printer reconnect issue resolved	Onsite
21585	08-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C080320240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 18:02	03-08-2024 18:42	0:0:40:28			after mail archived issue resolved	Onsite
21586	08-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C080320240153		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-03-2024 17:44	03-08-2024 19:44	0:2:0:21			Issue resolved as reqd	Onsite
21587	08-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C080320240152		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-03-2024 17:43	03-08-2024 19:44	0:2:0:30			Issue resolved as reqd	Onsite
21588	08-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C080320240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 17:38	03-08-2024 17:49	0:0:11:10			Issue resolved	Onsite
21589	08-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C080320240150		Hardware	MOUSE	Not working	Ticket	LOW	Closed	08-03-2024 17:37	03-08-2024 17:49	0:0:11:44			Complaint logged to vendor.	Onsite
21590	08-03-2024	OTHERS	VSNL	HR	C080320240149		Hardware	System	MS Office	File	LOW	Closed	08-03-2024 17:34	03-08-2024 17:54	0:0:19:30			MS office re-installed issue resolve	Remote
21591	08-03-2024	OTHERS	VSNL	Vigilance	C080320240148		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-03-2024 17:34	03-08-2024 17:53	0:0:19:56			replaced Mouse issue resolve	Remote
21592	08-03-2024	OTHERS	VSNL	Vigilance	C080320240147		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	08-03-2024 17:33	03-08-2024 17:53	0:0:20:5			Delete temp file and folder and scan	Remote
21593	08-03-2024	OTHERS	VSNL	KCC/MLCC	C080320240145		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	08-03-2024 17:31	03-08-2024 17:52	0:0:21:36			Password unlock and change issue	Remote
21594	08-03-2024	NEHRU PLACE CSO	Ground Floor	HR	C080320240146		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 17:31	03-08-2024 17:33	0:0:1:51			Issue Resolved	Onsite
21595	08-03-2024	OTHERS	VSNL	RCM	C080320240143		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 17:30	03-08-2024 17:52	0:0:21:48			Delete temp file and folder PC re-start	Remote
21596	08-03-2024	NEHRU PLACE CSO	Second Floor - B Block	ADMIN	C080320240144		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 17:30	03-08-2024 17:33	0:0:2:33			Issue Resolved	Onsite
21597	08-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C080320240140		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-03-2024 17:29	03-08-2024 17:33	0:0:3:54			Issue Resolved	Onsite
21598	08-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C080320240141		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-03-2024 17:29	03-08-2024 17:33	0:0:3:32			Issue Resolved	Onsite
21599	08-03-2024	OTHERS	VSNL	RCM	C080320240142		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-03-2024 17:29	03-08-2024 17:51	0:0:21:34			account unlocked issue issue resolve	Remote
21600	08-03-2024	OTHERS	VSNL	O-M	C080320240139		Hardware	PC	Not working at all	Harddisk	LOW	Closed	08-03-2024 17:27	03-08-2024 17:50	0:0:22:43			HDD replaced PC working properly	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21601	08-03-2024	OTHERS	VSNL	O-M	C080320240138		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-03-2024 17:26	03-08-2024 17:50	0:0:23:49			Cartridge replaced issue resolve	Onsite
21602	08-03-2024	SAKET	Fatehpur Beri CC	O-M	C080320240136		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-03-2024 17:18	03-08-2024 17:21	0:0:3:48			Clean RAM and reinstalled	Onsite
21603	08-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080320240137		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	08-03-2024 17:18	03-08-2024 17:22	0:0:3:36			issue resolved	Onsite
21604	08-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C080320240135		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	08-03-2024 17:14	03-08-2024 17:22	0:0:7:16			issue resolved	Onsite
21605	08-03-2024	SAKET	Adchini	BUSINESS/	C080320240134		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 17:13	03-08-2024 17:21	0:0:7:27			mail not work	Remote
21606	08-03-2024	SAKET	Adchini	SAFETY	C080320240133		Hardware	Printer	Image Issue	Light	LOW	Closed	08-03-2024 17:13	03-08-2024 17:21	0:0:7:37			printer not work	Onsite
21607	08-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C080320240132		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	08-03-2024 17:12	03-08-2024 17:21	0:0:9:1			issue resolved	Onsite
21608	08-03-2024	SAKET	Adchini	SAFETY	C080320240131		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-03-2024 17:12	03-08-2024 17:20	0:0:7:52			printer not work	Remote
21609	08-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C080320240129		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 17:11	03-08-2024 17:21	0:0:10:7			issue resolved	Onsite
21610	08-03-2024	SAKET	Adchini	CIVIL	C080320240130		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-03-2024 17:11	03-08-2024 17:20	0:0:8:29			Mail password forget	Onsite
21611	08-03-2024	SAKET	Adchini	Billing	C080320240128		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	08-03-2024 17:10	03-08-2024 17:19	0:0:8:56			LAN not work	Onsite
21612	08-03-2024	NEHRU PLACE	20 No Building	HR	C080320240124		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	08-03-2024 17:10	03-08-2024 17:22	0:0:12:30			temp. ip configure done	Onsite
21613	08-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C080320240126		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	08-03-2024 17:10	03-08-2024 17:21	0:0:11:12			issue resolved	Onsite
21614	08-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080320240127		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-03-2024 17:10	03-08-2024 17:14	0:0:3:19			Mouse not working issue resolved	Onsite
21615	08-03-2024	SAKET	Adchini	BUSINESS/	C080320240125		Hardware	PC	TFT	Power	LOW	Closed	08-03-2024 17:10	03-08-2024 17:19	0:0:9:20			not on	Onsite
21616	08-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C080320240120		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	08-03-2024 17:09	03-08-2024 17:13	0:0:4:3			Scanner not working issue resolved	Onsite
21617	08-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080320240123		Hardware	System	MS Office	File	LOW	Closed	08-03-2024 17:09	03-08-2024 17:13	0:0:3:49			Ms excel not working issue resolved	Onsite
21618	08-03-2024	SAKET	Adchini	DSS	C080320240122		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 17:09	03-08-2024 17:18	0:0:9:14			Mail not open	Onsite
21619	08-03-2024	NEHRU PLACE	20 No Building	Billing	C080320240121		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 17:09	03-08-2024 17:22	0:0:12:54			remote setting change, issue resolved	Onsite
21620	08-03-2024	NEHRU PLACE	20 No Building	Energy	C080320240116		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	08-03-2024 17:08	03-08-2024 17:21	0:0:13:35			ip change, issue resolved	Onsite
21621	08-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080320240118		Hardware	System	Other Software	Adobe	LOW	Closed	08-03-2024 17:08	03-08-2024 17:13	0:0:4:13			Ms office not working issue resolved	Onsite
21622	08-03-2024	NEHRU PLACE	20 No Building	Billing	C080320240119		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-03-2024 17:08	03-08-2024 17:22	0:0:13:7			printer installation done	Onsite
21623	08-03-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C080320240117		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	08-03-2024 17:08	03-08-2024 17:21	0:0:12:37			issue resolved	Onsite
21624	08-03-2024	NEHRU PLACE	20 No Building	C-M	C080320240114		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-03-2024 17:07	03-08-2024 17:21	0:0:14:4			workspace folder name change, issue	Onsite
21625	08-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080320240113		Hardware	System	Other Software	Adobe	LOW	Closed	08-03-2024 17:07	03-08-2024 17:12	0:0:5:16			IP msg not working issue resolved	Onsite
21626	08-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C080320240115		Hardware	System	MS Office	File	LOW	Closed	08-03-2024 17:07	03-08-2024 17:12	0:0:4:48			Ms excel not working issue resolved	Onsite
21627	08-03-2024	SARITA VIHAR	Badarpur	OM-DIV	C080320240111		Hardware	System	Other Software	Adobe	MEDIUM	Closed	08-03-2024 17:06	03-08-2024 17:33	0:0:27:33			After change file extension and open	
21628	08-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080320240112		Hardware	System	Other Software	Adobe	LOW	Closed	08-03-2024 17:06	03-08-2024 17:12	0:0:5:47			IP msg not working issue resolved	Onsite
21629	08-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080320240107		Hardware	Laptop	Other Issue	Others	LOW	Closed	08-03-2024 17:02	03-08-2024 17:20	0:0:18:27			issue resolved	Onsite
21630	08-03-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C080320240108		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	08-03-2024 17:02	03-08-2024 17:32	0:0:29:51			After os repair issue resolved	
21631	08-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080320240109		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-03-2024 17:02	03-08-2024 17:21	0:0:18:8			issue resolved	Onsite
21632	08-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080320240110		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-03-2024 17:02	03-08-2024 17:19	0:0:16:22			Drivers install and set IP again now	Onsite
21633	08-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C080320240104		Hardware	Printer	Connectivity Issue	Hardware	HIGH	Closed	08-03-2024 17:01	03-08-2024 17:11	0:0:10:17			Printer ip changed	Onsite
21634	08-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080320240103		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	08-03-2024 17:01	03-08-2024 17:31	0:0:30:6			After update printer driver issue	
21635	08-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080320240105		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-03-2024 17:01	03-08-2024 17:32	0:0:30:14			After replace local replica issue	
21636	08-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080320240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 17:01	03-08-2024 17:20	0:0:18:48			issue resolved	Onsite
21637	08-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C080320240102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 17:01	03-08-2024 17:20	0:0:19:17			issue resolved	Onsite
21638	08-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080320240101		Hardware	System	Other Software	New	LOW	Closed	08-03-2024 17:00	03-08-2024 17:17	0:0:16:52			Team viewer settings done	Onsite
21639	08-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C080320240100		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-03-2024 17:00	03-08-2024 17:30	0:0:30:7			After clear stuck mail and compact	
21640	08-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C080320240097		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	08-03-2024 17:00	03-08-2024 17:29	0:0:29:48			After clean ram and reinsert issue	
21641	08-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080320240098		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 17:00	03-08-2024 17:17	0:0:17:25			Team viewer settings done	Onsite
21642	08-03-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C080320240099		Hardware	System	Other Software	software	HIGH	Closed	08-03-2024 17:00	03-08-2024 17:12	0:0:11:56			ms office reinstall	Onsite
21643	08-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C080320240096		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	08-03-2024 16:59	03-08-2024 17:12	0:0:13:21			mail password changed	Onsite
21644	08-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C080320240095		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	08-03-2024 16:58	03-08-2024 17:11	0:0:13:24			cartage changed	Onsite
21645	08-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C080320240094		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 16:57	03-08-2024 17:17	0:0:19:10			Team viewer settings done	Onsite
21646	08-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C080320240093		Hardware	PC	Restart Problem	Others	HIGH	Closed	08-03-2024 16:56	03-08-2024 17:10	0:0:14:7			anti vires reinstall and update	Onsite
21647	08-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C080320240092		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 16:55	03-08-2024 17:18	0:0:22:27			ADS password reset and Team viewer	Onsite
21648	08-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C080320240091		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 16:54	03-08-2024 17:20	0:0:26:2			Lotus mail archive not open , settings	Onsite
21649	08-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C080320240090		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-03-2024 16:49	03-08-2024 17:16	0:0:26:54			Drivers install and set IP again now	Onsite
21650	08-03-2024	SAKET	Shivalik Grid	PROTECTI	C080320240089		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-03-2024 16:45	03-08-2024 17:04	0:0:18:48			ID file location changed	Remote
21651	08-03-2024	OTHERS	Andrews Ganj	Enforcem	C080320240088		Hardware	System	MS Office	Software	LOW	Closed	08-03-2024 16:37	03-08-2024 16:38	0:0:1:4			MS office issue	Onsite
21652	08-03-2024	OTHERS	Andrews Ganj	Enforcem	C080320240087		Hardware	Laptop	Restart Problem	Others	LOW	Closed	08-03-2024 16:31	03-08-2024 16:38	0:0:7:40			LAptop os issue	Onsite
21653	08-03-2024	OTHERS	Police Colony	Enforcem	C080320240086		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	08-03-2024 16:30	03-08-2024 16:39	0:0:9:9			Pc booting issue	Onsite
21654	08-03-2024	OTHERS	Andrews Ganj	Enforcem	C080320240085		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	08-03-2024 16:29	03-08-2024 16:39	0:0:10:23			S/W installed for online Lok Adalat	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21655	08-03-2024	OTHERS	Andrews Ganj	Enforcem	C080320240084		Hardware	PC	Restart Problem	Others	LOW	Closed	08-03-2024 16:28	03-08-2024 16:39	0:0:11:40			S/W installed for online Lok Adalat	Onsite
21656	08-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C080320240083		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	08-03-2024 16:21	03-08-2024 16:27	0:0:6:44			Issue has been resolved after cleaning	Onsite
21657	08-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C080320240082		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-03-2024 16:19	03-08-2024 16:27	0:0:7:33			Issue has been resolved after changed	Onsite
21658	08-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C080320240081		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 16:18	03-08-2024 16:26	0:0:8:12			Issue has been resolved after	Onsite
21659	08-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C080320240080		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 16:13	03-08-2024 16:26	0:0:13:14			Issue has been resolved after clear the	Onsite
21660	08-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C080320240079		Hardware	System	Other Software	New	LOW	Closed	08-03-2024 16:12	03-08-2024 16:26	0:0:14:22			Issue has been resolved after	Onsite
21661	08-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C080320240078		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 16:10	03-08-2024 16:25	0:0:15:47			Issue has been resolved after clear the	Onsite
21662	08-03-2024	SAKET	Shivalik Grid	PROTECTI	C080320240077		Hardware	Printer	Image Issue	Image	LOW	Closed	08-03-2024 16:01	03-08-2024 16:16	0:0:15:12			Hardware issue, call logged to vendor	Onsite
21663	08-03-2024	SAKET	Adchini	BUSINESS/	C080320240076		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	08-03-2024 16:00	03-08-2024 16:16	0:0:15:38			RJ45 replaced	Onsite
21664	08-03-2024	SAKET	Adchini	DSK	C080320240075		Hardware	MOUSE	Not working	Other	LOW	Closed	08-03-2024 15:59	03-08-2024 16:16	0:0:17:4			USB port changed	Onsite
21665	08-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C080320240074		Hardware	PC	System Password issue	Password	LOW	Closed	08-03-2024 15:56	03-08-2024 16:05	0:0:8:44			Windows password reset	Onsite
21666	08-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080320240073		Hardware	PC	Restart Problem	Others	LOW	Closed	08-03-2024 15:55	03-08-2024 17:07	0:1:11:8			CD Writer Replaced Now Working	Onsite
21667	08-03-2024	SAKET	Malviya Nagar	HR	C080320240072		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	08-03-2024 15:43	03-08-2024 16:04	0:0:21:45			Scanner driver settings changed	Onsite
21668	08-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C080320240071		Telecome	Instrumen	SIP	Others	LOW	Closed	08-03-2024 15:41	03-08-2024 16:04	0:0:22:24			SIP Phone reconfigured	Onsite
21669	08-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080320240070		Hardware	System	MS Office	Tools And	LOW	Closed	08-03-2024 15:15	03-08-2024 16:19	0:1:3:28			Excel file corupted.	Onsite
21670	08-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080320240068		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 15:14	03-08-2024 16:18	0:1:4:1			Local lan loose.	Onsite
21671	08-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C080320240069		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	08-03-2024 15:14	03-08-2024 16:18	0:1:3:47			Paper clear.	Onsite
21672	08-03-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C080320240067		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	08-03-2024 15:13	03-08-2024 16:17	0:1:3:38			Temp file deleted and RAM cleaned.	Onsite
21673	08-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080320240066		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 15:11	03-08-2024 15:25	0:0:14:11			sap p92 reinstalled issue resolved	Onsite
21674	08-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080320240065		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	08-03-2024 15:09	03-08-2024 15:24	0:0:14:29			driver updated issue resolved	Onsite
21675	08-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C080320240064		Network	LAN Issue	LAN Issue	RJ45	HIGH	Closed	08-03-2024 15:07	3/13/2024 4:58:22 PM	5:1:50:33			Call close by Subhash & Sanjay	Onsite
21676	08-03-2024	JANAK PURI	Sagar Pur Grid	O-M	C080320240063		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 15:01	03-08-2024 16:32	0:1:30:15			Mail software reinstalled now working	Remote
21677	08-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C080320240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 15:00	03-08-2024 16:31	0:1:31:21			Archive mails now working fine	Remote
21678	08-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C080320240062		Hardware	System	Other Software	Browser	LOW	Closed	08-03-2024 15:00	03-08-2024 16:31	0:1:30:55			Reinstalled google chrome now	Remote
21679	08-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C080320240059		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-03-2024 14:58	03-08-2024 15:24	0:0:25:40			Mail Password changed.	Onsite
21680	08-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Data	C080320240060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 14:58	03-08-2024 15:24	0:0:25:35			Mail software reinstall &	Onsite
21681	08-03-2024	NIZAMUDDIN	Lajpat Nagar 2	MMG	C080320240058		Network	Link	Link Connectivity Issue	Link	LOW	Closed	08-03-2024 14:57	03-08-2024 15:29	0:0:32:10			After FLT done network up .(NZD	Onsite
21682	08-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C080320240057		Hardware	MOUSE	Not working	Hardware	LOW	Closed	08-03-2024 14:55	03-08-2024 16:32	0:1:37:4			Change mouse now working fine	Onsite
21683	08-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C080320240056		Hardware	System	MS Office	File Not	MEDIUM	Closed	08-03-2024 14:54	03-08-2024 15:52	0:0:57:15			PC RESTART AND AGAIN FILE OPEN	Remote
21684	08-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C080320240055		Hardware	Scanner	Scaning issue	Others	LOW	Closed	08-03-2024 14:54	03-08-2024 16:30	0:1:36:24			Change setting now working fine	Onsite
21685	08-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C080320240053		Hardware	System	Other Software	proxy	LOW	Closed	08-03-2024 14:53	03-08-2024 15:52	0:0:59:34			Change proxy setting now working	Remote
21686	08-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C080320240054		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 14:53	03-08-2024 15:53	0:0:59:32			Clear paper jam now working fine	Onsite
21687	08-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C080320240052		Hardware	System	Other Software	proxy	LOW	Closed	08-03-2024 14:52	03-08-2024 15:52	0:0:59:43			Change proxy setting now working	Remote
21688	08-03-2024	JANAK PURI	I A 3 Janakpuri	O-M	C080320240051		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	08-03-2024 14:52	03-08-2024 15:51	0:0:59:16			Run diagnostic nd clean temp. fine	Onsite
21689	08-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C080320240050		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 14:51	03-08-2024 15:50	0:0:58:46			Clear paper jam now working fine	Onsite
21690	08-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080320240049		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	08-03-2024 14:37	03-08-2024 15:08	0:0:31:16			Clean All Temp Files & Prefetch Files	Onsite
21691	08-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080320240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 14:36	03-08-2024 15:08	0:0:32:6			Mail Archive Then Compact Now	Onsite
21692	08-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C080320240047		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-03-2024 14:35	03-08-2024 15:07	0:0:32:7			IP Address Change Now Working Issue	Onsite
21693	08-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C080320240046		Hardware	System	Other Software	software	MEDIUM	Closed	08-03-2024 14:35	03-08-2024 15:50	0:1:15:18			SAP software reinstalled.	Remote
21694	08-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C080320240045		Hardware	E-Mail	Email _Lotus	Mail Gets	MEDIUM	Closed	08-03-2024 14:33	03-08-2024 15:49	0:1:16:18			Dienotes run and issue resolved.	Remote
21695	08-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C080320240044		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	08-03-2024 14:31	03-08-2024 15:48	0:1:17:9			printer cartage change and printer	Onsite
21696	08-03-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C080320240043		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	08-03-2024 14:23	03-08-2024 15:48	0:1:24:24			change the printer tray paper size	Onsite
21697	08-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C080320240042		Hardware	PC	System Password issue	Password	LOW	Closed	08-03-2024 14:23	03-08-2024 15:46	0:1:22:59			reset the password issue resolved	Onsite
21698	08-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C080320240041		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	08-03-2024 14:22	03-08-2024 15:45	0:1:23:22			run the dinotes issue resolved	Onsite
21699	08-03-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C080320240039		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	08-03-2024 14:13	03-08-2024 14:21	0:0:8:0			ram clean and issue resolved	Onsite
21700	08-03-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C080320240040		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-03-2024 14:13	03-08-2024 14:29	0:0:15:46			driver installed and issue resolved	Onsite
21701	08-03-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C080320240038		Network	Link	Link Connectivity Issue	High	LOW	Closed	08-03-2024 14:11	03-08-2024 15:45	0:1:33:37			reboot the router and network device	Onsite
21702	08-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIVIL	C080320240037		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	08-03-2024 14:06	03-08-2024 15:40	0:1:33:42			installed the scanner on another	Onsite
21703	08-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C080320240036		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 14:05	03-08-2024 15:39	0:1:33:51			archived the mail and compact from	Onsite
21704	08-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C080320240035		Hardware	PC	Not working at all	Others	LOW	Closed	08-03-2024 14:05	03-08-2024 15:38	0:1:33:47			join the pc to ADS issue resolved	Onsite
21705	08-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080320240034		NON-SAP	Others	Others	Others	LOW	Closed	08-03-2024 13:40	03-08-2024 13:41	0:0:0:41			change the teamviewer setting	Onsite
21706	08-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080320240033		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	08-03-2024 13:39	03-08-2024 13:41	0:0:1:49			chnge the bootable device	Onsite
21707	08-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080320240032		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-03-2024 13:26	03-08-2024 13:47	0:0:21:32			Printer Software installation.	Onsite
21708	08-03-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C080320240031		Hardware	Laptop	Not working at all	Laptop	MEDIUM	Closed	08-03-2024 13:15	03-08-2024 13:27	0:0:11:19			Check power ok but adapter cable	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21709	08-03-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C080320240030		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	08-03-2024 13:13	03-08-2024 13:27	0:0:14:18			ADS login done with password reset	Onsite
21710	08-03-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C080320240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 12:47	03-08-2024 13:48	0:1:1:0			Jam Paper Removed.	Onsite
21711	08-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080320240028		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	08-03-2024 12:45	03-08-2024 13:48	0:1:3:5			Mail account unlock.	Onsite
21712	08-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080320240027		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	08-03-2024 12:44	03-08-2024 13:49	0:1:4:57			Paper Size set.	Onsite
21713	08-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080320240026		Hardware	System	Other Software	Browser	LOW	Closed	08-03-2024 12:34	03-08-2024 13:49	0:1:15:24			Learn user how to start.	Onsite
21714	08-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C080320240025		Hardware	System	Other Software	Browser	LOW	Closed	08-03-2024 12:31	03-08-2024 13:50	0:1:18:2			Sap Password reset.	Onsite
21715	08-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C080320240024		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	08-03-2024 11:59	3/13/2024 4:58:57 PM	5:4:59:9			Call close by Subhash & Sanjay	Onsite
21716	08-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C080320240023		Hardware	PC	Not working at all	Others	LOW	Closed	08-03-2024 11:32	03-08-2024 12:40	0:1:8:42			Power point not available request For	
21717	08-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C080320240022		Hardware	MOUSE	Not working	Other	LOW	Closed	08-03-2024 11:31	03-08-2024 12:11	0:0:39:41				
21718	08-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C080320240021		Network	LAN Issue	LAN Issue	Port	LOW	Closed	08-03-2024 11:15	3/13/2024 4:55:42 PM	5:5:40:36			Call close by Subhash	Onsite
21719	08-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C080320240020		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	08-03-2024 11:02	03-08-2024 11:48	0:0:46:48			All inbox mail Archive and restart the	Onsite
21720	08-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C080320240019		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	08-03-2024 10:58	03-08-2024 12:01	0:1:2:48			Change the Mouse and working fine.	Onsite
21721	08-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C080320240018		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	08-03-2024 10:54	03-08-2024 12:09	0:1:15:3			Win 10 os and all software reinstalled	Onsite
21722	08-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C080320240017		Hardware	PC	Not working at all	No power	LOW	Closed	08-03-2024 10:53	03-08-2024 11:24	0:0:31:30			Resolved	Onsite
21723	08-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C080320240016		Hardware	PC	Not working at all	Others	LOW	Closed	08-03-2024 10:52	03-08-2024 11:24	0:0:32:18			Resolved	Onsite
21724	08-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C080320240014		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-03-2024 10:48	03-08-2024 11:25	0:0:36:21			Resolved	Onsite
21725	08-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C080320240015		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	08-03-2024 10:48	03-08-2024 10:49	0:0:0:38			configure the mail	Onsite
21726	08-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C080320240013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	08-03-2024 10:48	03-08-2024 10:49	0:0:1:43			install teh printer	Onsite
21727	08-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C080320240012		Hardware	Printer	Paper Pickup	Others	LOW	Closed	08-03-2024 10:47	03-08-2024 11:25	0:0:38:13			Resolved	Onsite
21728	08-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C080320240011		Hardware	Laptop	KEYPAD	HW	LOW	Closed	08-03-2024 10:47	03-08-2024 10:50	0:0:3:18			check the laptop need to replace the	Onsite
21729	08-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C080320240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	08-03-2024 10:33	03-08-2024 10:38	0:0:5:52			quota cleared issue resolved	Onsite
21730	08-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C080320240009		Hardware	PC	Not working at all	No power	LOW	Closed	08-03-2024 10:32	03-08-2024 10:42	0:0:10:44			power cable faulty now replaced issue	Onsite
21731	08-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C080320240008		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	08-03-2024 10:30	03-08-2024 10:38	0:0:7:46			keyboard replaced issue resolved	Onsite
21732	08-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C080320240007		Hardware	System	Other Software	Browser	LOW	Closed	08-03-2024 10:23	03-08-2024 11:39	0:1:15:51			issue resolved after change the URL	Onsite
21733	08-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C080320240006		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	08-03-2024 10:22	03-08-2024 11:38	0:1:16:23			issue resolved after reinstall the	Onsite
21734	08-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C080320240005		Hardware	System	Other Software	proxy	LOW	Closed	08-03-2024 10:21	03-08-2024 11:38	0:1:16:37			issue resolved after change the proxy	Onsite
21735	08-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C080320240004		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	08-03-2024 10:19	03-08-2024 11:38	0:1:18:38			issue resolved after remove paper	Onsite
21736	08-03-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C080320240003		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	08-03-2024 09:36	03-08-2024 10:42	0:1:6:2				
21737	08-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C080320240002		Hardware	System	Other Software	software	LOW	Closed	08-03-2024 09:16	03-08-2024 09:24	0:0:8:52			dtm version updated issue resolved	Onsite
21738	08-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C080320240001		Hardware	Attendane	Not working at all	Network	LOW	Closed	08-03-2024 09:15	03-08-2024 09:26	0:0:11:8			repunch the lan connector and also	Onsite
21739	09-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090320240009		Hardware	PC	System Password issue	Password	LOW	Closed	09-03-2024 13:45	03-09-2024 13:52	0:0:6:59			done issue resolved	Onsite
21740	09-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C090320240008		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	09-03-2024 11:43	03-09-2024 12:36	0:0:53:54			Issue resolved as reqd.	Onsite
21741	09-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C090320240007		Hardware	System	Other Software	Browser	LOW	Closed	09-03-2024 11:39	03-09-2024 12:36	0:0:56:40			Webex issue resolved as reqd.	Onsite
21742	09-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C090320240006		Hardware	System	Other Software	Browser	LOW	Closed	09-03-2024 11:39	03-09-2024 12:36	0:0:57:26			Webex issue resolved as reqd.	Onsite
21743	09-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C090320240005		Hardware	System	Other Software	Browser	LOW	Closed	09-03-2024 11:38	03-09-2024 12:35	0:0:57:37			File transferred as reqd.	Onsite
21744	09-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C090320240004		Hardware	System	Other Software	Browser	LOW	Closed	09-03-2024 11:37	03-09-2024 12:35	0:0:57:41			File transferred as reqd.	Onsite
21745	09-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090320240003		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	09-03-2024 11:36	03-09-2024 11:37	0:0:0:52			printer reconnected issue resolved	Onsite
21746	09-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090320240002		Hardware	PC	System Password issue	Password	LOW	Closed	09-03-2024 11:24	03-09-2024 11:25	0:0:0:43			done issue resolved	Onsite
21747	09-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C090320240001		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	09-03-2024 11:18	03-09-2024 11:36	0:0:18:32			ram cleaned now issue resolved	Onsite
21748	10-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Data	C100320240001		Hardware	MOUSE	Not working	Hardware	HIGH	Closed	10-03-2024 09:18	03-12-2024 12:47	2:3:29:46			resolved	Onsite
21749	11-03-2024	VASANT KUNJ	Kapashera	O-M	C110320240189		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 17:51	03-11-2024 19:12	0:1:20:26			Created a new replica	
21750	11-03-2024	VASANT KUNJ	C 8	O-M	C110320240188		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	11-03-2024 17:49	03-11-2024 19:10	0:1:21:2			RAM has been clean and reinserted	
21751	11-03-2024	VASANT KUNJ	Mahipalpur	O-M	C110320240187		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 17:46	03-11-2024 19:08	0:1:21:45			Sharing printer connected	
21752	11-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C110320240186		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-03-2024 17:46	03-11-2024 19:07	0:1:21:3			Jam paper has been removed	
21753	11-03-2024	VASANT KUNJ	Bijwasan	O-M	C110320240185		Hardware	PC	TFT	Others	LOW	Closed	11-03-2024 17:45	03-11-2024 19:05	0:1:20:26			RAM issue fixed	
21754	11-03-2024	SAKET	Adchini	DSS	C110320240184		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 17:34	03-11-2024 17:39	0:0:5:41			Chrome setting reset	Onsite
21755	11-03-2024	SAKET	Adchini	CIVIL	C110320240182		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-03-2024 17:33	03-11-2024 17:38	0:0:5:50			printer not connect	Onsite
21756	11-03-2024	SAKET	Adchini	DSS	C110320240183		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 17:33	03-11-2024 17:39	0:0:5:20			Password reset from server side	Onsite
21757	11-03-2024	SAKET	Adchini	CHD	C110320240181		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 17:32	03-11-2024 17:38	0:0:6:6			Password forget	Onsite
21758	11-03-2024	SAKET	Adchini	HR	C110320240180		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 17:31	03-11-2024 17:38	0:0:6:28			Chrome link not open	Onsite
21759	11-03-2024	SAKET	C Dot Grid	O-M	C110320240179		Hardware	UPS	Backup	No Power	LOW	Closed	11-03-2024 17:30	03-11-2024 17:37	0:0:7:8			Call log to vendor	Onsite
21760	11-03-2024	NEHRU PLACE CSO	First Floor - A Block	IT	C110320240178		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	11-03-2024 17:29	03-11-2024 17:31	0:0:1:50			issue resolved	Onsite
21761	11-03-2024	SAKET	Adchini	BUSINESS/	C110320240177		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-03-2024 17:28	03-11-2024 17:37	0:0:8:28			printer not work	Onsite
21762	11-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C110320240175		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 17:23	03-11-2024 18:29	0:1:6:24			Issue resolved as required	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21763	11-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C110320240176		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 17:23	03-11-2024 18:29	0:1:5:18			Issue resolved as required	
21764	11-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C110320240173		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	11-03-2024 17:19	03-11-2024 17:22	0:0:2:40			issue resolved after reconfigure the	Onsite
21765	11-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C110320240172		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	11-03-2024 17:19	03-11-2024 17:21	0:0:2:53			issue resolved after reconfigure the	Onsite
21766	11-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C110320240174		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-03-2024 17:19	03-11-2024 17:22	0:0:2:43			issue resolved after reinstall the same	Onsite
21767	11-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C110320240171		Hardware	PC	TFT	Others	LOW	Closed	11-03-2024 17:18	03-11-2024 17:21	0:0:3:4			issue resolved after change the power	Onsite
21768	11-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C110320240170		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 17:18	03-11-2024 17:21	0:0:3:10			issue resolved after repair the file	Onsite
21769	11-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C110320240168		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-03-2024 17:17	03-11-2024 17:20	0:0:3:31			mail account locked issue resolved	Onsite
21770	11-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C110320240169		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-03-2024 17:17	03-11-2024 17:21	0:0:3:3			mail account locked issue resolved	Onsite
21771	11-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C110320240167		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 17:16	03-11-2024 17:20	0:0:3:47			issue resolved after change the proxy	Onsite
21772	11-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C110320240166		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-03-2024 17:16	03-11-2024 17:20	0:0:3:48			issue resolved after change the LAN	Onsite
21773	11-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C110320240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-03-2024 17:15	03-11-2024 17:31	0:0:16:6			issue resolved	Onsite
21774	11-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C110320240164		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	11-03-2024 17:14	03-11-2024 17:31	0:0:16:29			issue resolved	Onsite
21775	11-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C110320240163		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-03-2024 17:14	03-11-2024 17:30	0:0:16:47			issue resolved	Onsite
21776	11-03-2024	NEHRU PLACE CSO	Fourth Floor, Porta Cabin	IT	C110320240162		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-03-2024 17:13	03-11-2024 17:30	0:0:17:7			issue resolved	Onsite
21777	11-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C110320240161		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	11-03-2024 17:09	03-11-2024 17:45	0:0:36:12			After kills multiple process running in	
21778	11-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C110320240160		Hardware	PC	TFT	Color	MEDIUM	Closed	11-03-2024 17:07	03-11-2024 17:44	0:0:36:50			call logged to vendor complaint no is	
21779	11-03-2024	OTHERS	VSNL	RCM	C110320240159		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 17:07	03-11-2024 17:28	0:0:21:46			Password reset login issue resolve	Remote
21780	11-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C110320240157		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	11-03-2024 17:06	03-11-2024 17:42	0:0:36:23			After reconfigured printer Issue	
21781	11-03-2024	OTHERS	VSNL	KCC/MLCC	C110320240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 17:06	03-11-2024 17:28	0:0:21:49			New Replace create issue resolve	Remote
21782	11-03-2024	OTHERS	VSNL	KCC/MLCC	C110320240156		Hardware	System	Other Software	Adobe	LOW	Closed	11-03-2024 17:05	03-11-2024 17:27	0:0:22:12			Adobe remove & re-installed issue	Remote
21783	11-03-2024	OTHERS	VSNL	KCC/MLCC	C110320240155		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 17:04	03-11-2024 17:26	0:0:22:13			hosts file replaced issue resolve	Remote
21784	11-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C110320240154		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 17:03	03-11-2024 17:30	0:0:27:31			After google chrome reinstall issue	Onsite
21785	11-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C110320240153		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-03-2024 17:01	03-11-2024 17:27	0:0:26:15			after printer paper jam clear issue	Onsite
21786	11-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C110320240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 16:59	03-11-2024 17:25	0:0:25:48			after all mail archived issue resolved	Onsite
21787	11-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C110320240151		Telecome	Instrumen	IP	Instrumen	LOW	Closed	11-03-2024 16:58	03-11-2024 17:20	0:0:21:46			after reinsert lan cable issue resolved	Onsite
21788	11-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	DSS	C110320240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 16:57	03-11-2024 17:17	0:0:20:21			after mail archive issue resolved	Onsite
21789	11-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110320240149		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 16:55	03-11-2024 16:58	0:0:2:40			done issue resolved	Onsite
21790	11-03-2024	SAKET	Fatehpur Beri CC	O-M	C110320240148		Hardware	PC	TFT	Others	LOW	Closed	11-03-2024 16:54	03-11-2024 17:32	0:0:37:48			No Display	Onsite
21791	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240147		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 16:54	03-11-2024 17:00	0:0:6:23			Password reset and change password.	Onsite
21792	11-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C110320240146		Hardware	PC	Not working at all	Others	LOW	Closed	11-03-2024 16:53	03-11-2024 17:00	0:0:6:46			PC install and configure new IP.	Onsite
21793	11-03-2024	SARITA VIHAR	Badarpur	OM-DIV	C110320240145		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	11-03-2024 16:50	03-11-2024 17:42	0:0:51:23			FLT done update to network team call	
21794	11-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C110320240143		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	11-03-2024 16:50	03-11-2024 17:40	0:0:50:29			FLT done update to network team call	
21795	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240144		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	11-03-2024 16:50	03-11-2024 16:59	0:0:9:1			Windows 10 Install and all necessary	Onsite
21796	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240142		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:49	03-11-2024 16:57	0:0:7:41			TeamViewer Setting change.	Onsite
21797	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240141		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:48	03-11-2024 16:57	0:0:8:10			TeamViewer Setting change.	Onsite
21798	11-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C110320240139		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:47	03-11-2024 17:04	0:0:16:41			ADS login done	Onsite
21799	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240140		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:47	03-11-2024 16:56	0:0:8:57			TeamViewer Setting change.	Onsite
21800	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240138		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:46	03-11-2024 16:56	0:0:9:51			TeamViewer Setting change.	Onsite
21801	11-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C110320240137		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:46	03-11-2024 17:03	0:0:17:23			ADS login done	Onsite
21802	11-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C110320240136		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:44	03-11-2024 16:56	0:0:11:50			TeamViewer Setting change.	Onsite
21803	11-03-2024	NEHRU PLACE	20 No Building	HR	C110320240135		Hardware	System	Other Software	Media	LOW	Closed	11-03-2024 16:44	03-11-2024 17:03	0:0:18:55			VLC player setting change, issue	Onsite
21804	11-03-2024	SAKET	Adchini	SAFETY	C110320240134		Hardware	PC	Not working at all	Others	LOW	Closed	11-03-2024 16:43	03-11-2024 17:31	0:0:48:9			BIOS reset	Onsite
21805	11-03-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C110320240133		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	11-03-2024 16:40	03-11-2024 16:55	0:0:14:41			Call closed.	Onsite
21806	11-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C110320240132		Hardware	System	MS Office	Others	LOW	Closed	11-03-2024 16:22	03-11-2024 16:24	0:0:1:34			Issue Resolved	Onsite
21807	11-03-2024	OTHERS	Andrews Ganj	Enforcem	C110320240131		Hardware	PC	TFT	IF HW	LOW	Closed	11-03-2024 16:15	03-11-2024 16:16	0:0:1:9			TFT issue,replaced	Onsite
21808	11-03-2024	OTHERS	Andrews Ganj	Enforcem	C110320240130		Hardware	PC	Restart Problem	Heating	LOW	Closed	11-03-2024 16:14	03-11-2024 16:17	0:0:2:35			PC booting issue	Onsite
21809	11-03-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C110320240129		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 16:13	03-11-2024 16:17	0:0:3:57			Ess issue	Remote
21810	11-03-2024	OTHERS	Andrews Ganj	Enforcem	C110320240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 16:13	03-11-2024 16:17	0:0:4:46			mail issue	Remote
21811	11-03-2024	OTHERS	Andrews Ganj	Enforcem	C110320240127		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	11-03-2024 16:12	03-11-2024 16:18	0:0:5:40			Keyboard replaced from NHP	Onsite
21812	11-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110320240126		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 16:12	03-11-2024 16:39	0:0:26:43			Printer Connected Again After	Onsite
21813	11-03-2024	OTHERS	Andrews Ganj	Enforcem	C110320240125		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 16:12	03-11-2024 16:18	0:0:6:38			Sap issue	Onsite
21814	11-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110320240124		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 16:11	03-11-2024 16:39	0:0:27:21			Printer Connected Again After	Onsite
21815	11-03-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C110320240123		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 16:07	03-11-2024 16:24	0:0:16:44			Issue Resolved	Onsite
21816	11-03-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C110320240122		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-03-2024 16:06	03-11-2024 16:23	0:0:17:27			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21817	11-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C110320240121		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 16:05	03-11-2024 16:23	0:0:17:57			Issue Resolved	Onsite
21818	11-03-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C110320240118		Network	IP Schema	IP Schema Issue	Others	LOW	Closed	11-03-2024 16:03	03-11-2024 16:51	0:0:48:26			talk with scad team and allow the	Onsite
21819	11-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C110320240120		Hardware	System	MS Office	File	LOW	Closed	11-03-2024 16:03	03-11-2024 16:51	0:0:48:10			repair the ms office issue resolved	Onsite
21820	11-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C110320240119		Hardware	Laptop	Not working at all	Others	LOW	Closed	11-03-2024 16:03	03-11-2024 16:23	0:0:20:0			Issue Resolved	Onsite
21821	11-03-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C110320240117		Hardware	PC	Not working at all	Others	LOW	Closed	11-03-2024 16:02	03-11-2024 16:22	0:0:20:13			Issue Resolved	Onsite
21822	11-03-2024	NEHRU PLACE	20 No Building	C-M	C110320240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 16:01	03-11-2024 16:45	0:0:43:40			All mail archive, issue resolved	Onsite
21823	11-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C110320240115		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 16:00	03-11-2024 16:51	0:0:51:8			Change Teamviewer setting now	Remote
21824	11-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C110320240114		Hardware	Laptop	Not working at all	Laptop	LOW	Closed	11-03-2024 15:59	03-11-2024 16:50	0:0:51:8			change the laptop adapter power	Onsite
21825	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240113		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:58	03-11-2024 16:51	0:0:53:0			Change Teamviewer setting now	Remote
21826	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240112		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:58	03-11-2024 16:51	0:0:53:35			Change Teamviewer setting now	Remote
21827	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240111		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:57	03-11-2024 16:51	0:0:54:14			Change Teamviewer setting now	Remote
21828	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240110		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:56	03-11-2024 16:51	0:0:55:0			Change Teamviewer setting now	Remote
21829	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240109		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:56	03-11-2024 16:52	0:0:55:38			Change Teamviewer setting now	Remote
21830	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240108		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:55	03-11-2024 16:52	0:0:56:16			Change Teamviewer setting now	Remote
21831	11-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C110320240106		Hardware	MOUSE	Not working	Sent to	LOW	Closed	11-03-2024 15:55	03-11-2024 16:50	0:0:54:43			change the faulty mouse from nehru	Onsite
21832	11-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C110320240107		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:55	03-11-2024 16:52	0:0:56:54			Change Teamviewer setting now	Remote
21833	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240105		Hardware	System	Other Software	New	LOW	Closed	11-03-2024 15:54	03-11-2024 16:52	0:0:58:4			Change Teamviewer setting now	Remote
21834	11-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C110320240104		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:53	03-11-2024 16:52	0:0:58:43			Change Teamviewer setting now	Remote
21835	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240103		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 15:53	03-11-2024 16:52	0:0:59:26			Change Teamviewer setting now	Remote
21836	11-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C110320240102		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	11-03-2024 15:52	03-11-2024 16:49	0:0:57:14			replaced the keyboard from nehru	Onsite
21837	11-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C110320240101		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	11-03-2024 15:51	03-11-2024 16:49	0:0:57:32			replaced the keyboard from nehru	Onsite
21838	11-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C110320240100		NON-SAP	Others	Others	Others	LOW	Closed	11-03-2024 15:49	03-11-2024 15:50	0:0:1:52			change the setting	Remote
21839	11-03-2024	TAGORE GARDEN	Tagore Garden A Block Complaint Center	O-M	C110320240099		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-03-2024 15:46	03-11-2024 15:51	0:0:4:57			resolved	Onsite
21840	11-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C110320240098		Hardware	PC	Not working at all	Others	LOW	Closed	11-03-2024 15:10	03-11-2024 16:10	0:0:59:57			PC Installation.	Onsite
21841	11-03-2024	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/	C110320240097		Hardware	PC	Not working at all	Others	LOW	Closed	11-03-2024 15:08	03-11-2024 16:10	0:1:1:35			PC Installation.	Onsite
21842	11-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C110320240096		Network	Link	Link Connectivity Issue	Others	LOW	Closed	11-03-2024 15:07	03-11-2024 16:10	0:1:3:25			FLT Done.	Onsite
21843	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240094		Hardware	System	Other Software	Adobe	LOW	Closed	11-03-2024 15:04	03-11-2024 16:29	0:1:25:15			Ms office not working issue resolved	Onsite
21844	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240095		Hardware	System	Other Software	Adobe	LOW	Closed	11-03-2024 15:04	03-11-2024 16:29	0:1:25:1			google chrome not working issue	Onsite
21845	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240093		Hardware	MOUSE	Not working	Hardware	LOW	Closed	11-03-2024 15:03	03-11-2024 16:29	0:1:25:24			Mouse not working issue resolved	Onsite
21846	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240091		Hardware	System	Other Software	Adobe	LOW	Closed	11-03-2024 15:02	03-11-2024 16:28	0:1:26:18			google chrome installation done	Onsite
21847	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240092		Hardware	System	MS Office	File	LOW	Closed	11-03-2024 15:02	03-11-2024 16:29	0:1:26:8			Ms office not working issue resolved	Onsite
21848	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 15:01	03-11-2024 16:28	0:1:26:39			Email not working issue resolved	Onsite
21849	11-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C110320240090		Hardware	System	Other Software	Adobe	LOW	Closed	11-03-2024 15:01	03-11-2024 16:28	0:1:26:35			IP msg not working issue resolved	Onsite
21850	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240088		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 14:47	03-11-2024 15:52	0:1:5:13			Change setting now working fine	Remote
21851	11-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C110320240087		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 14:46	03-11-2024 15:52	0:1:5:27			Change setting now working fine	Remote
21852	11-03-2024	JANAK PURI	I A 3 Janakpuri	O-M	C110320240086		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-03-2024 14:45	03-11-2024 15:51	0:1:5:38			Unlock mail id now working fine	Remote
21853	11-03-2024	JANAK PURI	Sagar Pur Grid	O-M	C110320240085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 14:45	03-11-2024 15:51	0:1:5:54			Mail configure now working fine	Remote
21854	11-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C110320240084		Hardware	System	Other Software	Adobe	LOW	Closed	11-03-2024 14:44	03-11-2024 15:21	0:0:37:18			ess and sap files not open shows error	Onsite
21855	11-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C110320240083		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 14:42	03-11-2024 15:21	0:0:38:47			Seva kendra portal error - proxy	Onsite
21856	11-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C110320240082		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-03-2024 14:41	03-11-2024 15:21	0:0:39:30			Printer driver install now working	Onsite
21857	11-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C110320240081		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-03-2024 14:40	03-11-2024 15:20	0:0:40:49			Printer driver install and sap pdf files	Onsite
21858	11-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C110320240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 14:37	03-11-2024 15:20	0:0:43:5			lotus mail quota error replica create	Onsite
21859	11-03-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	O-M	C110320240079		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 14:36	03-11-2024 15:20	0:0:44:3			Lotus software corrupt - Reinstall	Onsite
21860	11-03-2024	JANAK PURI	I A 3 Janakpuri	O-M	C110320240078		Hardware	System	Other Software	New	LOW	Closed	11-03-2024 14:30	03-11-2024 15:50	0:1:19:45			Punch card in biometric machine now	Onsite
21861	11-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C110320240077		Hardware	Printer	Image Issue	Light	LOW	Closed	11-03-2024 14:29	03-11-2024 15:50	0:1:20:30			Change Cartridge now working fine	Onsite
21862	11-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110320240076		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 14:11	03-11-2024 14:24	0:0:12:30			printer reconnected issue resolved	Onsite
21863	11-03-2024	SAKET	Adchini	BUSINESS/	C110320240075		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 14:11	03-11-2024 14:16	0:0:4:43			Password reset has been done from	Onsite
21864	11-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110320240074		Hardware	System	Other Software	proxy	LOW	Closed	11-03-2024 14:10	03-11-2024 14:23	0:0:12:55			ADD PROXY NOW ISSUE RESOLVED	Onsite
21865	11-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C110320240073		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	11-03-2024 14:10	03-11-2024 15:59	0:1:49:3			Replace the RJ45 CONNECTOR.	Onsite
21866	11-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C110320240072		Hardware	Scanner	Scaning issue	Image Not	MEDIUM	Closed	11-03-2024 14:08	03-11-2024 15:58	0:1:49:51			SCANNER LANCE CLEAN AND	Onsite
21867	11-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C110320240071		Hardware	System	MS Office	File	MEDIUM	Closed	11-03-2024 14:08	03-11-2024 15:58	0:1:50:6			MS office software reinstalled.	Onsite
21868	11-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C110320240070		Hardware	PC	TFT	Others	LOW	Closed	11-03-2024 14:06	03-11-2024 14:17	0:0:10:45			Pc shifted as reqd.	Onsite
21869	11-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C110320240069		Hardware	PC	TFT	Others	LOW	Closed	11-03-2024 14:06	03-11-2024 14:17	0:0:11:17			Pc shifted as reqd.	Onsite
21870	11-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C110320240068		Network	LAN Issue	LAN Issue	Others	LOW	Closed	11-03-2024 14:05	03-11-2024 14:18	0:0:12:59			LAN issue resolved as reqd.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21871	11-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C110320240067		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	11-03-2024 14:04	03-11-2024 15:27	0:1:22:24			PRINTER PAPER REMOVED AND	Onsite
21872	11-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C110320240065		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	11-03-2024 14:04	03-11-2024 14:19	0:0:15:37			Driver issue resolved as reqd.	Remote
21873	11-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C110320240066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 14:04	03-11-2024 14:20	0:0:15:27			Replication issue resolved as reqd.	Onsite
21874	11-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	MMG	C110320240064		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	11-03-2024 14:03	03-11-2024 15:26	0:1:22:54			RECONFIGURE IP PROBLEM	Onsite
21875	11-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110320240062		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	11-03-2024 14:03	03-11-2024 15:06	0:1:3:20			RAM cleaning & then reinsert to the	Onsite
21876	11-03-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C110320240063		Network	LAN Issue	LAN Issue	Others	LOW	Closed	11-03-2024 14:03	03-11-2024 14:53	0:0:50:17			Lan issue resolved as reqd.	Onsite
21877	11-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110320240060		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	11-03-2024 14:02	03-11-2024 15:05	0:1:3:12			Temp. file ,cache & cookies delete.	Onsite
21878	11-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110320240059		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	11-03-2024 14:02	03-11-2024 15:05	0:1:3:14			LAN Port reconnect from Switch.	Onsite
21879	11-03-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C110320240061		Hardware	Attendane	Others	Network	LOW	Closed	11-03-2024 14:02	03-11-2024 14:53	0:0:50:25			LAN issue resolved as reqd. Machine	Onsite
21880	11-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C110320240058		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	11-03-2024 14:01	03-11-2024 15:04	0:1:3:47			Window 10 installed with all	Onsite
21881	11-03-2024	NIZAMUDDIN	Lajpat Nagar 3	OM-EHV	C110320240057		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-03-2024 14:00	03-11-2024 15:04	0:1:3:54			Proxy setting changed then Web mail	Onsite
21882	11-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C110320240056		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 13:53	03-11-2024 14:56	0:1:2:30			Google chrome updated.	Onsite
21883	11-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C110320240055		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-03-2024 13:53	03-11-2024 14:55	0:1:2:54			Local LAN loose.	Onsite
21884	11-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110320240054		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 13:52	03-11-2024 14:55	0:1:3:16			SAP P92 configured.	Onsite
21885	11-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110320240052		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 13:51	03-11-2024 14:54	0:1:3:41			DLL file updated.	Onsite
21886	11-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110320240053		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 13:51	03-11-2024 14:55	0:1:3:25			Adobe reader installed.	Onsite
21887	11-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110320240051		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	11-03-2024 13:48	03-11-2024 14:54	0:1:5:47			Paper jam clear.	Onsite
21888	11-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C110320240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 13:47	03-11-2024 14:53	0:1:6:18			Paper size settings set and working	Onsite
21889	11-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C110320240049		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	11-03-2024 13:28	03-11-2024 13:49	0:0:21:49			Issue has been resolved after clean	Onsite
21890	11-03-2024	SAKET	Adchini	CIVIL	C110320240048		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-03-2024 13:20	03-11-2024 14:15	0:0:55:2			Mail sent to Lotus support for unlock	Onsite
21891	11-03-2024	SAKET	Malviya Nagar	BUSINESS/	C110320240047		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-03-2024 13:18	03-11-2024 14:14	0:0:55:52			Laptop, printer & SIP phone	Onsite
21892	11-03-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C110320240046		Hardware	PC	Not working at all	Harddisk	LOW	Closed	11-03-2024 13:11	03-11-2024 14:13	0:1:2:4			Windows startup repaired	Onsite
21893	11-03-2024	NEHRU PLACE	20 No Building	MMG	C110320240043		Network	Internet	Internet Issue	Internet	MEDIUM	Closed	11-03-2024 12:45	03-11-2024 12:51	0:0:5:54			webex permission required	Onsite
21894	11-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C110320240045		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	11-03-2024 12:45	03-11-2024 13:07	0:0:21:26			mail reconfigure	Onsite
21895	11-03-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	PLANNING	C110320240044		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	11-03-2024 12:45	3/15/2024 5:22:05 PM	4:4:36:47			patch cable required	Onsite
21896	11-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C110320240042		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	11-03-2024 12:44	03-11-2024 13:07	0:0:23:11			scanner app reinstall	Onsite
21897	11-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C110320240041		Hardware	System	Other Software	software	HIGH	Closed	11-03-2024 12:43	03-11-2024 13:08	0:0:24:27			dsk link changed	Onsite
21898	11-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C110320240040		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	11-03-2024 12:42	03-11-2024 13:08	0:0:26:7			usb prot changed	Onsite
21899	11-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110320240039		Hardware	PC	Restart Problem	Others	LOW	Closed	11-03-2024 12:41	03-11-2024 12:58	0:0:16:48			Cmos Cell Change Issue resolved	Onsite
21900	11-03-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C110320240038		Hardware	System	Other Software	software	HIGH	Closed	11-03-2024 12:41	03-11-2024 13:06	0:0:25:8			All file restore	Onsite
21901	11-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110320240037		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-03-2024 12:41	03-11-2024 12:57	0:0:16:51			Removed Jam Paper Now Working	Onsite
21902	11-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110320240036		Hardware	PC	Not working at all	No power	LOW	Closed	11-03-2024 12:40	03-11-2024 12:57	0:0:17:0			Power Cable Change Issue Resolved	Onsite
21903	11-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C110320240035		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-03-2024 12:39	03-11-2024 12:57	0:0:17:35			Removed Jam Paper Now Working	Onsite
21904	11-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C110320240034		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-03-2024 12:27	03-11-2024 12:28	0:0:0:43			clean and reinsert the ram	Onsite
21905	11-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	O-M	C110320240033		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	11-03-2024 12:25	03-11-2024 12:28	0:0:2:59			resolved	Onsite
21906	11-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C110320240032		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	11-03-2024 12:24	03-11-2024 12:29	0:0:5:7			login with ads	Onsite
21907	11-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C110320240031		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	11-03-2024 12:23	03-11-2024 12:29	0:0:5:58			login with ads	Onsite
21908	11-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C110320240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 12:18	03-11-2024 13:26	0:1:7:14			Issue has been resolved after	Onsite
21909	11-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C110320240029		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-03-2024 12:11	03-11-2024 13:25	0:1:13:41			Issue has been resolved after reset	Onsite
21910	11-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C110320240028		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 12:11	03-11-2024 13:25	0:1:13:53			Issue has been resolved after reset	Onsite
21911	11-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110320240027		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 12:10	03-11-2024 12:11	0:0:1:9			done issue resolved	Onsite
21912	11-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C110320240026		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 12:10	03-11-2024 13:25	0:1:14:35			Issue has been resolved after reset	Onsite
21913	11-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	Store	C110320240025		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	11-03-2024 12:09	03-11-2024 13:24	0:1:15:27			Issue has been resolved after reset	Remote
21914	11-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	Store	C110320240024		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	11-03-2024 12:08	03-11-2024 13:24	0:1:15:37			Issue has been resolved after update	Remote
21915	11-03-2024	OTHERS	VSNL	HR	C110320240023		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 11:59	03-11-2024 12:05	0:0:6:5			Login issue resolve	Onsite
21916	11-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C110320240022		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	11-03-2024 11:59	03-11-2024 12:00	0:0:0:28			Resolved	Onsite
21917	11-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C110320240021		Hardware	PC	Not working at all	Others	LOW	Closed	11-03-2024 11:57	03-11-2024 12:00	0:0:2:28			Resolved	Onsite
21918	11-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C110320240020		Hardware	PC	Network Not Working	Other	LOW	Closed	11-03-2024 11:56	03-11-2024 12:00	0:0:4:13			Resolved	Onsite
21919	11-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C110320240019		Hardware	PC	Network Not Working	Other	LOW	Closed	11-03-2024 11:54	03-11-2024 12:00	0:0:6:23			Resolved	Onsite
21920	11-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C110320240018		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-03-2024 11:53	03-11-2024 12:00	0:0:7:8			Resolved	Onsite
21921	11-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C110320240017		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	11-03-2024 11:52	03-11-2024 12:00	0:0:8:22			Resolved	Onsite
21922	11-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110320240015		Hardware	PC	System Password issue	Password	LOW	Closed	11-03-2024 11:50	03-11-2024 11:51	0:0:1:6			done issue resolved	Onsite
21923	11-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C110320240016		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 11:50	03-11-2024 11:56	0:0:5:57			used firefox issue resolved	Onsite
21924	11-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C110320240014		Hardware	System	Other Software	software	LOW	Closed	11-03-2024 11:37	03-11-2024 12:24	0:0:46:25			Sap Configure.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21925	11-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C110320240013		Hardware	Printer	Paper Pickup	Others	LOW	Closed	11-03-2024 11:35	03-11-2024 12:24	0:0:48:45			Printer software installation.	Onsite
21926	11-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C110320240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 11:34	03-11-2024 12:25	0:0:50:3			Mail installation & configuration.	Onsite
21927	11-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C110320240011		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 11:33	03-11-2024 12:25	0:0:51:46			ADS Login.	Onsite
21928	11-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C110320240010		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 11:32	03-11-2024 12:25	0:0:53:23			Data Transfer.	Onsite
21929	11-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C110320240009		Hardware	System	Other Software	Browser	LOW	Closed	11-03-2024 11:30	03-11-2024 12:26	0:0:55:46			DSK Portal Password reset.	Onsite
21930	11-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C110320240008		Hardware	Scanner	Scaning issue	Others	LOW	Closed	11-03-2024 11:28	03-11-2024 12:27	0:0:58:9			Take followup issue resolve by nhp	Onsite
21931	11-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C110320240007		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	11-03-2024 11:21	03-11-2024 12:27	0:1:6:16			Jam paper removed.	Onsite
21932	11-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C110320240006		Telecome	CCTV	Camera	Others	LOW	Closed	11-03-2024 10:22	03-11-2024 11:27	0:1:4:14			kvms pro software is installed issue	Onsite
21933	11-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C110320240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	11-03-2024 10:22	03-11-2024 10:41	0:0:19:11			new replica created issue resolved	Onsite
21934	11-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C110320240004		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	11-03-2024 10:21	03-11-2024 11:26	0:1:5:3			os repaired issue resolved	Onsite
21935	11-03-2024	OTHERS	VSNL	Vigilance	C110320240003		Hardware	Laptop	Other Issue	Others	LOW	Closed	11-03-2024 10:16	03-11-2024 11:37	0:1:21:25			Activation Win	Onsite
21936	11-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C110320240002		Hardware	Attendane	Others	new	LOW	Closed	11-03-2024 09:57	03-11-2024 10:20	0:0:22:47			i card registration done issue resolved	Onsite
21937	11-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C110320240001		Hardware	MOUSE	Not working	Other	LOW	Closed	11-03-2024 09:20	03-11-2024 09:29	0:0:8:40			mouse enter in front pc usb issue	Onsite
21938	12-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120320240187		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-03-2024 17:47	03-12-2024 18:26	0:0:38:27			Keyboard Usb Cable Plugin & Plugout.	Onsite
21939	12-03-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-DIV	C120320240186		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-03-2024 17:41	03-12-2024 18:27	0:0:45:25			Mail Password reset.	Onsite
21940	12-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C120320240185		Hardware	System	Other Software	Browser	LOW	Closed	12-03-2024 17:39	03-12-2024 18:32	0:0:52:53			P96 Configure.	Onsite
21941	12-03-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C120320240184		Hardware	System	Other Software	Browser	LOW	Closed	12-03-2024 17:37	03-12-2024 18:32	0:0:55:46			PC P.M & Audit.	Onsite
21942	12-03-2024	PALAM	G 6 Grid Dwarka Sector 9,Near Dwarka	OM-EHV	C120320240183		Hardware	PC	Not working at all	Harddisk	LOW	Closed	12-03-2024 17:29	03-12-2024 18:34	0:1:4:46			Do Diganostic test & found harddisk	Onsite
21943	12-03-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C120320240182		Hardware	PC	Restart Problem	Others	LOW	Closed	12-03-2024 17:26	03-12-2024 17:38	0:0:12:19			after pc format issue resolved	Onsite
21944	12-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C120320240181		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 17:26	03-12-2024 18:34	0:1:8:33			Work space rename.	Onsite
21945	12-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C120320240180		Hardware	PC	Not working at all	Others	LOW	Closed	12-03-2024 17:23	03-12-2024 18:35	0:1:11:15			PC Installation.	Onsite
21946	12-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C120320240178		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-03-2024 17:21	03-12-2024 17:36	0:0:15:0			after printer reinstall issue resolved	Onsite
21947	12-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C120320240179		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-03-2024 17:21	03-12-2024 17:37	0:0:15:45			after printer paper jam clear issue	Onsite
21948	12-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C120320240177		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-03-2024 17:19	03-12-2024 17:35	0:0:15:12			after lan cable change issue resolved	Onsite
21949	12-03-2024	SAKET	Adchini	SAFETY	C120320240176		Hardware	PC	Not working at all	Others	LOW	Closed	12-03-2024 17:17	03-12-2024 17:23	0:0:6:0			New PC installed	Onsite
21950	12-03-2024	SAKET	Adchini	DSS	C120320240175		Hardware	PC	TFT	Others	LOW	Closed	12-03-2024 17:16	03-12-2024 17:22	0:0:6:19			TFT installed	Remote
21951	12-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C120320240174		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-03-2024 17:16	03-12-2024 17:19	0:0:3:40			issue resolved	Onsite
21952	12-03-2024	SAKET	Adchini	DSS	C120320240173		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 17:15	03-12-2024 17:22	0:0:6:51			SAP login recreate	Remote
21953	12-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C120320240170		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-03-2024 17:14	03-12-2024 17:19	0:0:4:37			issue resolved	Onsite
21954	12-03-2024	SAKET	Adchini	SAFETY	C120320240169		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	12-03-2024 17:14	03-12-2024 17:22	0:0:7:53			Mail sent to lotus support	Remote
21955	12-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C120320240172		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-03-2024 17:14	03-12-2024 17:19	0:0:4:29			issue resolved	Onsite
21956	12-03-2024	SAKET	Jonapur CC	O-M	C120320240171		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	12-03-2024 17:14	03-12-2024 17:22	0:0:8:0			Laptop IP Configuration & Printer	Onsite
21957	12-03-2024	SAKET	Pushp Vihar Sector 3	O-M	C120320240167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 17:13	03-12-2024 17:21	0:0:8:13			Jio dongle issue(User on VPN)	Onsite
21958	12-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C120320240166		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-03-2024 17:13	03-12-2024 17:18	0:0:5:7			issue resolved	Onsite
21959	12-03-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C120320240168		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-03-2024 17:13	03-12-2024 17:18	0:0:4:52			issue resolved	Onsite
21960	12-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C120320240164		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-03-2024 17:12	03-12-2024 17:17	0:0:5:47			issue resolved	Onsite
21961	12-03-2024	SAKET	Chhatarpur CC	O-M	C120320240165		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 17:12	03-12-2024 17:20	0:0:8:15			Windows startup repair	Onsite
21962	12-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C120320240163		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-03-2024 17:11	03-12-2024 17:17	0:0:6:16			issue resolved	Onsite
21963	12-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120320240161		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	12-03-2024 17:10	03-12-2024 17:24	0:0:14:10			issue resolved after remove the paper	Onsite
21964	12-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C120320240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 17:10	03-12-2024 17:17	0:0:6:24			issue resolved	Onsite
21965	12-03-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C120320240158		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-03-2024 17:09	03-12-2024 23:28	0:6:19:29			After compact issue resolved	Remote
21966	12-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120320240160		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 17:09	03-12-2024 17:24	0:0:14:45			issue resolved after re create a login	Onsite
21967	12-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C120320240159		Hardware	PC	Not working at all	Others	LOW	Closed	12-03-2024 17:09	03-12-2024 17:21	0:0:12:6			Windows activated	Onsite
21968	12-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C120320240157		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-03-2024 17:08	03-12-2024 17:24	0:0:15:31			issue resolved after change the mouse	Onsite
21969	12-03-2024	SAKET	Malviya Nagar	HR	C120320240156		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-03-2024 17:08	03-12-2024 17:21	0:0:12:52			Fiber cut, call logged to vendor	Onsite
21970	12-03-2024	SAKET	MIG CC	O-M	C120320240154		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-03-2024 17:07	03-12-2024 17:20	0:0:13:14			Paper removed from printer	Remote
21971	12-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120320240155		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	12-03-2024 17:07	03-12-2024 17:24	0:0:16:29			issue resolved after change the	Onsite
21972	12-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C120320240151		Hardware	System	MS Office	File Not	MEDIUM	Closed	12-03-2024 17:06	03-12-2024 23:29	0:6:23:35			After change file extension issue	Remote
21973	12-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120320240152		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 17:06	03-12-2024 17:23	0:0:16:29			issue resolved after change the SAP	Onsite
21974	12-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120320240153		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 17:06	03-12-2024 17:23	0:0:16:40			issue resolved after change the SAP	Onsite
21975	12-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120320240150		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-03-2024 17:05	03-12-2024 17:22	0:0:17:4			issue resolved after archive all mails	Onsite
21976	12-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120320240149		Hardware	Scanner	Scaning issue	Others	LOW	Closed	12-03-2024 17:03	03-12-2024 17:22	0:0:19:2			issue resolved after clean the leans	Onsite
21977	12-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C120320240148		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 17:03	03-12-2024 17:22	0:0:18:59			issue resolved after change the	Onsite
21978	12-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C120320240146		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	12-03-2024 17:02	03-12-2024 23:30	0:6:28:14			After clear temp file and change	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
21979	12-03-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C120320240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 17:02	03-12-2024 17:20	0:0:17:23			Lotus re-configured	Remote
21980	12-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C120320240145		Hardware	PC	Not working at all	Others	LOW	Closed	12-03-2024 17:01	03-12-2024 17:19	0:0:17:31			PC installed for new user	Onsite
21981	12-03-2024	SAKET	Malviya Nagar	BUSINESS/	C120320240143		Telecome	Instrumen	SIP	Network	LOW	Closed	12-03-2024 17:01	03-12-2024 17:18	0:0:17:46			LAN Cable changed	Onsite
21982	12-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C120320240144		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-03-2024 17:01	03-12-2024 17:05	0:0:3:52			Issue Resolved	Onsite
21983	12-03-2024	SAKET	Malviya Nagar	BUSINESS/	C120320240141		Hardware	Printer	Image Issue	Light	LOW	Closed	12-03-2024 17:00	03-12-2024 17:18	0:0:18:21			Printer cleaned	Onsite
21984	12-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C120320240142		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	12-03-2024 17:00	03-12-2024 17:04	0:0:4:39			Issue Resolved	Onsite
21985	12-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C120320240140		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 16:59	03-12-2024 17:04	0:0:4:56			Issue Resolved	Onsite
21986	12-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C120320240139		Hardware	Laptop	Network Not Working	Other	LOW	Closed	12-03-2024 16:59	03-12-2024 17:04	0:0:5:28			Issue Resolved	Onsite
21987	12-03-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C120320240138		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	12-03-2024 16:58	03-12-2024 17:04	0:0:6:7			Issue Resolved	Onsite
21988	12-03-2024	NEHRU PLACE CSO	First Floor - D Block	LEGAL	C120320240137		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	12-03-2024 16:57	03-12-2024 17:04	0:0:6:53			Issue Resolved	Onsite
21989	12-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C120320240136		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	12-03-2024 16:56	03-12-2024 23:31	0:6:34:30			After update printer driver issue	Remote
21990	12-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C120320240135		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 16:56	03-12-2024 17:03	0:0:7:58			Issue Resolved	Onsite
21991	12-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C120320240134		Hardware	System	Other Software	Browser	MEDIUM	Closed	12-03-2024 16:54	03-12-2024 23:31	0:6:36:35			After reinstall chrome browser issue	Remote
21992	12-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C120320240133		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-03-2024 16:53	03-12-2024 16:58	0:0:4:43			Issue has been resolved after repair	Onsite
21993	12-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C120320240132		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-03-2024 16:53	03-12-2024 23:25	0:6:32:31			After kill multiple process running in	
21994	12-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C120320240131		Hardware	PC	System Password issue	Password	LOW	Closed	12-03-2024 16:49	03-12-2024 16:57	0:0:7:34			Issue has been resolved after reset	Onsite
21995	12-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C120320240130		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-03-2024 16:48	03-12-2024 16:57	0:0:8:46			Issue has been resolved after repair	Onsite
21996	12-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C120320240129		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	12-03-2024 16:46	03-12-2024 16:56	0:0:9:41			Issue has been resolved after repair	Onsite
21997	12-03-2024	NEHRU PLACE	20 No Building	Billing	C120320240128		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-03-2024 16:26	03-12-2024 17:09	0:0:42:19			printer setting change, issue resolved	Onsite
21998	12-03-2024	NEHRU PLACE	20 No Building	Energy	C120320240127		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 16:25	03-12-2024 17:08	0:0:43:2			replica replaced, issue resolved	Onsite
21999	12-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C120320240126		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-03-2024 16:22	03-12-2024 16:42	0:0:20:2			Change lotus icon setting now	Remote
22000	12-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C120320240125		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	12-03-2024 16:18	03-12-2024 17:20	0:1:1:42			RJ45 crimped and reconnected on	Onsite
22001	12-03-2024	VASANT KUNJ	B 1	O-M	C120320240124		Hardware	PC	Not working at all	No power	LOW	Closed	12-03-2024 16:15	03-12-2024 17:13	0:0:58:49			PC power issue resolved	Onsite
22002	12-03-2024	VASANT KUNJ	D 4	O-M	C120320240123		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-03-2024 16:13	03-12-2024 17:11	0:0:58:28			Mail workspace created	Remote
22003	12-03-2024	OTHERS	Andrews Ganj	Enforcem	C120320240122		Hardware	System	Other Software	proxy	LOW	Closed	12-03-2024 16:10	03-12-2024 16:11	0:0:0:37			ESS Issue	Onsite
22004	12-03-2024	OTHERS	Andrews Ganj	Enforcem	C120320240121		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	12-03-2024 16:09	03-12-2024 16:11	0:0:2:29			HDD Issue	Onsite
22005	12-03-2024	OTHERS	Andrews Ganj	Enforcem	C120320240120		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-03-2024 16:07	03-12-2024 16:12	0:0:5:4			Pc add on ADS	Onsite
22006	12-03-2024	OTHERS	Andrews Ganj	Enforcem	C120320240119		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-03-2024 16:06	03-12-2024 16:12	0:0:6:20			printer issue	Onsite
22007	12-03-2024	OTHERS	IIT Grid	Enforcem	C120320240118		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-03-2024 16:05	03-12-2024 16:12	0:0:7:51			Printer issue	Onsite
22008	12-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C120320240117		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 16:02	03-12-2024 16:55	0:0:53:15			Issue has been resolved after create	Onsite
22009	12-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C120320240116		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 16:02	03-12-2024 16:28	0:0:26:50			Issue resolved	Onsite
22010	12-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C120320240115		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 16:01	03-12-2024 16:29	0:0:27:41			Issue resolved	Onsite
22011	12-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C120320240113		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	12-03-2024 16:00	03-12-2024 16:29	0:0:29:1			Issue resolved	Onsite
22012	12-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C120320240112		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 16:00	03-12-2024 16:29	0:0:29:34			Issue resolved	Onsite
22013	12-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C120320240114		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 16:00	03-12-2024 16:29	0:0:28:29			Issue resolved	Onsite
22014	12-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C120320240111		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	12-03-2024 15:59	03-12-2024 16:29	0:0:30:41			Issue resolved	Onsite
22015	12-03-2024	NEHRU PLACE CSO	Third Floor - E Block	Finance	C120320240110		Hardware	Laptop	Screen Issue	Others	LOW	Closed	12-03-2024 15:57	03-12-2024 16:29	0:0:31:47			Issue resolved	Onsite
22016	12-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C120320240109		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	12-03-2024 15:57	03-12-2024 16:54	0:0:57:52			Issue has been resolved after repair	Onsite
22017	12-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C120320240108		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-03-2024 15:36	03-12-2024 15:37	0:0:0:27			done the tv setting	Remote
22018	12-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C120320240107		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-03-2024 15:36	03-12-2024 15:37	0:0:1:41			check the pc and log the call	Onsite
22019	12-03-2024	NEHRU PLACE	20 No Building	ANALYTIC	C120320240106		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	12-03-2024 15:35	03-12-2024 16:22	0:0:47:0			Paper remove from printer	Onsite
22020	12-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120320240104		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 15:32	03-12-2024 16:12	0:0:40:24			P92 Password reset now issue	Remote
22021	12-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120320240105		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	12-03-2024 15:32	03-12-2024 16:12	0:0:40:4			Activate the windows now issue	Remote
22022	12-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120320240103		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 15:31	03-12-2024 16:12	0:0:40:38			Update the MS Office now issue	Onsite
22023	12-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120320240102		Hardware	System	MS Office	Software	LOW	Closed	12-03-2024 15:30	03-12-2024 16:11	0:0:40:47			Re-installed ms office now issue	Onsite
22024	12-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C120320240101		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 15:30	03-12-2024 16:11	0:0:41:20			P92 Configure now issue resolved	Onsite
22025	12-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C120320240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 15:29	03-12-2024 15:42	0:0:13:28			Archive location setting changed.	Onsite
22026	12-03-2024	ALAKNANDA	CR Park HR Office	BUSINESS/	C120320240100		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	12-03-2024 15:29	03-12-2024 16:11	0:0:41:26			Change the RAM now issue resolved	Onsite
22027	12-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C120320240098		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-03-2024 15:28	03-12-2024 16:10	0:0:42:1			Installed the driver now issue resolved	Onsite
22028	12-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C120320240097		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-03-2024 15:28	03-12-2024 15:42	0:0:14:13			By default printer setting changed.	Onsite
22029	12-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C120320240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 15:27	03-12-2024 15:41	0:0:14:25			mail password changed the sending	Onsite
22030	12-03-2024	ALAKNANDA	Okhla Ph 1	O-M	C120320240096		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	12-03-2024 15:27	03-12-2024 16:10	0:0:42:23			OS Installed with all software now	Onsite
22031	12-03-2024	NEHRU PLACE	W Block GK 1	O-M	C120320240094		Hardware	Laptop	System Password issue	Others	LOW	Closed	12-03-2024 15:26	03-12-2024 15:41	0:0:14:33			Laptop login with admin account the	Onsite
22032	12-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120320240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 15:25	03-12-2024 15:40	0:0:15:4			Mail software reinstalled &	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22033	12-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120320240092		Hardware	PC	System Password issue	Others	LOW	Closed	12-03-2024 15:24	03-12-2024 15:40	0:0:15:8			PC password changed then start .	Onsite
22034	12-03-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C120320240091		Hardware	PC	Network Not Working	Other	LOW	Closed	12-03-2024 15:21	03-12-2024 15:26	0:0:5:18			Resolved	Onsite
22035	12-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C120320240090		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-03-2024 15:15	03-12-2024 16:29	0:1:14:2			change the patch cable issue resolved	Onsite
22036	12-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C120320240089		Telecome	Instrumen	Analog	Line	LOW	Closed	12-03-2024 15:14	03-12-2024 16:28	0:1:13:51			change the code issue resolved	Onsite
22037	12-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C120320240088		Hardware	System	Other Software	Browser	LOW	Closed	12-03-2024 15:13	03-12-2024 16:28	0:1:14:16			updated the chrome issue resolved	Onsite
22038	12-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C120320240087		Hardware	System	Other Software	Browser	LOW	Closed	12-03-2024 15:13	03-12-2024 16:27	0:1:14:30			updated the chrome and change the	Onsite
22039	12-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120320240086		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	12-03-2024 15:12	03-12-2024 15:21	0:0:9:1			RJ45 connector change.	Onsite
22040	12-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C120320240084		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	12-03-2024 15:11	03-12-2024 16:26	0:1:15:20			cleared the paper issue resolved	Onsite
22041	12-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C120320240085		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 15:11	03-12-2024 16:27	0:1:15:34			change the setting issue resolved	Onsite
22042	12-03-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C120320240083		Hardware	Laptop	Not working at all	Driver	LOW	Closed	12-03-2024 15:10	03-12-2024 16:25	0:1:15:15			updated the graphis driver and bios	Onsite
22043	12-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C120320240082		Hardware	MOUSE	Not working	Hardware	LOW	Closed	12-03-2024 15:09	03-12-2024 15:16	0:0:6:35			Mouse replaced.	Onsite
22044	12-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C120320240081		Hardware	PC	Restart Problem	Others	LOW	Closed	12-03-2024 15:08	03-12-2024 15:15	0:0:6:58			Windows repaired.	Onsite
22045	12-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120320240080		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 15:07	03-12-2024 15:15	0:0:7:44			ESS password locked.	Onsite
22046	12-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120320240079		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-03-2024 15:06	03-12-2024 15:15	0:0:8:22			Lotus mail software repaired.	Onsite
22047	12-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C120320240078		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-03-2024 15:04	03-12-2024 15:14	0:0:10:38			LAN cable loose.	Onsite
22048	12-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120320240076		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 15:00	03-12-2024 15:01	0:0:1:56			Resolved	Onsite
22049	12-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120320240077		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 15:00	03-12-2024 15:01	0:0:0:56			Resolved	Onsite
22050	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240075		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	12-03-2024 14:58	03-12-2024 16:23	0:1:25:4			Network not working issue resolved	Onsite
22051	12-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C120320240074		Network	Link	Link Connectivity Issue	Link	LOW	Closed	12-03-2024 14:57	03-12-2024 16:41	0:1:44:1			Done network troubleshooting steps	Onsite
22052	12-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120320240072		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:57	03-12-2024 15:02	0:0:4:59			Resolved	Onsite
22053	12-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C120320240073		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:57	03-12-2024 15:02	0:0:4:35			Resolved	Onsite
22054	12-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120320240067		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:56	03-12-2024 15:02	0:0:6:19			Resolved	Onsite
22055	12-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120320240068		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:56	03-12-2024 15:02	0:0:6:2			Resolved	Onsite
22056	12-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120320240071		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:56	03-12-2024 15:02	0:0:5:22			Resolved	Onsite
22057	12-03-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C120320240069		Hardware	System	Other Software	proxy	LOW	Closed	12-03-2024 14:56	03-12-2024 16:01	0:1:5:3			Change teamviewer setting now	Remote
22058	12-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C120320240070		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:56	03-12-2024 15:02	0:0:5:40			Resolved	Onsite
22059	12-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C120320240065		Hardware	System	Other Software	proxy	LOW	Closed	12-03-2024 14:55	03-12-2024 16:01	0:1:6:7			Change teamviewer setting now	Remote
22060	12-03-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C120320240066		Hardware	System	Other Software	proxy	LOW	Closed	12-03-2024 14:55	03-12-2024 16:01	0:1:5:39			Change teamviewer setting now	Remote
22061	12-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C120320240064		Hardware	System	Other Software	proxy	LOW	Closed	12-03-2024 14:54	03-12-2024 16:01	0:1:6:45			Change teamviewer setting now	Remote
22062	12-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C120320240063		Hardware	System	Other Software	proxy	LOW	Closed	12-03-2024 14:53	03-12-2024 16:01	0:1:7:28			Change teamviewer setting now	Remote
22063	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240062		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	12-03-2024 14:51	03-12-2024 16:23	0:1:31:48			Eamil installation & configuration	Onsite
22064	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240060		Hardware	System	Other Software	Adobe	LOW	Closed	12-03-2024 14:50	03-12-2024 16:22	0:1:32:35			IP msg not working issue resolved	Onsite
22065	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240061		Hardware	System	MS Office	File	LOW	Closed	12-03-2024 14:50	03-12-2024 16:22	0:1:32:22			Ms office not working issue resolved	Onsite
22066	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240056		Hardware	System	MS Office	File	LOW	Closed	12-03-2024 14:49	03-12-2024 16:21	0:1:32:36			Ms Excel not working issue resolved	Onsite
22067	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240057		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:49	03-12-2024 15:21	0:0:31:39			TeamViewer Settings Change.	Onsite
22068	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240058		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 14:49	03-12-2024 16:22	0:1:32:48			Email not working issue resolved	Onsite
22069	12-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C120320240059		Hardware	System	Other Software	Browser	HIGH	Closed	12-03-2024 14:49	03-12-2024 15:36	0:0:46:35			browser changed	Onsite
22070	12-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C120320240053		Hardware	PC	Hanging/Slow processing	Virus issue	HIGH	Closed	12-03-2024 14:48	03-12-2024 15:37	0:0:48:37			Anti vires update and cline	Onsite
22071	12-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C120320240054		Hardware	System	Other Software	Adobe	LOW	Closed	12-03-2024 14:48	03-12-2024 16:15	0:1:26:43			Google chrome not working issue	Onsite
22072	12-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C120320240055		Hardware	MOUSE	Not working	Ticket	MEDIUM	Closed	12-03-2024 14:48	03-12-2024 15:34	0:0:45:25			Mouse ticket logged.	Onsite
22073	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240051		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:47	03-12-2024 15:20	0:0:33:8			TeamViewer Settings Change.	Onsite
22074	12-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C120320240050		Hardware	PC	Not working at all	No power	MEDIUM	Closed	12-03-2024 14:47	03-12-2024 15:31	0:0:44:52			POWER EXCITATION BOARD NOT	Onsite
22075	12-03-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C120320240052		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	12-03-2024 14:47	03-12-2024 15:33	0:0:45:32			Lotus Mail software reinstalled and	Remote
22076	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240049		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-03-2024 14:46	03-12-2024 15:20	0:0:33:50			TeamViewer Settings Change.	Onsite
22077	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240047		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:46	03-12-2024 15:20	0:0:34:22			TeamViewer Settings Change.	Onsite
22078	12-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C120320240048		Hardware	System	Other Software	software	HIGH	Closed	12-03-2024 14:46	03-12-2024 15:37	0:0:50:37			Pdf reinstall	Onsite
22079	12-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C120320240046		Hardware	PC	Restart Problem	RAM Issue	HIGH	Closed	12-03-2024 14:45	03-12-2024 15:35	0:0:50:25			rem cline install	Onsite
22080	12-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C120320240045		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:44	03-12-2024 15:20	0:0:35:38			TeamViewer Settings Change.	Onsite
22081	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240043		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:43	03-12-2024 15:19	0:0:36:29			TeamViewer Settings Change.	Onsite
22082	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240044		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:43	03-12-2024 15:20	0:0:36:33			TeamViewer Settings Change.	Onsite
22083	12-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C120320240042		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	12-03-2024 14:42	03-12-2024 15:34	0:0:52:12			cartage changed	Onsite
22084	12-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C120320240041		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:42	03-12-2024 15:17	0:0:35:19			Windows 10 installation.	Onsite
22085	12-03-2024	JAFFERPUR	Dhasa Complaint Center	BUSINESS/	C120320240040		Hardware	UPS	Backup	Others	LOW	Closed	12-03-2024 14:41	03-12-2024 15:16	0:0:34:52			RJ45 connector change.	Onsite
22086	12-03-2024	JANAK PURI	Sagar Pur Grid	O-M	C120320240039		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	12-03-2024 14:39	03-12-2024 16:00	0:1:21:6			Clean ram now working fine	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22087	12-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C120320240038		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	12-03-2024 14:38	03-12-2024 16:00	0:1:21:51			Run Diagnostic and clean temp files	Onsite
22088	12-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	BUSINESS/	C120320240037		Hardware	Scanner	Scaning issue	Abnormal	MEDIUM	Closed	12-03-2024 14:37	03-12-2024 15:31	0:0:53:31			paper jam to scanner roller side	Onsite
22089	12-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120320240035		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	12-03-2024 14:19	03-12-2024 15:35	0:1:16:36			Pc rebooted	Onsite
22090	12-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120320240036		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 14:19	03-12-2024 15:35	0:1:15:21			SAP P92 Configured	Onsite
22091	12-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C120320240034		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 14:18	03-12-2024 15:34	0:1:15:48			Mail archive and compact	Onsite
22092	12-03-2024	OTHERS	VSNL	KCC/MLCC	C120320240033		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	12-03-2024 14:07	03-12-2024 14:42	0:0:35:34			re-start lotus issue resolve	Onsite
22093	12-03-2024	OTHERS	VSNL	KCC/MLCC	C120320240032		Hardware	Printer	Paper Pickup	Others	LOW	Closed	12-03-2024 14:06	03-12-2024 14:42	0:0:35:42			cartridge replaced issue resolve	Onsite
22094	12-03-2024	OTHERS	VSNL	KCC/MLCC	C120320240031		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 14:05	03-12-2024 14:41	0:0:35:54			Liberty re-configured	Remote
22095	12-03-2024	OTHERS	VSNL	KCC/MLCC	C120320240030		Hardware	System	MS Office	Others	LOW	Closed	12-03-2024 14:05	03-12-2024 14:40	0:0:35:52			MS Office Installed issue resolve	Remote
22096	12-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C120320240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 13:41	03-12-2024 14:18	0:0:36:24			LAN issue resolved as reqd.	Remote
22097	12-03-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C120320240028		Hardware	Attendane	Not working at all	Machine	LOW	Closed	12-03-2024 13:39	03-12-2024 14:17	0:0:37:49			Complaint logged to vendor for	Onsite
22098	12-03-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C120320240027		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	12-03-2024 13:15	03-12-2024 13:20	0:0:4:44			ads login done and install sap server	Onsite
22099	12-03-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C120320240026		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-03-2024 13:14	03-12-2024 13:20	0:0:6:9			PC boot error ram slot changed & sap	Onsite
22100	12-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C120320240025		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	12-03-2024 13:12	03-12-2024 13:19	0:0:7:7			printer add call done driver install	Onsite
22101	12-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C120320240024		Hardware	System	Other Software	Adobe	LOW	Closed	12-03-2024 13:11	03-12-2024 13:18	0:0:6:43			sap files not open pdf install now	Onsite
22102	12-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C120320240023		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 13:11	03-12-2024 13:18	0:0:7:4			SAp bsp server add call done	Onsite
22103	12-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C120320240022		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-03-2024 13:10	03-12-2024 13:17	0:0:7:33			Laptop printer connect done and lotus	Onsite
22104	12-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	BUSINESS/	C120320240021		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	12-03-2024 13:03	03-12-2024 13:16	0:0:12:43			PC lan cable connector crimp done	Onsite
22105	12-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C120320240020		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 12:47	03-12-2024 13:16	0:0:29:24			reboot the pc now issue resolved	Remote
22106	12-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C120320240019		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-03-2024 12:46	03-12-2024 13:16	0:0:29:27			attached issue resolved	Remote
22107	12-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C120320240018		Hardware	System	MS Office	File Not	LOW	Closed	12-03-2024 12:46	03-12-2024 13:15	0:0:29:43			all open excel close by task manager	Remote
22108	12-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C120320240017		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	12-03-2024 12:38	03-12-2024 13:49	0:1:11:44			PASSWORD RESET AND MAIL	Onsite
22109	12-03-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C120320240016		Hardware	OTHERS	CCTV ISSUE	Others	MEDIUM	Closed	12-03-2024 12:37	03-12-2024 13:49	0:1:11:40			CCTV CAMERA software reinstalled.	Onsite
22110	12-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C120320240015		Hardware	Laptop	Other Issue	Others	MEDIUM	Closed	12-03-2024 12:36	03-12-2024 13:47	0:1:11:25			laptop power cable change.	Onsite
22111	12-03-2024	NAJAF GARH	Najafgarh Dispensary, Desu Colony, Near Sai	Dispancer	C120320240014		Hardware	PC	Network Not Working	IP Issue	MEDIUM	Closed	12-03-2024 12:34	03-12-2024 13:47	0:1:12:42			Resolve	Onsite
22112	12-03-2024	OTHERS	VSNL	O-M	C120320240013		Hardware	UPS	Backup	Ticket	LOW	Closed	12-03-2024 12:28	03-12-2024 12:58	0:0:29:44			vendor issue resolve UPS working	Onsite
22113	12-03-2024	OTHERS	VSNL	MMG	C120320240012		Telecome	Instrumen	IP	Network	LOW	Closed	12-03-2024 12:27	03-12-2024 12:57	0:0:30:6			Ip Phone re-configured issue resolve	Onsite
22114	12-03-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C120320240010		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	12-03-2024 12:19	03-12-2024 12:20	0:0:1:36			check the printer and fix the issue	Onsite
22115	12-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C120320240011		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-03-2024 12:19	03-12-2024 12:20	0:0:0:29			done tv setting	Remote
22116	12-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120320240009		Hardware	Laptop	Other Issue	Others	LOW	Closed	12-03-2024 12:17	03-12-2024 12:21	0:0:3:25			done the tv setting	Onsite
22117	12-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C120320240008		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	12-03-2024 12:16	03-12-2024 12:21	0:0:4:39			done tv activity	Onsite
22118	12-03-2024	NEHRU PLACE	20 No Building	HR	C120320240007		Hardware	System	Other Software	Media	LOW	Closed	12-03-2024 12:03	03-12-2024 13:12	0:1:9:6			Laptop connect to projector done	Onsite
22119	12-03-2024	NEHRU PLACE	20 No Building	Energy	C120320240006		Hardware	System	Other Software	New	LOW	Closed	12-03-2024 12:02	03-12-2024 13:12	0:1:10:26			BSP configuration done	Onsite
22120	12-03-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C120320240005		Hardware	PC	Not working at all	Harddisk	LOW	Closed	12-03-2024 11:54	03-12-2024 12:45	0:0:50:44			sata cable faulty now replaced issue	Onsite
22121	12-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C120320240004		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	12-03-2024 10:56	3/13/2024 4:58:03 PM	1:6:1:38			Call close by Subhash & Sanjay	Onsite
22122	12-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120320240003		Hardware	System	Other Software	software	LOW	Closed	12-03-2024 10:00	03-12-2024 10:31	0:0:31:31			p92 reconfigured issue resolved	Onsite
22123	12-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120320240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	12-03-2024 09:59	03-12-2024 10:31	0:0:31:36			issue resolved	Onsite
22124	12-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C120320240001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	12-03-2024 09:59	03-12-2024 10:31	0:0:31:51			printer connected issue resolevd	Onsite
22125	13-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130320240186		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 17:56	3/13/2024 5:58:15 PM	0:0:1:36			PC added on ads	Onsite
22126	13-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130320240185		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 17:55	3/13/2024 5:58:01 PM	0:0:2:15			Teamviewer setting change	Onsite
22127	13-03-2024	JAFFERPUR	Ghuman Hera Complaint Center	BUSINESS/	C130320240184		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 17:55	3/13/2024 5:57:44 PM	0:0:2:39			PC added on ADS user	Onsite
22128	13-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C130320240183		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 17:53	3/13/2024 5:57:34 PM	0:0:3:45			PC added on ADS user	Onsite
22129	13-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C130320240182		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 17:53	3/13/2024 5:57:15 PM	0:0:4:7			pc added on ads and all data copy on	Onsite
22130	13-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C130320240181		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 17:50	3/13/2024 5:58:25 PM	0:0:8:16				
22131	13-03-2024	SAKET	Malviya Nagar Grid	OM-EHV	C130320240180		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	13-03-2024 17:46	3/13/2024 5:51:54 PM	0:0:5:20			LAN reconnected from N/W switch	Onsite
22132	13-03-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C130320240179		Hardware	PC	Not working at all	No power	LOW	Closed	13-03-2024 17:45	3/13/2024 5:51:18 PM	0:0:5:37			power cable issue	Onsite
22133	13-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C130320240178		Hardware	System	Other Software	Adobe	LOW	Closed	13-03-2024 17:32	3/13/2024 5:36:54 PM	0:0:4:10			AFTER ADOBE READER REINSTALL	Onsite
22134	13-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C130320240177		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:26	3/13/2024 5:27:56 PM	0:0:1:6			Resolved	Remote
22135	13-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130320240176		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	13-03-2024 17:25	3/13/2024 5:34:08 PM	0:0:8:26			After clean temp file issue resolved	Remote
22136	13-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C130320240175		Hardware	System	MS Office	File	LOW	Closed	13-03-2024 17:24	3/13/2024 5:33:45 PM	0:0:9:35			Please repair issue resolved	Remote
22137	13-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C130320240174		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:23	3/13/2024 5:27:40 PM	0:0:3:52			Resolved	Onsite
22138	13-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C130320240173		Network	Link	Link Connectivity Issue	Link	LOW	Closed	13-03-2024 17:21	3/13/2024 5:27:22 PM	0:0:6:11			Resolved	Onsite
22139	13-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130320240172		Hardware	System	Other Software	Adobe	MEDIUM	Closed	13-03-2024 17:20	3/13/2024 5:27:53 PM	0:0:7:18			after change file extension issue	Remote
22140	13-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C130320240171		Hardware	System	Other Software	Browser	MEDIUM	Closed	13-03-2024 17:19	3/13/2024 5:27:21 PM	0:0:7:44			after reinstall chrome issue resolved	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22141	13-03-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C130320240169		Network	Link	Link Connectivity Issue	ISP Cable	LOW	Closed	13-03-2024 17:15	3/13/2024 5:36:21 PM	0:0:21:21			AFTER FLT DONE ISSUE RESOLVED	Onsite
22142	13-03-2024	SARITA VIHAR	Sukhdev Vihar	BUSINESS/	C130320240170		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	13-03-2024 17:15	3/13/2024 5:26:26 PM	0:0:10:44			after clean ram and reinsert issue	Onsite
22143	13-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C130320240168		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-03-2024 17:12	3/13/2024 5:35:42 PM	0:0:22:54			AFTER PRINTER PAPER JAM CLEAR	Onsite
22144	13-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	BUSINESS/	C130320240167		Hardware	MOUSE	Not working	Other	LOW	Closed	13-03-2024 17:08	3/13/2024 5:10:40 PM	0:0:1:56			issue resolved after change the mouse	Onsite
22145	13-03-2024	SAKET	Adchini	CHD	C130320240166		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:07	3/13/2024 5:43:17 PM	0:0:35:46			SAP not login	Onsite
22146	13-03-2024	SAKET	Adchini	BUSINESS/	C130320240164		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	13-03-2024 17:06	3/13/2024 5:43:00 PM	0:0:36:17			cam not work	Onsite
22147	13-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C130320240165		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-03-2024 17:06	3/13/2024 5:11:58 PM	0:0:5:13			issue resolved	Onsite
22148	13-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C130320240161		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:05	3/13/2024 5:11:21 PM	0:0:6:21			issue resolved	Onsite
22149	13-03-2024	SAKET	Adchini	Recovery	C130320240163		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:05	3/13/2024 5:42:18 PM	0:0:36:21			chrome not open	Onsite
22150	13-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C130320240162		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-03-2024 17:05	3/13/2024 5:11:38 PM	0:0:5:57			issue resolved	Onsite
22151	13-03-2024	SAKET	Adchini	CIVIL	C130320240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 17:04	3/13/2024 5:42:01 PM	0:0:37:19			mail not work	Onsite
22152	13-03-2024	SAKET	Adchini	Recovery	C130320240159		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-03-2024 17:04	3/13/2024 5:41:38 PM	0:0:37:34			printer not work	Remote
22153	13-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C130320240158		Hardware	Laptop	KEYPAD	HW	LOW	Closed	13-03-2024 17:03	3/13/2024 5:11:04 PM	0:0:7:20			hp center call log,	Onsite
22154	13-03-2024	SAKET	Adchini	Consumer	C130320240157		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:03	3/13/2024 5:41:17 PM	0:0:38:2			Windows login issue	Remote
22155	13-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C130320240156		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 17:02	3/13/2024 5:09:51 PM	0:0:7:4			issue resolved	Onsite
22156	13-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C130320240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 17:01	3/13/2024 5:09:30 PM	0:0:7:31			issue resolved	Onsite
22157	13-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C130320240154		Hardware	PC	Network Not Working	PC	LOW	Closed	13-03-2024 17:01	3/13/2024 5:09:14 PM	0:0:7:58			issue resolved	Onsite
22158	13-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C130320240153		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-03-2024 17:00	3/13/2024 5:08:51 PM	0:0:8:20			issue resolved	Onsite
22159	13-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C130320240152		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	13-03-2024 16:59	3/13/2024 5:08:27 PM	0:0:8:47			issue resolved	Onsite
22160	13-03-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C130320240151		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	13-03-2024 16:58	3/13/2024 5:07:42 PM	0:0:9:14			issue resolved	Onsite
22161	13-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130320240150		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	13-03-2024 16:54	3/13/2024 5:02:24 PM	0:0:7:33			Removed Jam Paper Now Working	Onsite
22162	13-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130320240149		Hardware	Printer	Image Issue	Light	HIGH	Closed	13-03-2024 16:53	3/13/2024 5:01:54 PM	0:0:8:43			Cartage Replaced Issue Resolved	Onsite
22163	13-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C130320240148		Hardware	PC	TFT	Power	LOW	Closed	13-03-2024 16:52	3/13/2024 5:03:58 PM	0:0:11:34			Wiring issue resolved as reqd	Onsite
22164	13-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C130320240147		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-03-2024 16:50	3/13/2024 5:01:28 PM	0:0:10:35			Printer connected Issue Resolved	Onsite
22165	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240146		Hardware	OTHERS	QMS ISSUE	Display	LOW	Closed	13-03-2024 16:44	3/13/2024 5:05:41 PM	0:0:20:59			VC power adapter not working issue	Onsite
22166	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240144		Hardware	System	Internet Issue	Internet	LOW	Closed	13-03-2024 16:43	3/13/2024 5:05:08 PM	0:0:22:8			internet not working issue resolved	Onsite
22167	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240145		Hardware	System	MS Office	File	LOW	Closed	13-03-2024 16:43	3/13/2024 5:05:24 PM	0:0:21:55			Ms office not working issue resolved	Onsite
22168	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240143		Hardware	System	Other Software	Adobe	LOW	Closed	13-03-2024 16:42	3/13/2024 5:04:54 PM	0:0:22:30			Ms office not working issue resolved	Onsite
22169	13-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C130320240140		Hardware	Laptop	Screen Issue	Others	LOW	Closed	13-03-2024 16:41	3/13/2024 4:56:50 PM	0:0:15:41			Issue resolved	Onsite
22170	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240141		Hardware	System	MS Office	File	LOW	Closed	13-03-2024 16:41	3/13/2024 5:04:23 PM	0:0:23:13			Ms excel not working issue resolved	Onsite
22171	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240142		Hardware	System	Other Software	Adobe	LOW	Closed	13-03-2024 16:41	3/13/2024 5:04:38 PM	0:0:22:51			Ms office not working issue resolved	Onsite
22172	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240139		Hardware	System	Other Software	Adobe	LOW	Closed	13-03-2024 16:36	3/13/2024 5:04:08 PM	0:0:27:31			google chrome not working issue	Onsite
22173	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240138		Hardware	System	MS Office	File	LOW	Closed	13-03-2024 16:36	3/13/2024 5:03:52 PM	0:0:27:48			Ms office not working issue resolved	Onsite
22174	13-03-2024	SAKET	Adchini	DSS	C130320240137		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-03-2024 16:33	3/13/2024 5:18:20 PM	0:0:45:5			Mail sent to Lotus support for unlock	Onsite
22175	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240136		Hardware	System	MS Office	File	LOW	Closed	13-03-2024 16:32	3/13/2024 5:03:36 PM	0:0:30:37			Ms excel not working issue resolved	Onsite
22176	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240135		Hardware	System	MS Office	File	LOW	Closed	13-03-2024 16:32	3/13/2024 5:03:20 PM	0:0:31:7			Ms excel not working issue resolved	Onsite
22177	13-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C130320240132		Hardware	PC	TFT	Power	MEDIUM	Closed	13-03-2024 16:31	3/13/2024 5:31:30 PM	0:1:0:11			power cable change and problem	Onsite
22178	13-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C130320240133		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	13-03-2024 16:31	3/13/2024 5:03:03 PM	0:0:31:20			Email not working issue resolved	Onsite
22179	13-03-2024	SAKET	Fatehpur Beri CC	O-M	C130320240134		Network	LAN Issue	LAN Issue	Port	LOW	Closed	13-03-2024 16:31	3/13/2024 5:17:08 PM	0:0:45:25			LAN is not working	Onsite
22180	13-03-2024	SAKET	Malviya Nagar CC	O-M	C130320240131		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 16:31	3/13/2024 5:16:41 PM	0:0:45:31			USB support enabled from BIOS	Onsite
22181	13-03-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C130320240130		Hardware	System	Other Software	Browser	MEDIUM	Closed	13-03-2024 16:30	3/13/2024 5:29:05 PM	0:0:58:43			Google Chrome update and problem	Onsite
22182	13-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C130320240128		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	13-03-2024 16:29	3/13/2024 5:28:00 PM	0:0:58:39			lan cable change and problem	Onsite
22183	13-03-2024	SAKET	D-Block Saket	O-M	C130320240129		Hardware	PC	Restart Problem	Harddisk	LOW	Closed	13-03-2024 16:29	3/13/2024 5:15:15 PM	0:0:45:37			SATA cable faulty, changed	Onsite
22184	13-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C130320240125		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-03-2024 16:28	3/18/2024 3:16:47 PM	4:22:48:43			Call Close By Sanjay & Subhash	Onsite
22185	13-03-2024	SAKET	D-Block Saket	O-M	C130320240127		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-03-2024 16:28	3/13/2024 5:14:36 PM	0:0:45:47			Printer driver replaced	Onsite
22186	13-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C130320240126		Hardware	Laptop	Network Not Working	IP Issue	MEDIUM	Closed	13-03-2024 16:28	3/13/2024 5:25:38 PM	0:0:57:18			ip configure and problem resolved.	Onsite
22187	13-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C130320240124		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 16:27	3/13/2024 5:37:23 PM	0:1:10:18			System has been shifted	Onsite
22188	13-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C130320240122		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-03-2024 16:25	3/13/2024 5:36:39 PM	0:1:11:4			LAN cable reconnected on the printer	Onsite
22189	13-03-2024	NEHRU PLACE CSO	Second Floor - B Block	O-M	C130320240123		Hardware	Laptop	Screen Issue	Others	LOW	Closed	13-03-2024 16:25	3/13/2024 4:56:43 PM	0:0:30:57			Issue resolved	Onsite
22190	13-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C130320240121		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:24	3/13/2024 4:56:35 PM	0:0:32:24			Issue resolved	Onsite
22191	13-03-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C130320240120		Hardware	Attendane	Not working at all	Network	LOW	Closed	13-03-2024 16:24	3/13/2024 5:13:01 PM	0:0:48:59			Replug the network cable after the	
22192	13-03-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C130320240118		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:23	3/13/2024 4:56:29 PM	0:0:33:19			Issue resolved	Onsite
22193	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130320240119		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:23	3/13/2024 5:12:16 PM	0:0:48:57			Rejoin the ads after enable issue is	
22194	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130320240115		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:22	3/13/2024 5:10:46 PM	0:0:48:45			Rejoin the pc on ads after enable ads	

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22195	13-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C130320240116		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:22	3/13/2024 4:56:23 PM	0:0:34:20			Issue resolved	Onsite
22196	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130320240117		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:22	3/13/2024 5:11:31 PM	0:0:48:48			Rejoin the ads after enable issue is	
22197	13-03-2024	NEHRU PLACE CSO	First Floor - C Block Conf. Sutlej	C-M	C130320240114		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:21	3/13/2024 4:56:15 PM	0:0:35:0			Issue resolved	Onsite
22198	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C130320240110		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:20	3/13/2024 5:09:07 PM	0:0:48:41			Rejoin the pc in ads issue resolved	
22199	13-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C130320240111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 16:20	3/13/2024 4:55:55 PM	0:0:35:25			Issue resolved	Onsite
22200	13-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C130320240112		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 16:20	3/13/2024 4:56:07 PM	0:0:35:15			Issue resolved	Onsite
22201	13-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C130320240109		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	13-03-2024 16:20	3/13/2024 4:55:46 PM	0:0:35:46			Issue resolved	Onsite
22202	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C130320240113		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:20	3/13/2024 5:09:57 PM	0:0:48:57			Rejoin the pc in ads after enable	
22203	13-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C130320240107		Hardware	Laptop	Not working at all	Laptop	LOW	Closed	13-03-2024 16:17	3/13/2024 5:07:28 PM	0:0:50:10			Deleted the trace file and run the	
22204	13-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C130320240108		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 16:17	3/13/2024 5:08:18 PM	0:0:50:24			Archived the mail and compact from	
22205	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C130320240106		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:16	3/13/2024 5:06:19 PM	0:0:50:1			Enable the ads account and rejoin the	
22206	13-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C130320240105		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	13-03-2024 16:08	3/13/2024 4:10:38 PM	0:0:1:57			Issue Resolved	Onsite
22207	13-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C130320240104		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-03-2024 16:07	3/13/2024 4:10:28 PM	0:0:3:15			Issue Resolved	Onsite
22208	13-03-2024	NEHRU PLACE CSO	First Floor - D Block	LEGAL	C130320240103		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	13-03-2024 16:06	3/13/2024 4:10:17 PM	0:0:4:6			Issue Resolved	Onsite
22209	13-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C130320240102		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 16:05	3/13/2024 5:05:36 PM	0:0:59:37			Change the ads login password and	
22210	13-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C130320240101		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 16:05	3/13/2024 4:10:08 PM	0:0:4:46			Issue Resolved	Onsite
22211	13-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C130320240100		Hardware	System	Other Software	proxy	LOW	Closed	13-03-2024 16:04	3/13/2024 4:10:00 PM	0:0:5:30			Issue Resolved	Onsite
22212	13-03-2024	NEHRU PLACE	20 No Building	OM-EHV	C130320240098		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	13-03-2024 16:01	3/13/2024 4:55:13 PM	0:0:54:1			lotus traveler password reset done	Onsite
22213	13-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C130320240099		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-03-2024 16:01	3/13/2024 4:09:48 PM	0:0:8:30			Issue Resolved	Onsite
22214	13-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C130320240097		Hardware	Laptop	Other Issue	Others	LOW	Closed	13-03-2024 15:59	3/13/2024 4:09:36 PM	0:0:10:13			Issue Resolved	Onsite
22215	13-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130320240094		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:57	3/13/2024 4:31:40 PM	0:0:34:37			issue resolved after change the	Onsite
22216	13-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C130320240095		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	13-03-2024 15:57	3/13/2024 4:09:18 PM	0:0:11:40			Issue Resolved	Onsite
22217	13-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C130320240096		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 15:57	3/13/2024 4:09:28 PM	0:0:11:49			Issue Resolved	Onsite
22218	13-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130320240092		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:56	3/13/2024 4:31:24 PM	0:0:34:36			issue resolved after change the	Onsite
22219	13-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130320240093		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:56	3/13/2024 4:31:31 PM	0:0:34:36			issue resolved after change the	Onsite
22220	13-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C130320240091		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:56	3/13/2024 4:31:16 PM	0:0:34:41			issue resolved after change the	Onsite
22221	13-03-2024	NEHRU PLACE	20 No Building	Energy	C130320240090		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 15:56	3/13/2024 4:54:39 PM	0:0:58:19			archive path change, issue resolved	Onsite
22222	13-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130320240089		Hardware	PC	System Password issue	Others	LOW	Closed	13-03-2024 15:55	3/13/2024 4:31:01 PM	0:0:35:19			issue resolved after change the user	Onsite
22223	13-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130320240088		Hardware	PC	System Password issue	Others	LOW	Closed	13-03-2024 15:55	3/13/2024 4:30:47 PM	0:0:35:15			issue resolved after change the user	Onsite
22224	13-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130320240087		Hardware	System	Other Software	proxy	LOW	Closed	13-03-2024 15:55	3/13/2024 4:30:10 PM	0:0:34:52			issue resolved after change the proxy	Onsite
22225	13-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130320240086		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:55	3/13/2024 4:29:49 PM	0:0:34:47			issue resolved after change the	Onsite
22226	13-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130320240084		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:54	3/13/2024 4:29:33 PM	0:0:34:51			issue resolved after change the	Onsite
22227	13-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C130320240083		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:54	3/13/2024 4:29:26 PM	0:0:35:4			issue resolved after change the	Onsite
22228	13-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C130320240082		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:54	3/13/2024 4:29:18 PM	0:0:35:4			issue resolved after change the	Onsite
22229	13-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C130320240081		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:54	3/13/2024 4:29:11 PM	0:0:35:7			issue resolved after change the	Onsite
22230	13-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C130320240085		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:54	3/13/2024 4:29:40 PM	0:0:34:47			issue resolved after change the	Onsite
22231	13-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C130320240080		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-03-2024 15:53	3/13/2024 4:28:42 PM	0:0:35:29			issue resolved after change the	Onsite
22232	13-03-2024	NEHRU PLACE	20 No Building	Energy	C130320240079		Hardware	System	MS Office	Software	LOW	Closed	13-03-2024 15:51	3/13/2024 4:53:36 PM	0:1:1:58			clean to task manager	Onsite
22233	13-03-2024	NEHRU PLACE	20 No Building	C-M	C130320240078		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-03-2024 15:50	3/13/2024 4:52:48 PM	0:1:1:50			paper remove from printer	Onsite
22234	13-03-2024	NEHRU PLACE	20 No Building	PLANNING	C130320240077		Hardware	Laptop	Network Not Working	Other	LOW	Closed	13-03-2024 15:49	3/13/2024 4:52:05 PM	0:1:2:48			After Wi-fi disconnect internet is	Onsite
22235	13-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C130320240076		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	13-03-2024 15:46	3/13/2024 4:15:45 PM	0:0:29:11			printer connect done and cas	Onsite
22236	13-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C130320240075		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	13-03-2024 15:42	3/13/2024 4:15:21 PM	0:0:32:24			CHD qms not working , manually	Onsite
22237	13-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C130320240074		Hardware	PC	Network Not Working	Other	LOW	Closed	13-03-2024 15:41	3/13/2024 4:07:09 PM	0:0:25:37			SIP phone LAN cable reconnected.	Onsite
22238	13-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C130320240073		Hardware	PC	System Password issue	Others	LOW	Closed	13-03-2024 15:40	3/13/2024 4:06:43 PM	0:0:25:51			Login with admin account after then	Onsite
22239	13-03-2024	NEHRU PLACE	W Block GK 1	SAFETY	C130320240072		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 15:39	3/13/2024 4:06:07 PM	0:0:26:15			New archive created.	Onsite
22240	13-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130320240071		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	13-03-2024 15:39	3/13/2024 4:14:54 PM	0:0:35:34			printer add call done and sap p 92	Onsite
22241	13-03-2024	NEHRU PLACE	W Block GK 1	O-M	C130320240070		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	13-03-2024 15:38	3/13/2024 4:05:41 PM	0:0:27:16			LAN cable reconnected.	Onsite
22242	13-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C130320240069		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	13-03-2024 15:37	3/13/2024 4:05:16 PM	0:0:27:21			All Driver scanning completed.	Onsite
22243	13-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130320240068		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 15:37	3/13/2024 4:14:28 PM	0:0:37:19			lotus new archives creation done	Onsite
22244	13-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C130320240067		Hardware	System	Other Software	Browser	LOW	Closed	13-03-2024 15:37	3/13/2024 4:04:31 PM	0:0:27:29			SAP P92 id unlocked from web portal.	Onsite
22245	13-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C130320240066		Hardware	System	Other Software	Adobe	LOW	Closed	13-03-2024 15:35	3/13/2024 4:13:59 PM	0:0:38:20			Adobe install done .pdf files now open	Onsite
22246	13-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	BUSINESS/	C130320240065		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-03-2024 15:35	3/13/2024 4:21:15 PM	0:0:45:41			Paper Jam Removed.	Onsite
22247	13-03-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	BUSINESS/	C130320240063		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-03-2024 15:34	3/13/2024 3:56:08 PM	0:0:21:46			T.O PC Bios settings done ram slot	Onsite
22248	13-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	BUSINESS/	C130320240064		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	13-03-2024 15:34	3/13/2024 4:21:36 PM	0:0:46:49			New Archive create.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22249	13-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	BUSINESS/	C130320240062		Hardware	Printer	Paper Pickup	Others	LOW	Closed	13-03-2024 15:33	3/13/2024 4:22:31 PM	0:0:48:45			Select A4 In Printer prefences setting.	Onsite
22250	13-03-2024	PUNJABI BAGH	B 3 Paschim Vlhar Complaint Center,Punjabi	OM-DIV	C130320240060		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 15:31	3/13/2024 3:55:39 PM	0:0:24:5			PC shifting another room and config	Onsite
22251	13-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	BUSINESS/	C130320240061		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 15:31	3/13/2024 4:23:10 PM	0:0:51:23			Hindi font software installation.	Onsite
22252	13-03-2024	PALAM	BSES Store,Sector 8 Dwarka,Near Bus Depot	C-M	C130320240058		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 15:29	3/13/2024 4:23:23 PM	0:0:54:9			Hindi font software installation.	Onsite
22253	13-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-EHV	C130320240059		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-03-2024 15:29	3/13/2024 3:51:11 PM	0:0:21:34			printer add call done	Onsite
22254	13-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C130320240057		Hardware	System	Other Software	proxy	LOW	Closed	13-03-2024 15:28	3/13/2024 4:53:50 PM	0:1:24:54			Change credential setting now	Remote
22255	13-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C130320240056		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 15:28	3/13/2024 4:52:44 PM	0:1:24:33			Reset password now working fine	Remote
22256	13-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C130320240055		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:27	3/13/2024 3:49:08 PM	0:0:21:14			sap bsp server add call done	Onsite
22257	13-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C130320240054		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 15:26	3/13/2024 3:48:32 PM	0:0:22:1			lotus software corrupt reinstall and	Onsite
22258	13-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C130320240053		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 15:23	3/13/2024 4:24:30 PM	0:1:1:14			PC installation.	Onsite
22259	13-03-2024	OTHERS	VSNL	KCC/MLCC/	C130320240052		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:20	3/13/2024 4:24:33 PM	0:1:4:19			Create a new shortcut issue resolve	Onsite
22260	13-03-2024	OTHERS	VSNL	KCC/MLCC/	C130320240051		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 15:19	3/13/2024 4:24:08 PM	0:1:4:36			Oracle remove and re-installed issue	Onsite
22261	13-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C130320240050		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 15:19	3/13/2024 4:24:50 PM	0:1:5:30			PC PM & Audit.	Onsite
22262	13-03-2024	OTHERS	VSNL	KCC/MLCC/	C130320240048		Hardware	System	Other Software	Browser	LOW	Closed	13-03-2024 15:18	3/13/2024 4:23:20 PM	0:1:4:33			Password rewet issue resolve	Remote
22263	13-03-2024	OTHERS	Andrews Ganj	Enforcem	C130320240049		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:18	3/13/2024 3:37:37 PM	0:0:18:40			vpn issue	Onsite
22264	13-03-2024	OTHERS	Andrews Ganj	Enforcem	C130320240047		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 15:17	3/13/2024 3:37:51 PM	0:0:20:1			SAP Issue	Onsite
22265	13-03-2024	OTHERS	VSNL	RCM	C130320240046		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 15:17	3/13/2024 4:22:48 PM	0:1:5:11			Password reset issue resolve	Remote
22266	13-03-2024	OTHERS	VSNL	RCM	C130320240045		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 15:17	3/13/2024 4:22:27 PM	0:1:5:26			Toad Re-installed	Remote
22267	13-03-2024	OTHERS	Andrews Ganj	Enforcem	C130320240044		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	13-03-2024 15:16	3/13/2024 3:38:25 PM	0:0:22:4			Pc booting issue	Onsite
22268	13-03-2024	OTHERS	VSNL	RCM	C130320240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 15:16	3/13/2024 4:21:19 PM	0:1:4:58			mail Archive issue resolve	Remote
22269	13-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C130320240042		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	13-03-2024 15:15	3/13/2024 3:47:51 PM	0:0:32:3			Laptop bios settings done and printer	Onsite
22270	13-03-2024	OTHERS	VSNL	O-M	C130320240040		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	13-03-2024 15:15	3/13/2024 4:20:50 PM	0:1:5:35			OS installed and BSES Software	Onsite
22271	13-03-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C130320240041		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	13-03-2024 15:15	3/13/2024 3:38:40 PM	0:0:23:18			OS installation	Onsite
22272	13-03-2024	OTHERS	Andrews Ganj	Enforcem	C130320240039		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	13-03-2024 15:14	3/15/2024 5:22:30 PM	2:2:8:12			Lan is not working	Onsite
22273	13-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C130320240038		Hardware	System	Other Software	Browser	LOW	Closed	13-03-2024 15:00	3/13/2024 3:39:04 PM	0:0:38:38			Issue resolved as reqd	Onsite
22274	13-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C130320240037		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 14:58	3/13/2024 3:38:49 PM	0:0:40:30			Password issue resolved as reqd.	Onsite
22275	13-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C130320240036		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	13-03-2024 14:57	3/13/2024 3:38:30 PM	0:0:40:47			Issue resolved as reqd.	Onsite
22276	13-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C130320240035		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 14:40	3/13/2024 3:26:52 PM	0:0:45:56			Reset ADS password now working fine	Remote
22277	13-03-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C130320240034		Hardware	System	Other Software	Browser	LOW	Closed	13-03-2024 14:40	3/13/2024 3:26:37 PM	0:0:46:29			Reinstalled google chrome now	Remote
22278	13-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C130320240033		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 14:38	3/13/2024 3:26:06 PM	0:0:47:13			Reinstalled P92 now working fine	Remote
22279	13-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C130320240032		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 14:37	3/13/2024 4:10:41 PM	0:1:33:0			New ID Card punch in biometric now	Onsite
22280	13-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C130320240030		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 14:36	3/13/2024 3:24:31 PM	0:0:48:13			Change date and time now working	Remote
22281	13-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	Consumer	C130320240031		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 14:36	3/13/2024 3:25:21 PM	0:0:48:30			Reset ADS password now working fine	Remote
22282	13-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C130320240029		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	13-03-2024 14:35	3/13/2024 3:23:54 PM	0:0:48:29			Run diagnostic and clean temp files	Onsite
22283	13-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130320240028		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-03-2024 14:25	3/13/2024 3:08:07 PM	0:0:42:38			Join with ADS.Join with ADS.	Onsite
22284	13-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C130320240027		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	13-03-2024 14:25	3/13/2024 3:07:55 PM	0:0:42:53			Join with ADS.	Onsite
22285	13-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C130320240026		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	13-03-2024 14:24	3/13/2024 3:07:45 PM	0:0:43:18			Join with ADS.	Onsite
22286	13-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C130320240025		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	13-03-2024 14:23	3/13/2024 3:07:35 PM	0:0:43:41			Join with ADS.	Onsite
22287	13-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C130320240024		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	13-03-2024 14:23	3/13/2024 3:07:07 PM	0:0:43:48			Laptop configured.	Onsite
22288	13-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C130320240023		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 14:15	3/13/2024 2:26:15 PM	0:0:10:37			Printer default set.	Onsite
22289	13-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130320240022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	13-03-2024 14:05	3/13/2024 3:03:48 PM	0:0:58:9			Archive the mail now issue resolved	Remote
22290	13-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C130320240021		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	13-03-2024 14:05	3/13/2024 3:03:24 PM	0:0:58:16			Update the antivirus now issue	Remote
22291	13-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C130320240020		Hardware	System	Other Software	New	LOW	Closed	13-03-2024 14:04	3/13/2024 3:03:01 PM	0:0:58:34			Joined to ADS Account now issue	Onsite
22292	13-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C130320240018		Hardware	System	Other Software	software	LOW	Closed	13-03-2024 14:03	3/13/2024 3:01:59 PM	0:0:58:55			Configure the BSP now issue resolved	Remote
22293	13-03-2024	ALAKNANDA	CR Park HR Office	HR	C130320240019		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	13-03-2024 14:03	3/13/2024 3:02:27 PM	0:0:58:34			Change the setting now issue resolved	Onsite
22294	13-03-2024	ALAKNANDA	A 12 Kalkaji	O-M	C130320240017		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	13-03-2024 14:02	3/13/2024 3:01:16 PM	0:0:58:42			Remove the paper from printer now	Onsite
22295	13-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C130320240016		NON-SAP	Others	Others	Others	LOW	Closed	13-03-2024 13:46	3/13/2024 1:46:36 PM	0:0:0:31			done the tv setting	Onsite
22296	13-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C130320240015		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	13-03-2024 13:45	3/13/2024 1:47:23 PM	0:0:2:3			restore the windows	Onsite
22297	13-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130320240013		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	13-03-2024 12:54	3/13/2024 1:34:09 PM	0:0:39:59			log the ticket	Onsite
22298	13-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130320240014		Software	SAP-ISU	BI	Others	LOW	Closed	13-03-2024 12:54	3/13/2024 1:30:36 PM	0:0:35:46			map themap the document	Remote
22299	13-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C130320240012		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	13-03-2024 12:53	3/13/2024 1:34:57 PM	0:0:41:36			attach the printer	Onsite
22300	13-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C130320240011		Hardware	MOUSE	Not working	Hardware	LOW	Closed	13-03-2024 11:59	3/13/2024 12:05:33 PM	0:0:5:49			after checking mouse faulty now	Onsite
22301	13-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130320240010		Hardware	System	Other Software	Adobe	LOW	Closed	13-03-2024 11:57	3/13/2024 12:04:24 PM	0:0:6:30			restart the pc now issue resolved	Onsite
22302	13-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C130320240009		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	13-03-2024 11:25	3/13/2024 11:37:56 AM	0:0:12:8			printer reconnected issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22303	13-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C130320240008		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-03-2024 11:18	3/13/2024 11:39:54 AM	0:0:20:55			ram reinsert after cleaning issue	Onsite
22304	13-03-2024	SAKET	Adchini	DTC	C130320240007		Telecome	Instrumen	Digital	Instrumen	HIGH	Closed	13-03-2024 11:05	3/13/2024 12:09:07 PM	0:1:4:1			Replace against the faulty instrument	Onsite
22305	13-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C130320240006		Hardware	PC	System Password issue	Password	LOW	Closed	13-03-2024 09:50	3/13/2024 9:53:26 AM	0:0:3:12			done issue resolved	Onsite
22306	13-03-2024	SAKET	Adchini	CIVIL	C130320240005		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	13-03-2024 09:46	3/13/2024 9:48:18 AM	0:0:1:24			RAM clean & Re-insert	Onsite
22307	13-03-2024	SAKET	Adchini	DTC	C130320240004		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	13-03-2024 09:42	3/13/2024 9:54:57 AM	0:0:12:33			2 Instrument faulty	Onsite
22308	13-03-2024	SAKET	Adchini	SAFETY	C130320240003		Telecome	Instrumen	Analog	Instrumen	LOW	Closed	13-03-2024 09:40	3/13/2024 9:54:45 AM	0:0:14:19			Instrument faulty	Onsite
22309	13-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C130320240002		Telecome	CCTV	DVR/NVR	Network	LOW	Closed	13-03-2024 09:38	3/13/2024 9:47:28 AM	0:0:9:2			restart the nvr now issue resolved	Onsite
22310	13-03-2024	SAKET	Adchini	BUSINESS/	C130320240001		Hardware	PC	Not working at all	Others	LOW	Closed	13-03-2024 09:19	3/13/2024 9:47:46 AM	0:0:28:19			Windows Activated	Onsite
22311	14-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	IT	C140320240225		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	14-03-2024 18:56	3/14/2024 6:58:30 PM	0:0:2:22			issue resolved	Onsite
22312	14-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C140320240226		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-03-2024 18:56	3/14/2024 6:58:45 PM	0:0:1:50			issue resolved	Onsite
22313	14-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C140320240224		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 18:55	3/14/2024 6:58:14 PM	0:0:2:51			issue resolved	Onsite
22314	14-03-2024	NEHRU PLACE CSO	First Floor - E Block	LEGAL	C140320240223		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	14-03-2024 18:54	3/14/2024 6:57:59 PM	0:0:3:20			issue resolved	Onsite
22315	14-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C140320240222		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 18:53	3/14/2024 6:57:45 PM	0:0:4:12			issue resolved	Onsite
22316	14-03-2024	NEHRU PLACE CSO	Third Floor - A Block	Finance	C140320240221		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	14-03-2024 18:52	3/14/2024 6:57:24 PM	0:0:5:9			issue resolved	Onsite
22317	14-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C140320240220		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 17:42	3/14/2024 6:00:37 PM	0:0:18:4			Excle sheet settings issue done	Onsite
22318	14-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C140320240219		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 17:41	3/14/2024 6:01:11 PM	0:0:19:40			lotus config done & printer connect	Onsite
22319	14-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C140320240218		Hardware	PC	Not working at all	Driver	LOW	Closed	14-03-2024 17:40	3/14/2024 6:04:12 PM	0:0:24:0			lotus mail config & New archive	Onsite
22320	14-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C140320240217		Hardware	PC	System Password issue	Others	LOW	Closed	14-03-2024 17:38	3/14/2024 6:03:39 PM	0:0:24:58			Team V settings done	Onsite
22321	14-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C140320240216		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-03-2024 17:37	3/14/2024 6:03:17 PM	0:0:25:48			Team V settings done , Lan port shows	Onsite
22322	14-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C140320240215		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 17:36	3/14/2024 5:45:03 PM	0:0:8:34			Team V settings done	Onsite
22323	14-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C140320240214		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 17:35	3/14/2024 5:44:34 PM	0:0:8:57			Team V settings done	Onsite
22324	14-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C140320240213		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 17:34	3/14/2024 5:45:22 PM	0:0:10:43			Team V settings done	Onsite
22325	14-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C140320240212		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-03-2024 17:33	3/14/2024 6:02:55 PM	0:0:29:8			sap P96 settings done and team v	Onsite
22326	14-03-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	O-M	C140320240211		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 17:32	3/14/2024 6:02:36 PM	0:0:29:58			pc team settings done and printer	Onsite
22327	14-03-2024	PUNJABI BAGH	BSES Road no 41 Complaint Center West	OM-DIV	C140320240210		Hardware	Laptop	Network Not Working	Network	LOW	Closed	14-03-2024 17:31	3/14/2024 6:02:02 PM	0:0:30:34			laptop lan issue and Team V settings	Onsite
22328	14-03-2024	PUNJABI BAGH	B Block Karampura Complaint Center Near	O-M	C140320240209		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-03-2024 17:30	3/14/2024 6:01:35 PM	0:0:31:9			pc network issue and team settings	Onsite
22329	14-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C140320240208		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-03-2024 17:22	3/14/2024 5:31:52 PM	0:0:9:11			issue resolved after remove paper	Onsite
22330	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240206		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 17:22	3/14/2024 5:28:59 PM	0:0:6:48			issue resolved after change the tm	Onsite
22331	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240205		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 17:22	3/14/2024 5:28:50 PM	0:0:6:46			issue resolved after create a sap icon	Onsite
22332	14-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C140320240207		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 17:22	3/14/2024 5:29:12 PM	0:0:6:51			issue resolved after change the tm	Onsite
22333	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240204		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 17:21	3/14/2024 5:28:26 PM	0:0:6:51			issue resolved after change the tm	Onsite
22334	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240203		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 17:21	3/14/2024 5:28:19 PM	0:0:6:51			issue resolved after change the tm	Onsite
22335	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240201		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 17:20	3/14/2024 5:27:23 PM	0:0:6:54			issue resolved after create a new	Onsite
22336	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240202		Hardware	System	Other Software	proxy	LOW	Closed	14-03-2024 17:20	3/14/2024 5:28:00 PM	0:0:7:5			issue resolved after change the proxy	Onsite
22337	14-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C140320240200		Hardware	Scanner	Scaning issue	Image Not	LOW	Closed	14-03-2024 17:19	3/14/2024 5:26:18 PM	0:0:6:51			issue resolved after clean the lens	Onsite
22338	14-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C140320240199		Hardware	Printer	Paper Pickup	Paper Tray	MEDIUM	Closed	14-03-2024 17:17	3/14/2024 5:32:36 PM	0:0:15:24			paper Tray A4 Setting update.	Onsite
22339	14-03-2024	NEHRU PLACE CSO	Second Floor - C Block	ADMIN	C140320240198		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-03-2024 17:12	3/14/2024 5:13:13 PM	0:0:1:9			Issue Resolved	Onsite
22340	14-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C140320240197		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	14-03-2024 17:10	3/14/2024 5:13:01 PM	0:0:2:8			Issue Resolved	Onsite
22341	14-03-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C140320240196		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	14-03-2024 17:10	3/14/2024 5:12:52 PM	0:0:2:36			Issue Resolved	Onsite
22342	14-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C140320240194		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-03-2024 17:09	3/14/2024 5:12:37 PM	0:0:3:12			Issue Resolved	Onsite
22343	14-03-2024	NAJAF GARH	Jhatikara Complaint Center Near Jhatikara	OM-DIV	C140320240195		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	14-03-2024 17:09	3/14/2024 5:27:27 PM	0:0:17:46			printer paper removed and paper jam	Onsite
22344	14-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C140320240193		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-03-2024 17:08	3/14/2024 5:12:28 PM	0:0:4:24			Issue Resolved	Onsite
22345	14-03-2024	NEHRU PLACE	20 No Building	KCC/MLCC	C140320240192		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-03-2024 17:04	3/14/2024 5:24:05 PM	0:0:19:26			password reset done	Onsite
22346	14-03-2024	NEHRU PLACE	20 No Building	Energy	C140320240191		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	14-03-2024 17:03	3/14/2024 5:23:32 PM	0:0:19:42			workspace folder name change	Onsite
22347	14-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C140320240190		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-03-2024 17:02	3/14/2024 5:23:10 PM	0:0:20:55			clean temp & prefetch file	Onsite
22348	14-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C140320240189		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	14-03-2024 17:01	3/14/2024 5:22:22 PM	0:0:20:56			IP change done	Onsite
22349	14-03-2024	NEHRU PLACE	20 No Building	C-M	C140320240188		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 16:59	3/14/2024 5:22:02 PM	0:0:22:23			laptop connect to projector	Onsite
22350	14-03-2024	NEHRU PLACE	20 No Building	HR	C140320240187		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 16:57	3/14/2024 5:21:31 PM	0:0:23:45			PPT share done	Onsite
22351	14-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C140320240186		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-03-2024 16:40	3/14/2024 5:08:02 PM	0:0:27:14			after clear stuck mails and compact	Remote
22352	14-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C140320240185		Hardware	System	Other Software	software	MEDIUM	Closed	14-03-2024 16:38	3/14/2024 5:07:12 PM	0:0:28:29			after reinstall pdf file issue resolved	Remote
22353	14-03-2024	OTHERS	Andrews Ganj	Enforcem	C140320240184		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 16:35	3/14/2024 4:39:16 PM	0:0:3:43			pc updation	Onsite
22354	14-03-2024	OTHERS	Andrews Ganj	Enforcem	C140320240183		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 16:34	3/14/2024 4:39:30 PM	0:0:5:22			MS office issue	Onsite
22355	14-03-2024	OTHERS	Andrews Ganj	Enforcem	C140320240182		Network	Link	Link Connectivity Issue	Others	LOW	Closed	14-03-2024 16:33	3/14/2024 4:39:55 PM	0:0:6:26			Connectivity issue	Onsite
22356	14-03-2024	OTHERS	HUDCO Grid	PROTECTI	C140320240180		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	14-03-2024 16:32	3/14/2024 4:40:35 PM	0:0:8:33			Pc slow issue	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22357	14-03-2024	OTHERS	Andrews Ganj	Enforcem	C140320240181		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	14-03-2024 16:32	3/14/2024 4:40:13 PM	0:0:7:43			RAM issue	Onsite
22358	14-03-2024	OTHERS	HUDCO Grid	PROTECTI	C140320240179		Hardware	PC	Restart Problem	Heating	LOW	Closed	14-03-2024 16:31	3/14/2024 4:38:47 PM	0:0:7:19			Pc booting issue	Onsite
22359	14-03-2024	SARITA VIHAR	Kalindi Colony	OM-DIV	C140320240178		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-03-2024 16:30	3/14/2024 5:05:09 PM	0:0:34:18			After remapped archive issue resolved	Remote
22360	14-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C140320240176		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	14-03-2024 16:29	3/14/2024 5:03:48 PM	0:0:34:21			after crimp RJ45 connector issue	Remote
22361	14-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C140320240177		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 16:29	3/14/2024 5:03:06 PM	0:0:33:23			change the ess password issue	Onsite
22362	14-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C140320240174		Hardware	Laptop	System Password issue	Password	LOW	Closed	14-03-2024 16:24	3/14/2024 5:14:51 PM	0:0:50:41			Issue Resolved	Onsite
22363	14-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C140320240175		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	14-03-2024 16:24	3/14/2024 5:02:23 PM	0:0:37:48			after clean temp file and increase core	Remote
22364	14-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C140320240173		Hardware	System	Other Software	Adobe	MEDIUM	Closed	14-03-2024 16:23	3/14/2024 5:01:12 PM	0:0:38:4			after reinstall adobe software issue	Remote
22365	14-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C140320240171		Hardware	System	Other Software	software	MEDIUM	Closed	14-03-2024 16:22	3/14/2024 5:00:50 PM	0:0:38:34			After install team viewer issue	Remote
22366	14-03-2024	PUNJABI BAGH	A 3 Dispensary,Near Gopal Mandir Paschim	Dispancer	C140320240172		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-03-2024 16:22	3/14/2024 4:40:31 PM	0:0:17:52			PC shifting , install and config call	Onsite
22367	14-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C140320240170		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-03-2024 16:20	3/14/2024 5:00:10 PM	0:0:39:49			After kill multiple application running	Remote
22368	14-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C140320240169		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	14-03-2024 16:18	3/14/2024 4:53:31 PM	0:0:35:4			After temp file clean and change	Remote
22369	14-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C140320240167		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	14-03-2024 16:17	3/14/2024 4:51:34 PM	0:0:34:33			after update driver issue resolved	Remote
22370	14-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C140320240168		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-03-2024 16:17	3/14/2024 5:02:41 PM	0:0:45:40			cleared the paper issue resolved	Onsite
22371	14-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C140320240166		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 16:16	3/14/2024 4:20:35 PM	0:0:4:11			Issue has been resolved after update	Remote
22372	14-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C140320240165		Hardware	System	Other Software	New	MEDIUM	Closed	14-03-2024 16:16	3/14/2024 4:50:40 PM	0:0:34:36			After rejoin on ads cas software mis	Remote
22373	14-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C140320240164		Hardware	System	Other Software	proxy	LOW	Closed	14-03-2024 16:16	3/14/2024 4:20:20 PM	0:0:4:18			Issue has been resolved after update	Onsite
22374	14-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C140320240163		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	14-03-2024 16:15	3/14/2024 5:02:15 PM	0:0:46:46			reset the mail password issue	Onsite
22375	14-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	CIVIL	C140320240162		Hardware	Laptop	Network Not Working	Network	LOW	Closed	14-03-2024 16:13	3/14/2024 5:01:31 PM	0:0:48:26			change the vpn setting issue resolved	Onsite
22376	14-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140320240160		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-03-2024 16:10	3/14/2024 4:12:52 PM	0:0:2:45			issue resolved	Remote
22377	14-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C140320240161		Hardware	Laptop	Not working at all	Driver	LOW	Closed	14-03-2024 16:10	3/14/2024 5:01:10 PM	0:0:50:37			disable the window update issue	Onsite
22378	14-03-2024	OTHERS	VSNL	KCC/MLCC	C140320240159		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 16:07	3/14/2024 5:12:11 PM	0:1:4:27			Issue resolve	Onsite
22379	14-03-2024	OTHERS	VSNL	KCC/MLCC	C140320240158		Hardware	System	MS Office	File	LOW	Closed	14-03-2024 16:06	3/14/2024 5:11:57 PM	0:1:5:4			MS office issue resolve	Onsite
22380	14-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C140320240157		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 16:06	3/14/2024 5:00:27 PM	0:0:53:42			archived the mail and compact from	Onsite
22381	14-03-2024	OTHERS	VSNL	KCC/MLCC	C140320240156		Hardware	System	Other Software	Adobe	LOW	Closed	14-03-2024 16:05	3/14/2024 5:11:34 PM	0:1:5:53			Adobe installed	Onsite
22382	14-03-2024	NEHRU PLACE CSO	Second Floor - D Block	C-M	C140320240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 16:05	3/14/2024 4:14:25 PM	0:0:9:18			problem has been resolved	Onsite
22383	14-03-2024	OTHERS	VSNL	KCC/MLCC	C140320240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 16:03	3/14/2024 5:11:01 PM	0:1:7:58			New replica create issue resolve	Onsite
22384	14-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C140320240152		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	14-03-2024 16:01	3/14/2024 4:02:30 PM	0:0:0:42			IP configured.	Onsite
22385	14-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C140320240153		Hardware	Scanner	Scaning issue	Others	LOW	Closed	14-03-2024 16:01	3/14/2024 4:29:59 PM	0:0:28:10			Scanner release folder changed	Onsite
22386	14-03-2024	NEHRU PLACE CSO	First Floor - B Block	IT	C140320240151		Hardware	System	Other Software	Adobe	LOW	Closed	14-03-2024 16:00	3/14/2024 4:15:08 PM	0:0:14:11			Resolved	Remote
22387	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240150		Hardware	System	Other Software	Adobe	LOW	Closed	14-03-2024 16:00	3/14/2024 4:47:52 PM	0:0:47:13			Google chrome not working issue	Onsite
22388	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240147		Hardware	System	Other Software	Adobe	LOW	Closed	14-03-2024 15:59	3/14/2024 4:46:14 PM	0:0:47:13			Ms office not working issue resolved	Onsite
22389	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240149		Hardware	System	Other Software	Adobe	LOW	Closed	14-03-2024 15:59	3/14/2024 4:47:13 PM	0:0:47:15			Ms office not working issue resolved	Onsite
22390	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240148		Hardware	Printer	Image Issue	Light	LOW	Closed	14-03-2024 15:59	3/14/2024 4:46:44 PM	0:0:47:12			Printing issue resolved	Onsite
22391	14-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C140320240146		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	14-03-2024 15:58	3/14/2024 4:17:51 PM	0:0:19:7			Dienotes.exe start (problem has been	Remote
22392	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240145		Hardware	System	MS Office	File	LOW	Closed	14-03-2024 15:58	3/14/2024 4:45:53 PM	0:0:47:21			Ms excel not working issue resolved	Onsite
22393	14-03-2024	NEHRU PLACE CSO	Second Floor - B Block	BUSINESS/	C140320240144		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-03-2024 15:58	3/14/2024 4:12:55 PM	0:0:14:55			connected	Onsite
22394	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240141		Hardware	System	MS Office	File	LOW	Closed	14-03-2024 15:57	3/14/2024 4:45:00 PM	0:0:47:56			Ms office not working issue resolved	Onsite
22395	14-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C140320240143		Hardware	System	MS Office	File	LOW	Closed	14-03-2024 15:57	3/14/2024 4:45:27 PM	0:0:47:43			Ms excel not working issue resolved	Onsite
22396	14-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C140320240142		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	14-03-2024 15:57	3/14/2024 4:16:02 PM	0:0:18:32			issue resolved	Onsite
22397	14-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C140320240140		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	14-03-2024 15:54	3/14/2024 4:19:39 PM	0:0:24:39			Issue has been resolved after	Onsite
22398	14-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C140320240139		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	14-03-2024 15:54	3/14/2024 4:18:45 PM	0:0:24:38			Issue has been resolved after changed	Onsite
22399	14-03-2024	OTHERS	VSNL	O-M	C140320240138		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 15:52	3/14/2024 5:10:30 PM	0:1:17:39			Lotus Installed and configured	Onsite
22400	14-03-2024	OTHERS	VSNL	MMG	C140320240137		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-03-2024 15:50	3/14/2024 5:09:56 PM	0:1:19:10			Remove paper printer issue resolve	Onsite
22401	14-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C140320240136		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-03-2024 15:46	3/14/2024 4:18:07 PM	0:0:31:31			Issue has been resolved after update	Onsite
22402	14-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C140320240135		Hardware	PC	Restart Problem	Ticket	LOW	Closed	14-03-2024 15:41	3/14/2024 4:04:57 PM	0:0:23:13			Ticket logged with vendor.	Onsite
22403	14-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C140320240134		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-03-2024 15:41	3/14/2024 4:04:26 PM	0:0:23:11			Restart the PC & delete temp. file	Onsite
22404	14-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C140320240133		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-03-2024 15:40	3/14/2024 4:04:16 PM	0:0:23:30			Restart the PC & delete temp. file	Onsite
22405	14-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C140320240132		Hardware	PC	System Password issue	Password	LOW	Closed	14-03-2024 15:40	3/14/2024 4:03:31 PM	0:0:23:24			PC password reset done.	Onsite
22406	14-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C140320240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 15:39	3/14/2024 4:02:52 PM	0:0:23:29			Mail installed & configured.	Onsite
22407	14-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C140320240130		Network	LAN Issue	LAN Issue	Others	LOW	Closed	14-03-2024 15:38	3/14/2024 4:02:21 PM	0:0:23:33			IP configured.	Onsite
22408	14-03-2024	JANAK PURI	I A 1 Janakpuri	O-M	C140320240129		Network	Link	Link Connectivity Issue	Others	LOW	Closed	14-03-2024 15:37	3/14/2024 4:41:58 PM	0:1:4:39			Done network troubleshooting steps	Onsite
22409	14-03-2024	VASANT KUNJ	B 1 Near Police Station	Data	C140320240128		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-03-2024 15:33	3/14/2024 4:05:20 PM	0:0:31:31			Jam paper has been clear	Onsite
22410	14-03-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C140320240127		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	14-03-2024 15:28	3/14/2024 4:17:37 PM	0:0:49:5			Issue has been resolved after update	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22411	14-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C140320240126		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	14-03-2024 15:26	3/14/2024 4:31:26 PM	0:1:4:36			Clean temp files and downloading	Remote
22412	14-03-2024	SAKET	Adchini	BUSINESS/	C140320240124		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 15:25	3/14/2024 3:53:34 PM	0:0:28:34			Password reset from Server	Onsite
22413	14-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140320240125		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 15:25	3/14/2024 4:30:53 PM	0:1:4:54			Reset P96 Password now working fine	Remote
22414	14-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C140320240123		Hardware	System	Other Software	proxy	LOW	Closed	14-03-2024 15:23	3/14/2024 4:30:22 PM	0:1:6:45			Change proxy setting now working	Remote
22415	14-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C140320240122		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 15:21	3/14/2024 4:30:01 PM	0:1:8:11			Cmaera software installed	Onsite
22416	14-03-2024	SAKET	Adchini	SAFETY	C140320240121		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	14-03-2024 15:19	3/14/2024 3:53:05 PM	0:0:33:54			Very Slow	Onsite
22417	14-03-2024	SAKET	Adchini	SAFETY	C140320240120		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 15:18	3/14/2024 3:52:48 PM	0:0:34:31			New ID card	Onsite
22418	14-03-2024	SAKET	Fatehpur Beri CC	O-M	C140320240118		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-03-2024 15:15	3/14/2024 3:51:57 PM	0:0:36:48			RJ 45 Replaced	Onsite
22419	14-03-2024	SAKET	Adchini	CHD	C140320240119		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	14-03-2024 15:15	3/14/2024 3:52:22 PM	0:0:36:32			printer not work	Onsite
22420	14-03-2024	SAKET	Adchini	BUSINESS/	C140320240117		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 15:14	3/14/2024 3:51:23 PM	0:0:36:48			windows password issue	Remote
22421	14-03-2024	SAKET	Adchini	BUSINESS/	C140320240116		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 15:13	3/14/2024 3:50:58 PM	0:0:37:2			SAP not open	Remote
22422	14-03-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C140320240115		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	14-03-2024 15:13	3/14/2024 3:50:44 PM	0:0:37:4			issue resolved	Onsite
22423	14-03-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	BUSINESS/	C140320240113		Hardware	Laptop	Screen Issue	Others	LOW	Closed	14-03-2024 15:12	3/14/2024 3:50:19 PM	0:0:38:9			connected	Onsite
22424	14-03-2024	NEHRU PLACE CSO	First Floor - E Block	BUSINESS/	C140320240114		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	14-03-2024 15:12	3/14/2024 3:50:29 PM	0:0:37:42			issue resolved	Onsite
22425	14-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C140320240111		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-03-2024 15:11	3/14/2024 4:04:04 PM	0:0:52:47			Date and time changed	Remote
22426	14-03-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	BUSINESS/	C140320240112		Hardware	Laptop	Screen Issue	No Display	LOW	Closed	14-03-2024 15:11	3/14/2024 3:50:07 PM	0:0:38:42			Connected	Onsite
22427	14-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C140320240108		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	14-03-2024 15:10	3/14/2024 3:49:25 PM	0:0:39:19			issue resolved	Onsite
22428	14-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C140320240109		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 15:10	3/14/2024 3:49:36 PM	0:0:39:6			issue resolved	Onsite
22429	14-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C140320240110		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 15:10	3/14/2024 3:49:49 PM	0:0:38:52			issue resolved	Onsite
22430	14-03-2024	VASANT KUNJ	Kapashera	O-M	C140320240107		Hardware	PC	TFT	Others	LOW	Closed	14-03-2024 15:09	3/14/2024 4:03:12 PM	0:0:53:31			Graphic driver installed	Onsite
22431	14-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C140320240106		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-03-2024 15:09	3/14/2024 3:38:18 PM	0:0:28:49			Printing issue resolved as reqd	Remote
22432	14-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	Store	C140320240105		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-03-2024 15:07	3/14/2024 3:37:47 PM	0:0:30:19			USB Printer issue resolved	Remote
22433	14-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C140320240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 15:05	3/14/2024 3:37:16 PM	0:0:32:3			Issue resolved as reqd	Onsite
22434	14-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	IT	C140320240103		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 15:04	3/14/2024 3:36:52 PM	0:0:32:18			Issue resolved as reqd	Onsite
22435	14-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C140320240102		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	14-03-2024 15:03	3/14/2024 3:36:24 PM	0:0:33:7			Printer configured as reqd	Onsite
22436	14-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140320240101		NON-SAP	Others	Others	Others	LOW	Closed	14-03-2024 14:52	3/14/2024 2:54:05 PM	0:0:1:43			repair the adobe	Onsite
22437	14-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C140320240100		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-03-2024 14:51	3/14/2024 2:54:30 PM	0:0:3:3			checkt the pc and log the call	Onsite
22438	14-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140320240099		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	14-03-2024 14:34	3/14/2024 4:00:26 PM	0:1:26:6			Removed Jam paper Issue Resolved	Onsite
22439	14-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C140320240098		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 14:33	3/14/2024 3:59:53 PM	0:1:26:30			ENF Image Uploader Reinstall Now	Onsite
22440	14-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C140320240097		Hardware	System	Other Software	proxy	MEDIUM	Closed	14-03-2024 14:21	3/14/2024 3:33:56 PM	0:1:12:1			proxy update and problem resolved.	Onsite
22441	14-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C140320240096		Hardware	Laptop	Other Issue	Others	MEDIUM	Closed	14-03-2024 14:20	3/14/2024 3:33:07 PM	0:1:12:42			printer sharing problem resolved.	Onsite
22442	14-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140320240093		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 14:11	3/14/2024 3:02:30 PM	0:0:51:16			Reset the password now issue	Onsite
22443	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240094		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 14:11	3/14/2024 3:45:38 PM	0:1:34:9			Done	Onsite
22444	14-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C140320240095		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 14:11	3/14/2024 3:02:59 PM	0:0:51:3			Password reset now issue resolved	Onsite
22445	14-03-2024	ALAKNANDA	Giri Nagar	KCC/MLCC	C140320240091		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 14:10	3/14/2024 3:02:04 PM	0:0:51:19			Change the setting now issue resolved	Onsite
22446	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240090		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 14:10	3/14/2024 3:45:17 PM	0:1:34:48			Done	Onsite
22447	14-03-2024	ALAKNANDA	Giri Nagar	MMG	C140320240089		Hardware	Laptop	System Password issue	Others	LOW	Closed	14-03-2024 14:10	3/14/2024 3:01:37 PM	0:0:51:28			Enable the Account and Re-Join the	Onsite
22448	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240092		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 14:10	3/14/2024 3:45:27 PM	0:1:34:31			Done	Onsite
22449	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240087		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	14-03-2024 14:09	3/14/2024 3:45:06 PM	0:1:35:49			Trend micro updated.	Onsite
22450	14-03-2024	ALAKNANDA	G Block Kalkaji	O-M	C140320240088		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	14-03-2024 14:09	3/14/2024 3:00:56 PM	0:0:51:31			Re-Insert the RAM after cleaning now	Onsite
22451	14-03-2024	ALAKNANDA	G Block Kalkaji	O-M	C140320240086		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 14:08	3/14/2024 3:00:26 PM	0:0:51:43			Change the password now issue	Onsite
22452	14-03-2024	ALAKNANDA	G Block Kalkaji	O-M	C140320240085		Hardware	Laptop	System Password issue	Password	LOW	Closed	14-03-2024 14:08	3/14/2024 3:00:02 PM	0:0:51:54			Reset Password and login with change	Onsite
22453	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240083		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	14-03-2024 14:06	3/14/2024 3:43:57 PM	0:1:37:48			Laptop lan connected.	Onsite
22454	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240084		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	14-03-2024 14:06	3/14/2024 3:44:27 PM	0:1:37:27			Tray paper size problem.	Onsite
22455	14-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C140320240082		Hardware	Telecome	Instrumen	SIP	Others	LOW	Closed	14-03-2024 14:05	3/14/2024 3:04:45 PM	0:0:59:41			LAN cable cable connected.	Onsite
22456	14-03-2024	HAUZ KHAAS	Green Park Market	O-M	C140320240081		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 14:04	3/14/2024 3:03:12 PM	0:0:58:50			Done	Onsite
22457	14-03-2024	HAUZ KHAAS	Green Park Market	O-M	C140320240080		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-03-2024 14:03	3/14/2024 3:02:58 PM	0:0:59:16			RAM faulty.	Onsite
22458	14-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C140320240079		Hardware	Laptop	Other Issue	Others	LOW	Closed	14-03-2024 14:02	3/14/2024 3:02:22 PM	0:0:59:26			IP configured.	Onsite
22459	14-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C140320240077		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	14-03-2024 14:01	3/14/2024 3:01:43 PM	0:1:0:20			Antivirus updated.	Onsite
22460	14-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C140320240078		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	14-03-2024 14:01	3/14/2024 3:02:05 PM	0:1:0:6			PC network problem.	Onsite
22461	14-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C140320240076		Hardware	Laptop	Network Not Working	Other	MEDIUM	Closed	14-03-2024 13:59	3/14/2024 3:32:22 PM	0:1:33:6			Replace the RJ45 CONNECTOR.	Onsite
22462	14-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C140320240075		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	14-03-2024 13:47	3/14/2024 3:09:31 PM	0:1:21:57			change the mouse and problem	Onsite
22463	14-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C140320240074		Hardware	PC	Hanging/Slow processing	Heating	MEDIUM	Closed	14-03-2024 13:46	3/14/2024 3:08:50 PM	0:1:22:24			cooling paste for processor and	Onsite
22464	14-03-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C140320240073		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	14-03-2024 13:45	3/14/2024 3:05:44 PM	0:1:20:15			Resolved.	Remote

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22465	14-03-2024	SAKET	Fatehpur Beri CC	BUSINESS/	C140320240072		Hardware	PC	System Password issue	Password	LOW	Closed	14-03-2024 13:18	3/14/2024 1:20:17 PM	0:0:1:25			Password issue	Remote
22466	14-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C140320240071		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-03-2024 13:17	3/14/2024 1:18:17 PM	0:0:0:37			RJ45 connector change.	Onsite
22467	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240070		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 13:05	3/14/2024 1:06:54 PM	0:0:0:56			Teamviewer settings Change.	Onsite
22468	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240069		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 13:05	3/14/2024 1:06:46 PM	0:0:1:7			Teamviewer settings Change.	Onsite
22469	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240068		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 13:04	3/14/2024 1:06:37 PM	0:0:2:14			Teamviewer settings Change.	Onsite
22470	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240067		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 13:03	3/14/2024 1:06:28 PM	0:0:2:44			Teamviewer settings Change.	Onsite
22471	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240066		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 13:02	3/14/2024 1:06:21 PM	0:0:4:20			Teamviewer settings Change.	Onsite
22472	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240065		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 12:47	3/14/2024 1:06:14 PM	0:0:18:25			Teamviewer settings Change.	Onsite
22473	14-03-2024	PALAM	Kailash Puri Complaint Center	O-M	C140320240064		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-03-2024 12:37	3/14/2024 1:38:29 PM	0:1:0:55			RJ 45 Crimp.	Onsite
22474	14-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140320240063		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 12:32	3/14/2024 1:38:56 PM	0:1:6:16			Data transfer.	Onsite
22475	14-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C140320240062		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 12:31	3/14/2024 1:40:01 PM	0:1:8:22			Cash password reset.	Onsite
22476	14-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C140320240061		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	14-03-2024 12:28	3/14/2024 1:40:29 PM	0:1:12:16			Mail installation & configuration.	Onsite
22477	14-03-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C140320240060		NON-SAP	Others	Others	Others	LOW	Closed	14-03-2024 12:27	3/14/2024 12:29:22 PM	0:0:1:56			done the setting	Remote
22478	14-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C140320240059		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	14-03-2024 12:25	3/14/2024 1:40:55 PM	0:1:15:14			Mail id Create.	Onsite
22479	14-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140320240058		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	14-03-2024 12:24	3/14/2024 12:29:38 PM	0:0:4:55			remove the tonner	Onsite
22480	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240057		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 12:24	3/14/2024 12:46:31 PM	0:0:21:49			Teamviewer Setting Change	Onsite
22481	14-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C140320240056		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 12:23	3/14/2024 1:41:16 PM	0:1:17:30			ADS id Create.	Remote
22482	14-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C140320240055		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	14-03-2024 12:23	3/14/2024 12:30:06 PM	0:0:6:46			resoved by the printer engineer	Onsite
22483	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240054		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 12:22	3/14/2024 12:46:17 PM	0:0:24:16			Data Copy on pendrive	Onsite
22484	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240053		Hardware	System	Other Software	software	LOW	Closed	14-03-2024 12:18	3/14/2024 12:45:52 PM	0:0:26:58			DSK password Issue	Onsite
22485	14-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C140320240052		Hardware	System	Other Software	New	LOW	Closed	14-03-2024 11:58	3/14/2024 12:15:43 PM	0:0:16:47			All data copy to ADS user	Onsite
22486	14-03-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C140320240051		Network	Link	Link Connectivity Issue	Link	LOW	Closed	14-03-2024 11:57	3/14/2024 12:01:14 PM	0:0:3:59			For Network FLT	Onsite
22487	14-03-2024	SAKET	Adchini	BUSINESS/	C140320240050		Hardware	PC	System Password issue	Password	LOW	Closed	14-03-2024 11:55	3/14/2024 11:56:34 AM	0:0:0:41			Password reset for ALN div. User	Remote
22488	14-03-2024	SAKET	D-Block Saket	O-M	C140320240049		Software	SAP-ISU	BI	Others	LOW	Closed	14-03-2024 11:51	3/14/2024 1:17:49 PM	0:1:26:39			SAP font size changed	Remote
22489	14-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140320240048		Hardware	System	MS Office	File Not	LOW	Closed	14-03-2024 11:50	3/14/2024 1:16:14 PM	0:1:25:51			MS office re-installed	Onsite
22490	14-03-2024	SAKET	D-Block Saket	O-M	C140320240047		Telecome	Instrumen	SIP	Network	LOW	Closed	14-03-2024 11:49	3/14/2024 1:16:43 PM	0:1:27:19			LAN Cable changed	Onsite
22491	14-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140320240046		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	14-03-2024 11:48	3/14/2024 11:58:34 AM	0:0:10:14			RJ45 replaced	Onsite
22492	14-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C140320240045		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 11:47	3/14/2024 11:54:43 AM	0:0:7:6			open in chrome issue resolved	Onsite
22493	14-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C140320240044		Hardware	PC	System Password issue	Others	LOW	Closed	14-03-2024 11:47	3/14/2024 11:58:01 AM	0:0:10:33			Re-create the AD User from Pankaj	Remote
22494	14-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C140320240043		Hardware	System	Other Software	Browser	LOW	Closed	14-03-2024 11:47	3/14/2024 11:54:29 AM	0:0:7:6			open in chrome issue resolved	Onsite
22495	14-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C140320240042		Hardware	PC	System Password issue	Password	LOW	Closed	14-03-2024 11:46	3/14/2024 11:54:07 AM	0:0:7:20			done issue resolved	Onsite
22496	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240040		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:32	3/14/2024 11:33:35 AM	0:0:1:7			resolved	Onsite
22497	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240039		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:32	3/14/2024 11:33:44 AM	0:0:1:27			resolved	Onsite
22498	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240041		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:32	3/14/2024 11:33:27 AM	0:0:0:46			resolved	Onsite
22499	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240038		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:31	3/14/2024 11:33:51 AM	0:0:1:54			resolved	Onsite
22500	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240037		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:31	3/14/2024 11:33:59 AM	0:0:2:14			resolved	Onsite
22501	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240036		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:31	3/14/2024 11:34:06 AM	0:0:2:42			resolved	Onsite
22502	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240034		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:29	3/14/2024 11:34:22 AM	0:0:4:59			resolved	Onsite
22503	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240033		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:29	3/14/2024 11:34:29 AM	0:0:5:17			resolved	Onsite
22504	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240035		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:29	3/14/2024 11:34:15 AM	0:0:4:32			resolved	Onsite
22505	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240029		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:28	3/14/2024 11:35:02 AM	0:0:6:51			resolved	Onsite
22506	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240032		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:28	3/14/2024 11:34:35 AM	0:0:5:36			resolved	Onsite
22507	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240031		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:28	3/14/2024 11:34:43 AM	0:0:5:56			resolved	Onsite
22508	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240030		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:28	3/14/2024 11:34:53 AM	0:0:6:20			resolved	Onsite
22509	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240027		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:24	3/14/2024 11:25:08 AM	0:0:0:59			Resolved	Onsite
22510	14-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C140320240028		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:24	3/14/2024 11:25:01 AM	0:0:0:28			Resolved	Onsite
22511	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240026		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:23	3/14/2024 11:25:17 AM	0:0:1:24			Resolved	Onsite
22512	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240023		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:23	3/14/2024 11:25:37 AM	0:0:2:36			Resolved	Onsite
22513	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240024		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:23	3/14/2024 11:25:31 AM	0:0:2:13			Resolved	Onsite
22514	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240025		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:23	3/14/2024 11:25:24 AM	0:0:1:49			Resolved	Onsite
22515	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240022		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:22	3/14/2024 11:25:49 AM	0:0:3:4			Resolved	Onsite
22516	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240021		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:22	3/14/2024 11:25:55 AM	0:0:3:26			Resolved	Onsite
22517	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240020		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:22	3/14/2024 11:26:02 AM	0:0:3:51			Resolved	Onsite
22518	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240018		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:21	3/14/2024 11:26:18 AM	0:0:4:44			Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22519	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240017		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:21	3/14/2024 11:26:25 AM	0:0:5:11			Resolved	Onsite
22520	14-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C140320240019		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:21	3/14/2024 11:26:11 AM	0:0:4:17			Resolved	Onsite
22521	14-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C140320240016		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:20	3/14/2024 11:26:33 AM	0:0:5:42			Resolved	Onsite
22522	14-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C140320240015		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:20	3/14/2024 11:26:41 AM	0:0:6:8			Resolved	Onsite
22523	14-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C140320240014		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:20	3/14/2024 11:26:50 AM	0:0:6:40			Resolved	Onsite
22524	14-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C140320240012		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:19	3/14/2024 11:27:05 AM	0:0:7:32			Resolved	Onsite
22525	14-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C140320240013		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 11:19	3/14/2024 11:26:56 AM	0:0:7:2			Resolved	Onsite
22526	14-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C140320240011		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	14-03-2024 10:50	3/14/2024 11:17:20 AM	0:0:27:0			usb driver updated issue resolved	Onsite
22527	14-03-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C140320240010		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	14-03-2024 10:49	3/14/2024 11:17:55 AM	0:0:28:30			lan patch cable replaced issue	Onsite
22528	14-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C140320240009		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	14-03-2024 10:34	3/14/2024 11:00:29 AM	0:0:25:48			lan cable reconnect and printer restart	Onsite
22529	14-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C140320240008		Hardware	System	MS Office	Others	HIGH	Closed	14-03-2024 10:33	3/14/2024 11:00:50 AM	0:0:27:4			ms office reinstall	Onsite
22530	14-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C140320240007		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	14-03-2024 10:32	3/14/2024 10:59:59 AM	0:0:27:5			amil reinstall	Onsite
22531	14-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C140320240006		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	14-03-2024 10:09					Telephone LAN cable not working	Onsite
22532	14-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C140320240005		Hardware	Scanner	Hardware Issue	Ticket	MEDIUM	Closed	14-03-2024 09:47	3/14/2024 3:00:59 PM	0:5:13:36			resolved	Onsite
22533	14-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C140320240004		Hardware	Printer	Connectivity Issue	Others	MEDIUM	Closed	14-03-2024 09:46	3/14/2024 3:01:16 PM	0:5:14:35			resolved	Onsite
22534	14-03-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C140320240003		Hardware	PC	Not working at all	Others	LOW	Closed	14-03-2024 09:44	3/14/2024 10:11:05 AM	0:0:26:46			All data copy to another pc	Onsite
22535	14-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C140320240002		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	14-03-2024 09:26	3/14/2024 9:40:05 AM	0:0:13:53			replaced issue resolved	Onsite
22536	14-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	IT	C140320240001		Network	Link	Link Connectivity Issue	Ping Drop	LOW	Closed	14-03-2024 09:25	3/14/2024 9:39:30 AM	0:0:13:50			restart the router now issue resolved	Onsite
22537	15-03-2024	SAKET	D-Block Saket	O-M	C150320240172		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:57	3/15/2024 6:20:38 PM	0:0:23:33			Windows login issue	Onsite
22538	15-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C150320240171		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-03-2024 17:56	3/15/2024 6:19:57 PM	0:0:23:51			Beep sound	Onsite
22539	15-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C150320240170		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-03-2024 17:55	3/15/2024 5:59:09 PM	0:0:3:33			after paper jam clear issue resolved	Onsite
22540	15-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C150320240169		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 17:54	3/15/2024 5:58:44 PM	0:0:4:5			after printer driver reinstall issue	Onsite
22541	15-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C150320240168		Hardware	Printer	Paper Pickup	Others	LOW	Closed	15-03-2024 17:53	3/15/2024 5:57:41 PM	0:0:3:51			after cartridge change issue resolved	Onsite
22542	15-03-2024	SAKET	Adchini	CHD	C150320240167		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:53	3/15/2024 6:19:33 PM	0:0:26:7			SAP PDF not open	Onsite
22543	15-03-2024	SAKET	Adchini	BUSINESS/	C150320240166		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 17:52	3/15/2024 6:19:13 PM	0:0:26:33			printer not work	Onsite
22544	15-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150320240165		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 17:51	3/15/2024 5:54:11 PM	0:0:2:31			Teamviewer settings change.	Onsite
22545	15-03-2024	SAKET	Adchini	CIVIL	C150320240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:51	3/15/2024 6:18:48 PM	0:0:27:28			Mail archive issue	Remote
22546	15-03-2024	SAKET	Adchini	CIVIL	C150320240162		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:50	3/15/2024 6:17:42 PM	0:0:27:32			User not aware	Remote
22547	15-03-2024	SAKET	Adchini	BUSINESS/	C150320240163		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:50	3/15/2024 6:18:22 PM	0:0:27:36			Cam reinstalled on software	Remote
22548	15-03-2024	SAKET	Adchini	Recovery	C150320240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:49	3/15/2024 6:16:43 PM	0:0:27:32			Mail restarted	Remote
22549	15-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C150320240160		Network	Link	Link Connectivity Issue	Link	LOW	Closed	15-03-2024 17:49	3/15/2024 6:28:48 PM	0:0:39:42			Network not working.	Onsite
22550	15-03-2024	SAKET	Adchini	BUSINESS/	C150320240159		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:48	3/15/2024 6:16:20 PM	0:0:27:44			Software Corrupted	Remote
22551	15-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C150320240158		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 17:47	3/15/2024 6:29:17 PM	0:0:42:8			PC P.M Done.	Onsite
22552	15-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150320240156		Hardware	System	Other Software	proxy	LOW	Closed	15-03-2024 17:45	3/15/2024 5:53:52 PM	0:0:8:18			ESS not working.	Onsite
22553	15-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	Store	C150320240157		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-03-2024 17:45	3/15/2024 5:53:13 PM	0:0:7:25			Printer spooler restarted	Onsite
22554	15-03-2024	KHANPUR	Sangam Vihar,D Block,Near Bilal Masjid	O-M	C150320240155		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	15-03-2024 17:45	3/15/2024 5:57:18 PM	0:0:12:11			after pc format issue resolved	Onsite
22555	15-03-2024	SAKET	Fatehpur Beri CC	O-M	C150320240152		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	15-03-2024 17:44	3/15/2024 5:47:47 PM	0:0:3:41			LAN not work	Onsite
22556	15-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C150320240153		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	15-03-2024 17:44	3/15/2024 6:29:49 PM	0:0:45:29			Ram Dust Clean.	Onsite
22557	15-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C150320240154		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	15-03-2024 17:44	3/15/2024 5:52:38 PM	0:0:8:2			Reconnected the scanner on the PC	Onsite
22558	15-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C150320240151		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:43	3/15/2024 5:51:32 PM	0:0:8:12			Mail archive created	Remote
22559	15-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150320240150		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 17:42	3/15/2024 5:53:32 PM	0:0:10:36			Update Google Chrome.	Onsite
22560	15-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150320240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:41	3/15/2024 5:53:04 PM	0:0:11:48			All mail archive and restart mail	Onsite
22561	15-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C150320240149		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:41	3/15/2024 5:50:52 PM	0:0:8:54			Mail configured	Remote
22562	15-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150320240147		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-03-2024 17:40	3/15/2024 6:30:24 PM	0:0:49:51			Mouse Replaced.	Onsite
22563	15-03-2024	VASANT KUNJ	C 9 Vasant Kunj	O-M	C150320240146		Telecome	CCTV	Camera	Others	LOW	Closed	15-03-2024 17:40	3/15/2024 5:55:24 PM	0:0:15:3			Camera is not working mail sent to	Onsite
22564	15-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150320240145		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 17:39	3/15/2024 5:58:00 PM	0:0:18:28			Issue resolved as reqd.	Onsite
22565	15-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C150320240143		Hardware	MOUSE	Not working	Hardware	LOW	Closed	15-03-2024 17:38	3/15/2024 6:31:29 PM	0:0:53:12			Mouse replaced.	Onsite
22566	15-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150320240144		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 17:38	3/15/2024 5:57:48 PM	0:0:19:10			Issue resolved as reqd.	Onsite
22567	15-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150320240141		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 17:37	3/15/2024 5:57:37 PM	0:0:20:20			Issue resolved as reqd.	Onsite
22568	15-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C150320240142		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:37	3/15/2024 5:56:12 PM	0:0:18:52			after mail unlocked issue resolved	Onsite
22569	15-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150320240140		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 17:36	3/15/2024 5:57:08 PM	0:0:20:31			CMOS Battery replaced as reqd.	Onsite
22570	15-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C150320240138		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 17:35	3/15/2024 5:52:47 PM	0:0:17:43			CMOS Battery replaced as reqd.	Onsite
22571	15-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C150320240139		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 17:35	3/15/2024 6:32:05 PM	0:0:56:58			Sap configure.	Onsite
22572	15-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C150320240137		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:34	3/15/2024 6:32:41 PM	0:0:58:39			Mail installation & Configuration.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22573	15-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C150320240136		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 17:26	3/15/2024 6:33:04 PM	0:1:6:18			ADS Login.	Onsite
22574	15-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C150320240135		Hardware	Printer	Image Issue	Image	LOW	Closed	15-03-2024 17:24	3/15/2024 5:52:31 PM	0:0:27:48			Cartdrige Issue.	Onsite
22575	15-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C150320240134		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-03-2024 17:13	3/15/2024 5:16:45 PM	0:0:3:42			issue resolved	Onsite
22576	15-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150320240133		Hardware	System	Other Software	Adobe	LOW	Closed	15-03-2024 17:12	3/15/2024 5:12:36 PM	0:0:0:35			issue resolved after change the	Onsite
22577	15-03-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	IT	C150320240132		Hardware	System	Other Software	proxy	LOW	Closed	15-03-2024 17:11	3/15/2024 5:16:28 PM	0:0:4:46			issue resolved	Onsite
22578	15-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C150320240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:09	3/15/2024 5:16:00 PM	0:0:6:20			issue resolved	Onsite
22579	15-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C150320240130		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	15-03-2024 17:08	3/15/2024 5:15:35 PM	0:0:6:46			issue resolved	Onsite
22580	15-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150320240129		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:08	3/15/2024 5:12:59 PM	0:0:4:38			issue resolved after create a sap logon	Onsite
22581	15-03-2024	NEHRU PLACE CSO	Ground Floor	BUSINESS/	C150320240128		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-03-2024 17:08	3/15/2024 5:15:10 PM	0:0:6:59			issue resolved	Onsite
22582	15-03-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C150320240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 17:07	3/15/2024 5:14:52 PM	0:0:7:38			issue resolved	Onsite
22583	15-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150320240126		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:07	3/15/2024 5:13:47 PM	0:0:6:24			issue resolved after create a sap logon	Onsite
22584	15-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C150320240127		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:07	3/15/2024 5:14:05 PM	0:0:6:9			issue resolved after change the proxy	Onsite
22585	15-03-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C150320240124		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	15-03-2024 17:06	3/15/2024 5:14:32 PM	0:0:8:24			issue resolved	Onsite
22586	15-03-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C150320240123		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 17:05	3/15/2024 5:13:37 PM	0:0:7:58			issue resolved after change the	Onsite
22587	15-03-2024	DWARKA	G 5 Matiala Grid Dwarka	BUSINESS/	C150320240122		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 17:05	3/15/2024 5:13:16 PM	0:0:7:48			issue resolved after run the dignostic	Onsite
22588	15-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C150320240121		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 17:05	3/15/2024 5:14:15 PM	0:0:9:5			issue resolved	Onsite
22589	15-03-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C150320240120		Network	Link	Not working	Hardware	LOW	Closed	15-03-2024 17:03	3/15/2024 5:40:33 PM	0:0:37:19			change the keyboard from nehru	Onsite
22590	15-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C150320240119		Network	Link	Link Connectivity Issue	High	LOW	Closed	15-03-2024 17:02	3/15/2024 5:40:05 PM	0:0:37:38			change the poe patch cable issue	Onsite
22591	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C150320240118		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 17:01	3/15/2024 5:38:31 PM	0:0:36:44			change the ess password issue	Onsite
22592	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C150320240117		Hardware	Laptop	Not working at all	Others	LOW	Closed	15-03-2024 16:58	3/15/2024 5:38:11 PM	0:0:39:45			join the laptop on ads and configured	Onsite
22593	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C150320240116		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	15-03-2024 16:57	3/15/2024 5:37:33 PM	0:0:39:45			cleared the paper and clean the	Onsite
22594	15-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C150320240115		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-03-2024 16:56	3/15/2024 4:57:45 PM	0:0:1:31			Issue Resolved	Onsite
22595	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C150320240114		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	15-03-2024 16:55	3/15/2024 5:36:56 PM	0:0:41:2			clear the temp file and deleted recycle	Onsite
22596	15-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C150320240113		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 16:55	3/15/2024 4:57:33 PM	0:0:2:16			Issue Resolved	Onsite
22597	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C150320240112		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 16:52	3/15/2024 5:35:37 PM	0:0:43:1			shifted system to another issue	Onsite
22598	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C150320240111		Hardware	Laptop	Not working at all	Others	LOW	Closed	15-03-2024 16:50	3/15/2024 5:34:37 PM	0:0:44:23			shifted the laptop and configured all	Onsite
22599	15-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C150320240110		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 16:49	3/15/2024 5:34:00 PM	0:0:44:52			configured secondary mail id issue	Onsite
22600	15-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150320240109		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 16:48	3/15/2024 4:57:23 PM	0:0:8:40			Issue Resolved	Onsite
22601	15-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C150320240108		Hardware	USB	USB not Detected	USB	LOW	Closed	15-03-2024 16:47	3/15/2024 4:57:16 PM	0:0:9:20			Issue Resolved	Onsite
22602	15-03-2024	NEHRU PLACE CSO	Third Floor - C Block Conf. Krishna	BPI	C150320240107		Hardware	Laptop	Other Issue	Others	LOW	Closed	15-03-2024 16:46	3/15/2024 4:57:07 PM	0:0:10:39			Issue Resolved	Onsite
22603	15-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C150320240106		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	15-03-2024 16:46	3/15/2024 5:05:59 PM	0:0:19:42			IP configured.	Onsite
22604	15-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C150320240103		Hardware	MOUSE	Not working	Sent to	LOW	Closed	15-03-2024 16:45	3/15/2024 5:05:09 PM	0:0:19:58			Sent to Nehru place for replacement	Onsite
22605	15-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C150320240104		Hardware	Laptop	Not working at all	Others	LOW	Closed	15-03-2024 16:45	3/15/2024 4:57:01 PM	0:0:11:40			Issue Resolved	Onsite
22606	15-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C150320240105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 16:45	3/15/2024 5:05:28 PM	0:0:19:46			Printer installed with drivers.	Onsite
22607	15-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C150320240101		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 16:44	3/15/2024 5:04:37 PM	0:0:20:16			mail archive & compacted.	Onsite
22608	15-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C150320240102		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-03-2024 16:44	3/15/2024 4:56:51 PM	0:0:12:5			Issue Resolved	Onsite
22609	15-03-2024	NEHRU PLACE CSO	Ground Floor	HR	C150320240100		Hardware	PC	System Password issue	Others	LOW	Closed	15-03-2024 16:44	3/15/2024 4:56:41 PM	0:0:12:37			Issue Resolved	Onsite
22610	15-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C150320240098		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 16:41	3/15/2024 5:03:49 PM	0:0:22:47			SAP P92 password reset done.	Onsite
22611	15-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C150320240099		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 16:41	3/15/2024 5:04:09 PM	0:0:22:24			New Archive created.	Onsite
22612	15-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C150320240097		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 16:40	3/15/2024 5:03:27 PM	0:0:23:1			Printer installed with drivers.	Onsite
22613	15-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C150320240095		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	15-03-2024 16:29	3/15/2024 5:07:52 PM	0:0:38:32			after clean team file issue resolved	Remote
22614	15-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C150320240094		Hardware	System	Other Software	New	MEDIUM	Closed	15-03-2024 16:24	3/15/2024 4:49:54 PM	0:0:25:32			After firewall off issue resolved	Remote
22615	15-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C150320240093		Hardware	System	Other Software	software	MEDIUM	Closed	15-03-2024 16:20	3/15/2024 4:49:22 PM	0:0:28:41			After reinstall sap issue resolved	Remote
22616	15-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C150320240092		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	15-03-2024 16:19	3/15/2024 4:48:49 PM	0:0:29:24			After repair Windows OS issue	Onsite
22617	15-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C150320240091		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-03-2024 16:15	3/15/2024 4:48:24 PM	0:0:32:30			New archive created call closed	Remote
22618	15-03-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C150320240089		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	15-03-2024 16:14	3/15/2024 5:24:25 PM	0:1:9:36			Router network cable reconnect and	Onsite
22619	15-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C150320240090		Hardware	System	Other Software	New	MEDIUM	Closed	15-03-2024 16:14	3/15/2024 4:48:01 PM	0:0:33:1			After reset password through link	Remote
22620	15-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C150320240088		Hardware	PC	Not working at all	No power	MEDIUM	Closed	15-03-2024 16:13	3/15/2024 4:47:30 PM	0:0:34:14			After fix power cable issue resolved	Onsite
22621	15-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C150320240087		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	15-03-2024 16:10	3/15/2024 4:46:58 PM	0:0:36:21			FLT Done and change patch cable	Onsite
22622	15-03-2024	OTHERS	VSNL	KCC/MLCC	C150320240086		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 16:08	3/15/2024 4:40:44 PM	0:0:32:6			genus re-installed issue resolve	Remote
22623	15-03-2024	OTHERS	VSNL	KCC/MLCC	C150320240084		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 16:07	3/15/2024 4:39:40 PM	0:0:32:25			Location change issue resolve	Remote
22624	15-03-2024	OTHERS	VSNL	KCC/MLCC	C150320240085		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 16:07	3/15/2024 4:40:16 PM	0:0:32:18			Remove and re-installed issue resolve	Remote
22625	15-03-2024	OTHERS	VSNL	HR	C150320240082		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 16:06	3/15/2024 4:38:59 PM	0:0:32:49			Sata Cable faulty after replaced Sata	Onsite
22626	15-03-2024	OTHERS	VSNL	KCC/MLCC	C150320240083		Hardware	System	Other Software	Browser	LOW	Closed	15-03-2024 16:06	3/15/2024 4:39:29 PM	0:0:32:38			Location change issue resolve	Remote

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22627	15-03-2024	OTHERS	VSNL	MMG	C150320240081		Telecome	Instrumen	SIP	Network	LOW	Closed	15-03-2024 16:04	3/15/2024 4:38:13 PM	0:0:33:46			Patch cable replaced issue resolve	Onsite
22628	15-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C150320240080		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 16:03	3/15/2024 4:15:55 PM	0:0:12:20			Issue has been resolved after reset	Onsite
22629	15-03-2024	DWARKA	BSES Complaint Center Dwarka Sec 3 Madhu	O-M	C150320240079		Hardware	PC	System Password issue	Password	LOW	Closed	15-03-2024 16:02	3/15/2024 4:15:08 PM	0:0:12:36			Issue has been resolved after changed	Remote
22630	15-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C150320240078		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-03-2024 15:58	3/15/2024 4:14:44 PM	0:0:15:45			Issue has been resolved after create	Onsite
22631	15-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150320240076		Hardware	PC	System Password issue	Password	LOW	Closed	15-03-2024 15:58	3/15/2024 4:13:51 PM	0:0:15:50			Issue has been resolved after changed	Onsite
22632	15-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150320240077		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	15-03-2024 15:58	3/15/2024 4:32:07 PM	0:0:33:45			Clean all temp files & prefetch files	Onsite
22633	15-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C150320240075		Hardware	PC	System Password issue	Password	LOW	Closed	15-03-2024 15:57	3/15/2024 4:13:32 PM	0:0:15:47			Issue has been resolved after changed	Onsite
22634	15-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150320240072		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-03-2024 15:56	3/15/2024 4:31:33 PM	0:0:35:20			Remove Jam paper now working issue	Onsite
22635	15-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C150320240074		Hardware	PC	System Password issue	Password	LOW	Closed	15-03-2024 15:56	3/15/2024 4:13:07 PM	0:0:16:17			Issue has been resolved after changed	Onsite
22636	15-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C150320240073		Hardware	PC	TFT	Dim	LOW	Closed	15-03-2024 15:56	3/15/2024 4:12:47 PM	0:0:16:29			Issue has been resolved after changed	Onsite
22637	15-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150320240071		Hardware	System	Other Software	Adobe	LOW	Closed	15-03-2024 15:55	3/15/2024 3:57:23 PM	0:0:2:2			pdf not working issue resolved	Onsite
22638	15-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150320240069		Hardware	System	MS Office	File	LOW	Closed	15-03-2024 15:54	3/15/2024 3:56:53 PM	0:0:2:36			Ms office not working issue resolved	Onsite
22639	15-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150320240070		Hardware	System	Other Software	Adobe	LOW	Closed	15-03-2024 15:54	3/15/2024 3:57:07 PM	0:0:2:17			Google chrome not working issue	Onsite
22640	15-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150320240068		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	15-03-2024 15:53	3/15/2024 4:30:58 PM	0:0:37:49			Clean All Temp Files & prefetch Files	Onsite
22641	15-03-2024	OKHLA	Okhla Phase 2(Store)	IT	C150320240067		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	15-03-2024 15:52	3/15/2024 3:56:39 PM	0:0:4:21			Keyboard not working issue resolved	Onsite
22642	15-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C150320240066		Hardware	Printer	Image Issue	Light	LOW	Closed	15-03-2024 15:52	3/15/2024 4:30:08 PM	0:0:37:52			Cartage Replaced Issue Resolved	Onsite
22643	15-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150320240065		Hardware	System	MS Office	File	LOW	Closed	15-03-2024 15:51	3/15/2024 3:56:22 PM	0:0:4:48			Ms office not working issue resolved	Onsite
22644	15-03-2024	OTHERS	HUDCO Grid	PROTECTI	C150320240064		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-03-2024 15:50	3/15/2024 3:52:19 PM	0:0:1:53			connectivity issue	Onsite
22645	15-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150320240063		Hardware	System	Other Software	Adobe	LOW	Closed	15-03-2024 15:50	3/15/2024 3:56:06 PM	0:0:5:51			Google chrome not working issue	Onsite
22646	15-03-2024	OTHERS	HUDCO Grid	PROTECTI	C150320240061		Hardware	System	Other Software	software	LOW	Closed	15-03-2024 15:49	3/15/2024 3:52:33 PM	0:0:3:21			S/W issue	Onsite
22647	15-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C150320240062		Hardware	System	Other Software	Adobe	LOW	Closed	15-03-2024 15:49	3/15/2024 3:55:51 PM	0:0:6:24			Ms office not working issue resolved	Onsite
22648	15-03-2024	OTHERS	HUDCO Grid	PROTECTI	C150320240060		Hardware	PC	Restart Problem	Others	LOW	Closed	15-03-2024 15:48	3/15/2024 3:54:14 PM	0:0:6:1			Pc installation	Onsite
22649	15-03-2024	OTHERS	Andrews Ganj	Enforcem	C150320240059		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 15:47	3/15/2024 3:56:06 PM	0:0:8:39			S/W issue	Onsite
22650	15-03-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C150320240058		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	15-03-2024 15:46	3/15/2024 3:56:22 PM	0:0:9:40			Laptop issue	Onsite
22651	15-03-2024	OTHERS	Andrews Ganj	Enforcem	C150320240057		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	15-03-2024 15:45	3/15/2024 3:56:37 PM	0:0:11:31			pc booting issue	Onsite
22652	15-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C150320240056		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 15:43	3/15/2024 4:22:06 PM	0:0:38:28			Create new Bookmarks now issue	Remote
22653	15-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150320240055		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 15:42	3/15/2024 4:21:36 PM	0:0:38:48			Archive all the mail now issue	Remote
22654	15-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C150320240053		Telecome	Instrumen	Internet Issue	Internet	LOW	Closed	15-03-2024 15:41	3/15/2024 4:20:42 PM	0:0:39:23			Change the IP now issue resolved	Onsite
22655	15-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C150320240054		Hardware	System	MS Office	Software	LOW	Closed	15-03-2024 15:41	3/15/2024 4:21:15 PM	0:0:39:23			MS Office Activated now issue	Remote
22656	15-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C150320240052		Telecome	Instrumen	SIP	Others	LOW	Closed	15-03-2024 15:40	3/15/2024 4:20:03 PM	0:0:39:28			Login with user id and password now	Onsite
22657	15-03-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C150320240051		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	15-03-2024 15:39	3/15/2024 4:19:34 PM	0:0:40:26			Remove the paper from printer now	Onsite
22658	15-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C150320240050		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-03-2024 15:38	3/15/2024 4:50:41 PM	0:1:11:49			Change power cable now working fine	Remote
22659	15-03-2024	JANAK PURI	I A 1 Janakpuri	O-M	C150320240049		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	15-03-2024 15:37	3/15/2024 4:50:21 PM	0:1:12:24			Restart mail now working fine	Remote
22660	15-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C150320240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 15:36	3/15/2024 4:50:01 PM	0:1:13:5			Archive mails now working fine	Remote
22661	15-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150320240047		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	15-03-2024 15:36	3/15/2024 4:49:40 PM	0:1:13:27			Run diagnostic and clean temp files	Onsite
22662	15-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C150320240046		Hardware	System	Other Software	proxy	LOW	Closed	15-03-2024 15:35	3/15/2024 4:47:40 PM	0:1:12:33			Change proxy setting now working	Remote
22663	15-03-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C150320240045		Hardware	PC	Hanging/Slow processing	Sent to	LOW	Closed	15-03-2024 15:34	3/15/2024 4:47:17 PM	0:1:12:56			Clean ram now working fine	Onsite
22664	15-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C150320240044		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	15-03-2024 14:55	3/15/2024 3:25:58 PM	0:0:30:1			Pc restart mail open	Onsite
22665	15-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C150320240043		Hardware	System	Other Software	software	HIGH	Closed	15-03-2024 14:54	3/15/2024 3:26:43 PM	0:0:31:55			lan cable changed	Onsite
22666	15-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	MMG	C150320240042		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	15-03-2024 14:53	3/15/2024 3:27:22 PM	0:0:33:28			printer setting changed	Onsite
22667	15-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C150320240041		Hardware	PC	Restart Problem	Others	HIGH	Closed	15-03-2024 14:52	3/15/2024 3:27:51 PM	0:0:35:31			Power cable changed	Onsite
22668	15-03-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C150320240040		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	15-03-2024 14:51	3/15/2024 3:25:34 PM	0:0:34:32			scanner data cable changed	Onsite
22669	15-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C150320240039		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	15-03-2024 14:39	3/15/2024 3:37:54 PM	0:0:58:22			All inbox mail archive and problem	Remote
22670	15-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C150320240038		Hardware	PC	TFT	Color	MEDIUM	Closed	15-03-2024 14:35	3/15/2024 3:35:28 PM	0:0:59:52			TFT VGA CABLE CHANGE AND	Onsite
22671	15-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C150320240037		Hardware	Printer	Image Issue	Dark	MEDIUM	Closed	15-03-2024 14:34	3/15/2024 3:33:18 PM	0:0:59:5			CARTAGE CHANGE AND PROBLEM	Onsite
22672	15-03-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C150320240036		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	15-03-2024 13:54	3/15/2024 1:56:37 PM	0:0:1:59			PC RAM faulty complaint logged.	Onsite
22673	15-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150320240035		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	15-03-2024 13:50	3/15/2024 1:56:12 PM	0:0:5:51			Lotus software reinstalled.	Onsite
22674	15-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150320240034		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	15-03-2024 13:49	3/15/2024 1:55:47 PM	0:0:6:1			Printer complaint logged.	Onsite
22675	15-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C150320240033		Hardware	Printer	Image Issue	Light	LOW	Closed	15-03-2024 13:49	3/15/2024 2:53:51 PM	0:1:4:36			Issue forwarded to Vendor for repair.	
22676	15-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C150320240032		Hardware	Printer	Image Issue	Light	LOW	Closed	15-03-2024 13:48	3/15/2024 2:54:22 PM	0:1:5:26			Issue forwarded to Vendor for repair.	
22677	15-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C150320240031		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 13:22	3/15/2024 1:23:05 PM	0:0:0:22			Resolved	Onsite
22678	15-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C150320240030		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 13:21	3/15/2024 1:23:14 PM	0:0:1:15			Resolved	Onsite
22679	15-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C150320240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 13:20	3/15/2024 1:20:35 PM	0:0:0:19			resolved	Onsite
22680	15-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C150320240028		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	15-03-2024 13:01	3/15/2024 1:20:44 PM	0:0:19:37			done	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22681	15-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC /CCC	C150320240027		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	15-03-2024 12:49	3/15/2024 1:31:36 PM	0:0:42:12			help with ups vendor, issue resolved	Onsite
22682	15-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C150320240026		Data Centre	Applicatio	Other Application	Service	HIGH	Closed	15-03-2024 12:42	3/15/2024 12:50:30 PM	0:0:8:6			system is working fine but some time	Onsite
22683	15-03-2024	NEHRU PLACE	20 No Building	Energy	C150320240024		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	15-03-2024 12:19	3/15/2024 1:29:31 PM	0:1:10:14			IP configure done	Onsite
22684	15-03-2024	NEHRU PLACE	20 No Building	Energy	C150320240025		Hardware	Laptop	Network Not Working	Network	LOW	Closed	15-03-2024 12:19	3/15/2024 1:30:24 PM	0:1:10:35			8 port switch power on, issue resolved	Onsite
22685	15-03-2024	NEHRU PLACE	20 No Building	Energy	C150320240023		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	15-03-2024 12:17	3/15/2024 1:29:16 PM	0:1:12:11			Clean temp & prefetch file and run	Onsite
22686	15-03-2024	NEHRU PLACE	20 No Building	BUSINESS/	C150320240022		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 11:59	3/15/2024 12:16:28 PM	0:0:16:44			MS office installation done	Onsite
22687	15-03-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	OM-EHV	C150320240021		Hardware	Laptop	Network Not Working	Connectivi	LOW	Closed	15-03-2024 11:48	3/15/2024 12:06:11 PM	0:0:17:53			laptop lotus shows quota error	Onsite
22688	15-03-2024	PUNJABI BAGH	A 4 Paschim Vihar cash counter near Jwala	Billing	C150320240020		Hardware	PC	Network Not Working	Network	LOW	Closed	15-03-2024 11:46	3/15/2024 12:05:32 PM	0:0:19:17			PC lan issue and Team V done - Cash	Onsite
22689	15-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C150320240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 11:45	3/15/2024 12:03:08 PM	0:0:18:6			software reinstall and config done	Onsite
22690	15-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C150320240018		Hardware	PC	Not working at all	Others	LOW	Closed	15-03-2024 11:44	3/15/2024 12:02:45 PM	0:0:18:44			Check power cable ok , check on Off	Onsite
22691	15-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C150320240017		Hardware	Printer	No display on Panel	Others	LOW	Closed	15-03-2024 11:38	3/15/2024 11:49:04 AM	0:0:10:47			Printer add done driver install with IP	Onsite
22692	15-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C150320240016		Hardware	MOUSE	Not working	Ticket	LOW	Closed	15-03-2024 11:28	3/15/2024 11:30:45 AM	0:0:2:6			call logged	Onsite
22693	15-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C150320240015		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 11:27	3/15/2024 11:31:02 AM	0:0:3:45			change the drivers	Onsite
22694	15-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150320240014		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	15-03-2024 11:26	3/15/2024 11:42:20 AM	0:0:15:47			Print stopped due to PC LAN loose.	Onsite
22695	15-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150320240013		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	15-03-2024 11:25	3/15/2024 11:41:18 AM	0:0:15:32			SIP phone login issue now working.	Onsite
22696	15-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150320240011		Hardware	PC	TFT	Ticket	LOW	Closed	15-03-2024 11:25	3/15/2024 11:40:22 AM	0:0:15:14			Complaint logged to vender.	Onsite
22697	15-03-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C150320240012		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	15-03-2024 11:25	3/15/2024 11:31:22 AM	0:0:5:45			check the pc and log the call	Onsite
22698	15-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C150320240010		Hardware	PC	TFT	Ticket	LOW	Closed	15-03-2024 11:24	3/15/2024 11:39:58 AM	0:0:15:49			TFT screen complaint logged to	Onsite
22699	15-03-2024	SAKET	Chhatarpur CC	O-M	C150320240009		Hardware	PC	Network Not Working	Other	LOW	Closed	15-03-2024 11:02	3/15/2024 11:06:41 AM	0:0:3:47			Sharing folder permissions changed	Remote
22700	15-03-2024	NEHRU PLACE	20 No Building	O-M	C150320240008		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	15-03-2024 10:28	3/15/2024 12:15:59 PM	0:1:47:12			Printer installtion done	Onsite
22701	15-03-2024	NIZAMUDDIN	Jangpura	O-M	C150320240007		Hardware	System	Other Software	New	LOW	Closed	15-03-2024 10:27	3/15/2024 11:28:03 AM	0:1:0:46			P92 Installation	Onsite
22702	15-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150320240005		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	15-03-2024 09:57	3/15/2024 10:02:51 AM	0:0:5:48			mail quota cleared issue resolved	Onsite
22703	15-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150320240006		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	15-03-2024 09:57	3/15/2024 10:03:49 AM	0:0:6:1			password changed issue resolved	Onsite
22704	15-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C150320240004		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	15-03-2024 09:56	3/15/2024 10:05:10 AM	0:0:9:5			system restored now issue resolved	Onsite
22705	15-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C150320240003		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	15-03-2024 09:54	3/15/2024 10:01:58 AM	0:0:7:8			ram clean and bios reset clean the	Onsite
22706	15-03-2024	SAKET	Fatehpur Beri CC	O-M	C150320240002		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	15-03-2024 09:51	3/18/2024 3:17:11 PM	3:5:25:45			Call Close By Sanjay & Subhash	Onsite
22707	15-03-2024	SAKET	Chhatarpur CC	O-M	C150320240001		Network	Internet	Internet Issue	Internet	LOW	Closed	15-03-2024 09:18	3/15/2024 9:54:02 AM	0:0:35:8			Internet is not working	Remote
22708	16-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C160320240003		Hardware	PC	Not working at all	Physical	LOW	Closed	16-03-2024 14:50	3/16/2024 2:53:00 PM	0:0:2:26			After physical Cleaning reinsert the	Onsite
22709	16-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C160320240002		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	16-03-2024 11:42	3/16/2024 12:10:28 PM	0:0:28:23			Run diagnostic and clear temp files	Onsite
22710	16-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C160320240001		Hardware	PC	Hanging/Slow processing	RAM Issue	LOW	Closed	16-03-2024 11:41	3/16/2024 11:57:08 AM	0:0:15:49			Clean ram now working fine	Onsite
22711	18-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C180320240171		Hardware	System	MS Office	File Saving	LOW	Closed	18-03-2024 17:26	3/18/2024 5:28:06 PM	0:0:2:3			issue resolved	Onsite
22712	18-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C180320240170		Hardware	System	Other Software	software	MEDIUM	Closed	18-03-2024 17:24	3/18/2024 6:06:41 PM	0:0:42:11			After reinstall scanner software issue	
22713	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C180320240169		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-03-2024 17:23	3/18/2024 5:27:31 PM	0:0:3:33			issue resolved	Onsite
22714	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C180320240168		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-03-2024 17:22	3/18/2024 5:27:16 PM	0:0:4:45			issue resolved	Onsite
22715	18-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C180320240167		Hardware	System	Other Software	New	MEDIUM	Closed	18-03-2024 17:22	3/18/2024 6:06:10 PM	0:0:43:44			After recreate cas exe issue resolved	
22716	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C180320240165		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-03-2024 17:21	3/18/2024 5:27:01 PM	0:0:5:56			issue resolved	Onsite
22717	18-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C180320240166		Hardware	System	Other Software	Adobe	MEDIUM	Closed	18-03-2024 17:21	3/18/2024 6:04:17 PM	0:0:42:54			After change file extension to pdf	
22718	18-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C180320240164		Hardware	PC	TFT	Color	MEDIUM	Closed	18-03-2024 17:20	3/18/2024 5:45:31 PM	0:0:24:50			CHANGE THE VGA CABLE	Onsite
22719	18-03-2024	SARITA VIHAR	Badarpur	OM-DIV	C180320240163		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	18-03-2024 17:20	3/18/2024 6:03:29 PM	0:0:43:4			After clean and reinsert ram issue	
22720	18-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C180320240162		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	18-03-2024 17:20	3/18/2024 5:26:46 PM	0:0:6:28			issue resolved	Onsite
22721	18-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C180320240161		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	18-03-2024 17:19	3/18/2024 5:45:04 PM	0:0:25:18			AFTER CLEANING KEYBOARD AND	Onsite
22722	18-03-2024	NIZAMUDDIN	Kilokri	OM-DIV	C180320240160		Hardware	PC	Network Not Working	Network	MEDIUM	Closed	18-03-2024 17:18	3/18/2024 6:02:40 PM	0:0:44:15			After fix RJ45 connector on the switch	
22723	18-03-2024	NAJAF GARH	Chawla Office Near BSF Camp Chawla	OM-DIV	C180320240159		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	18-03-2024 17:18	3/18/2024 5:44:03 PM	0:0:25:51			CHANGE THE MOUSE AND PROBLEM	Onsite
22724	18-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C180320240158		Hardware	Scanner	Scaning issue	Paper	MEDIUM	Closed	18-03-2024 17:17	3/18/2024 5:43:26 PM	0:0:26:6			CLEAN THE SCANNER ROLLER AND	Onsite
22725	18-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C180320240157		Hardware	Printer	Image Issue	Light	MEDIUM	Closed	18-03-2024 17:16	3/18/2024 5:42:22 PM	0:0:26:8			PRINTER CARTAGE CHANGE AND	Onsite
22726	18-03-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C180320240156		Hardware	PC	Not working at all	No power	MEDIUM	Closed	18-03-2024 17:15	3/18/2024 5:41:26 PM	0:0:26:3			SMPS CHANGE AND PRINTER	Onsite
22727	18-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C180320240155		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	18-03-2024 17:14	3/18/2024 5:40:48 PM	0:0:26:27			printer paper removed and problem	Onsite
22728	18-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C180320240154		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	18-03-2024 17:11	3/18/2024 6:01:24 PM	0:0:50:7			After clear stuck mail and compact	
22729	18-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C180320240153		Hardware	PC	Not working at all	No power	MEDIUM	Closed	18-03-2024 17:10	3/18/2024 6:00:40 PM	0:0:50:25			After fix power cable issue resolved	
22730	18-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C180320240152		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	18-03-2024 17:09	3/18/2024 5:59:57 PM	0:0:50:52			After kill multiple process running in	
22731	18-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C180320240151		Hardware	System	Other Software	Adobe	LOW	Closed	18-03-2024 17:07	3/18/2024 5:07:55 PM	0:0:0:55			issue resolved after changed default	Onsite
22732	18-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C180320240150		Hardware	System	Other Software	proxy	LOW	Closed	18-03-2024 17:06	3/18/2024 5:12:37 PM	0:0:5:51			Issue Resolved	Onsite
22733	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C180320240149		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	18-03-2024 17:05	3/18/2024 5:12:28 PM	0:0:7:16			Issue Resolved	Onsite
22734	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C180320240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 17:04	3/18/2024 5:12:17 PM	0:0:8:10			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22735	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C180320240147		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 17:03	3/18/2024 5:12:09 PM	0:0:8:30			Issue Resolved	Onsite
22736	18-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C180320240146		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-03-2024 17:02	3/18/2024 5:10:53 PM	0:0:8:3			Issue Resolved	Onsite
22737	18-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C180320240145		Hardware	PC	Not working at all	Others	LOW	Closed	18-03-2024 17:02	3/18/2024 5:07:36 PM	0:0:5:4			issue resolved after changed cmos cell	Onsite
22738	18-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C180320240144		Hardware	PC	Not working at all	Others	LOW	Closed	18-03-2024 17:02	3/18/2024 5:07:25 PM	0:0:5:4			issue resolved after changed cmos cell	Onsite
22739	18-03-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C180320240142		Hardware	PC	Not working at all	Others	LOW	Closed	18-03-2024 17:01	3/18/2024 5:09:35 PM	0:0:8:28			Issue Resolved	Onsite
22740	18-03-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C180320240143		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-03-2024 17:01	3/18/2024 5:09:48 PM	0:0:8:6			Issue Resolved	Onsite
22741	18-03-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C180320240141		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-03-2024 17:00	3/18/2024 5:08:57 PM	0:0:8:35			Issue Resolved	Onsite
22742	18-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C180320240140		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 16:59	3/18/2024 5:08:18 PM	0:0:8:41			Issue Resolved	Onsite
22743	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240139		Hardware	Printer	Image Issue	Hardware	LOW	Closed	18-03-2024 16:58	3/18/2024 5:02:01 PM	0:0:3:38			Printer cartridge issue resolved	Onsite
22744	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240138		Hardware	System	MS Office	File	LOW	Closed	18-03-2024 16:57	3/18/2024 5:01:44 PM	0:0:4:12			Ms office not working issue resolved	Onsite
22745	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240137		Hardware	System	Other Software	Adobe	LOW	Closed	18-03-2024 16:56	3/18/2024 5:01:30 PM	0:0:5:8			Ms office not working issue resolved	Onsite
22746	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240136		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	18-03-2024 16:55	3/18/2024 5:01:15 PM	0:0:5:20			Printer not working issue resolved	Onsite
22747	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240135		Hardware	System	Other Software	Adobe	LOW	Closed	18-03-2024 16:55	3/18/2024 5:00:59 PM	0:0:5:52			Pdf not working issue resolved	Onsite
22748	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240134		Hardware	System	MS Office	File	LOW	Closed	18-03-2024 16:54	3/18/2024 5:00:43 PM	0:0:6:8			Ms office not working issue resolved	Onsite
22749	18-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C180320240133		Hardware	System	Other Software	Adobe	LOW	Closed	18-03-2024 16:53	3/18/2024 5:00:27 PM	0:0:6:55			google chrome not working issue	Onsite
22750	18-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	O-M	C180320240132		Hardware	OTHERS	CCTV ISSUE	Others	LOW	Closed	18-03-2024 16:49	3/18/2024 4:50:31 PM	0:0:1:9			Resolved	Onsite
22751	18-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C180320240131		Hardware	PC	Network Not Working	Other	LOW	Closed	18-03-2024 16:48	3/18/2024 4:50:42 PM	0:0:2:35			Resolved	Onsite
22752	18-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C180320240130		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-03-2024 16:46	3/18/2024 4:50:49 PM	0:0:4:12			Resolved	Onsite
22753	18-03-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C180320240129		Hardware	PC	Not working at all	Others	LOW	Closed	18-03-2024 16:37	3/18/2024 4:38:08 PM	0:0:0:51			Resolved	Onsite
22754	18-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	O-M	C180320240128		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-03-2024 16:36	3/18/2024 4:38:19 PM	0:0:2:8			Resolved	Onsite
22755	18-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C180320240126		Hardware	PC	Restart Problem	Others	LOW	Closed	18-03-2024 16:35	3/18/2024 4:38:27 PM	0:0:3:6			Resolved	Onsite
22756	18-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C180320240127		Hardware	System	Other Software	Browser	LOW	Closed	18-03-2024 16:35	3/18/2024 5:42:47 PM	0:1:7:15			PDF file location changed	Remote
22757	18-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C180320240125		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	18-03-2024 16:34	3/18/2024 4:38:36 PM	0:0:3:43			Resolved	Onsite
22758	18-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C180320240123		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	18-03-2024 16:33	3/18/2024 4:47:05 PM	0:0:13:23			printer install	Onsite
22759	18-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C180320240122		Hardware	PC	TFT	Others	LOW	Closed	18-03-2024 16:33	3/18/2024 4:39:02 PM	0:0:5:24			Resolved	Onsite
22760	18-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C180320240124		Hardware	PC	TFT	Others	LOW	Closed	18-03-2024 16:33	3/18/2024 4:38:45 PM	0:0:4:52			Resolved	Onsite
22761	18-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C180320240121		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	18-03-2024 16:32	3/18/2024 4:47:33 PM	0:0:15:8			keyboard changed	Onsite
22762	18-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C180320240120		Hardware	PC	Hanging/Slow processing	Hanging/S	HIGH	Closed	18-03-2024 16:31	3/18/2024 4:46:29 PM	0:0:14:56			network lan cable changed	Onsite
22763	18-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C180320240119		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-03-2024 16:31	3/18/2024 5:42:02 PM	0:1:11:0			Font size increased	Onsite
22764	18-03-2024	OTHERS	VSNL	OET	C180320240118		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 16:29	3/18/2024 4:55:55 PM	0:0:26:27			Joined now issue resolved	Onsite
22765	18-03-2024	OTHERS	VSNL	KCC/MLCC	C180320240117		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	18-03-2024 16:27	3/18/2024 4:54:57 PM	0:0:27:2			change the paper size now issue	Onsite
22766	18-03-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C180320240116		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	18-03-2024 16:26	3/18/2024 5:09:52 PM	0:0:43:6			change the rz45 issue resolved	Onsite
22767	18-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C180320240115		Hardware	System	MS Office	File	LOW	Closed	18-03-2024 16:25	3/18/2024 5:09:17 PM	0:0:43:24			repair ms office issue resolved	Onsite
22768	18-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C180320240114		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	18-03-2024 16:25	3/18/2024 5:08:46 PM	0:0:43:35			reset the token machine issue	Onsite
22769	18-03-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C180320240113		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-03-2024 16:24	3/18/2024 5:07:37 PM	0:0:43:2			cleared the paper from printer issue	Onsite
22770	18-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C180320240112		Hardware	System	Other Software	Adobe	LOW	Closed	18-03-2024 16:23	3/18/2024 5:07:08 PM	0:0:43:12			repair acrobat software issue resolved	Onsite
22771	18-03-2024	SAKET	Adchini	DSK	C180320240111		Hardware	PC	System Password issue	Password	LOW	Closed	18-03-2024 16:23	3/18/2024 5:11:04 PM	0:0:47:27			Password reset	Onsite
22772	18-03-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C180320240109		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	18-03-2024 16:23	3/18/2024 5:06:44 PM	0:0:43:21			clean the RAM and reinstalled the	Onsite
22773	18-03-2024	OTHERS	VSNL	KCC/MLCC	C180320240110		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	18-03-2024 16:23	3/18/2024 4:53:58 PM	0:0:30:33			RAM Change now issue resolved	Onsite
22774	18-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C180320240106		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	18-03-2024 16:22	3/18/2024 5:05:19 PM	0:0:42:59			change the patch cable issue resolved	Onsite
22775	18-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C180320240108		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	18-03-2024 16:22	3/18/2024 5:06:08 PM	0:0:43:17			change the printer tray setting issue	Onsite
22776	18-03-2024	SAKET	Adchini	BUSINESS/	C180320240107		Hardware	System	Other Software	Browser	LOW	Closed	18-03-2024 16:22	3/18/2024 5:10:37 PM	0:0:47:48			Popup disable	Onsite
22777	18-03-2024	SAKET	Malviya Nagar	BUSINESS/	C180320240104		Telecome	Instrumen	SIP	Network	LOW	Closed	18-03-2024 16:20	3/18/2024 5:10:10 PM	0:0:49:31			SIP phone re-configured	Onsite
22778	18-03-2024	VASANT KUNJ	Kapashera	O-M	C180320240105		Hardware	PC	Not working at all	Others	LOW	Closed	18-03-2024 16:20	3/18/2024 5:41:09 PM	0:1:20:16			Windows repaired	Onsite
22779	18-03-2024	OTHERS	VSNL	KCC/MLCC	C180320240103		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 16:19	3/18/2024 4:53:10 PM	0:0:33:24			Software installed now issue resolved	Onsite
22780	18-03-2024	SAKET	Jonapur CC	O-M	C180320240102		Hardware	UPS	Backup	Hardware	LOW	Closed	18-03-2024 16:18	3/18/2024 5:09:24 PM	0:0:50:48			UPS power on issue	Onsite
22781	18-03-2024	SAKET	Chhatarpur CC	O-M	C180320240101		Hardware	System	Other Software	proxy	LOW	Closed	18-03-2024 16:17	3/18/2024 5:08:22 PM	0:0:50:28			Site opening issue	Remote
22782	18-03-2024	OTHERS	VSNL	O-M	C180320240100		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	18-03-2024 16:16	3/18/2024 4:50:54 PM	0:0:34:22			OS Installed now issue resolved	Onsite
22783	18-03-2024	SAKET	Malviya Nagar	HR	C180320240099		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	18-03-2024 16:16	3/18/2024 5:07:46 PM	0:0:51:35			Re-insert the RAM	Onsite
22784	18-03-2024	SAKET	D-Block Saket	O-M	C180320240098		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 16:14	3/18/2024 5:07:15 PM	0:0:52:24			Printer driver replaced	Remote
22785	18-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C180320240097		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-03-2024 16:01	3/18/2024 4:35:32 PM	0:0:34:28			paper remove from printer.	Onsite
22786	18-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C180320240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 16:00	3/18/2024 4:35:09 PM	0:0:34:37			Mail archived & compacted.	Onsite
22787	18-03-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C180320240096		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	18-03-2024 16:00	3/18/2024 4:35:10 PM	0:0:34:33			usb port changed	Onsite
22788	18-03-2024	NEHRU PLACE	W Block GK 1	O-M	C180320240094		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 15:59	3/18/2024 4:34:47 PM	0:0:34:52			Printer installed with drivers.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22789	18-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C180320240093		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 15:59	3/18/2024 4:34:27 PM	0:0:35:15			Printer installed with drivers.	Onsite
22790	18-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C180320240090		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-03-2024 15:58	3/18/2024 4:34:02 PM	0:0:35:31			Window 10 installed with all	Onsite
22791	18-03-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C180320240091		Hardware	System	MS Office	Others	HIGH	Closed	18-03-2024 15:58	3/18/2024 4:34:35 PM	0:0:35:56			MS office reinstall	Onsite
22792	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240092		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 15:58	3/18/2024 4:01:32 PM	0:0:2:44			mail issue	Onsite
22793	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240088		Hardware	Scanner	Hardware Issue	Sent to	LOW	Closed	18-03-2024 15:57	3/18/2024 4:02:08 PM	0:0:5:3			Pen drive sent to NHP	Onsite
22794	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240089		Hardware	PC	TFT	Power	LOW	Closed	18-03-2024 15:57	3/18/2024 4:01:51 PM	0:0:4:10			TFT issue	Onsite
22795	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240087		Hardware	PC	Restart Problem	Physical	LOW	Closed	18-03-2024 15:56	3/18/2024 4:02:33 PM	0:0:6:16			RAM ISsue	Onsite
22796	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240086		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-03-2024 15:55	3/18/2024 4:02:56 PM	0:0:7:19			connectivity issue	Onsite
22797	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240085		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-03-2024 15:54	3/18/2024 4:03:09 PM	0:0:8:42			connectivity issue	Onsite
22798	18-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C180320240084		Hardware	System	Other Software	Browser	LOW	Closed	18-03-2024 15:54	3/18/2024 4:50:14 PM	0:0:56:11			Issue resolved.	Onsite
22799	18-03-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C180320240083		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-03-2024 15:52	3/18/2024 4:49:59 PM	0:0:56:59			Power issue resolved as reqd.	Onsite
22800	18-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C180320240081		Hardware	Printer	Image Issue	Light	LOW	Closed	18-03-2024 15:51	3/18/2024 4:49:17 PM	0:0:58:8			Resolved with help of Printer vendor.	Onsite
22801	18-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C180320240082		Hardware	Printer	Image Issue	Light	LOW	Closed	18-03-2024 15:51	3/18/2024 4:49:27 PM	0:0:57:30			Resolved with help of Printer vendor.	Onsite
22802	18-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C180320240080		Hardware	Printer	Image Issue	Light	LOW	Closed	18-03-2024 15:50	3/18/2024 4:48:57 PM	0:0:58:17			Resolved with help of Printer vendor.	Onsite
22803	18-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C180320240079		Hardware	Printer	Image Issue	Light	LOW	Closed	18-03-2024 15:50	3/18/2024 4:48:47 PM	0:0:58:43			Resolved with help of Printer vendor.	Onsite
22804	18-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C180320240078		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-03-2024 15:49	3/18/2024 4:10:08 PM	0:0:20:34			removed jam paper issue resolved	Onsite
22805	18-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C180320240077		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	18-03-2024 15:48	3/18/2024 4:09:29 PM	0:0:20:47			clean all temp files & prefetch files	Onsite
22806	18-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C180320240076		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-03-2024 15:48	3/18/2024 4:08:40 PM	0:0:20:39			search option setting set issue	Onsite
22807	18-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C180320240075		Hardware	PC	Restart Problem	Others	LOW	Closed	18-03-2024 15:46	3/18/2024 4:08:03 PM	0:0:21:6			Desktop icons settings change issue	Onsite
22808	18-03-2024	NEHRU PLACE CSO	First Floor - B Block	ADMIN	C180320240074		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	18-03-2024 15:35	3/18/2024 3:57:58 PM	0:0:22:55			Issue resolved	Onsite
22809	18-03-2024	NEHRU PLACE CSO	First Floor - D Block	ADMIN	C180320240073		Hardware	PC	Not working at all	Driver	LOW	Closed	18-03-2024 15:32	3/18/2024 3:57:44 PM	0:0:25:24			Issue resolved	Onsite
22810	18-03-2024	NEHRU PLACE CSO	First Floor - C Block	LEGAL	C180320240072		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-03-2024 15:31	3/18/2024 3:57:37 PM	0:0:25:59			Issue resolved	Onsite
22811	18-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C180320240071		Hardware	Laptop	Other Issue	Others	LOW	Closed	18-03-2024 15:31	3/18/2024 3:57:30 PM	0:0:26:14			Issue resolved	Onsite
22812	18-03-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C180320240069		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	18-03-2024 15:30	3/18/2024 3:57:09 PM	0:0:27:9			HDD replaced	Onsite
22813	18-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C180320240070		Hardware	Laptop	KEYPAD	Driver	LOW	Closed	18-03-2024 15:30	3/18/2024 3:57:22 PM	0:0:26:29			Issue resolved	Onsite
22814	18-03-2024	NEHRU PLACE CSO	Ground Floor	SAFETY	C180320240068		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 15:29	3/18/2024 3:56:54 PM	0:0:27:27			Installed	Remote
22815	18-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C180320240067		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 15:09	3/18/2024 3:12:55 PM	0:0:3:52			Printer driver installed.	Onsite
22816	18-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C180320240066		Hardware	UPS	Backup	Ticket	LOW	Closed	18-03-2024 15:08	3/18/2024 3:12:06 PM	0:0:3:41			Complaint logged.	Onsite
22817	18-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C180320240065		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-03-2024 15:07	3/18/2024 3:11:51 PM	0:0:4:5			Mail sent to lotus support.	Onsite
22818	18-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C180320240064		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	18-03-2024 15:03	3/19/2024 4:42:37 PM	1:1:38:43			Lan cable faulty	Onsite
22819	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180320240063		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 14:58	3/18/2024 3:59:56 PM	0:1:1:36			Sap Configure.	Onsite
22820	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180320240062		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 14:57	3/18/2024 4:00:44 PM	0:1:3:11			Mail installation & configure.	Onsite
22821	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180320240061		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 14:53	3/18/2024 4:01:03 PM	0:1:7:18			ADS Login.	Onsite
22822	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180320240060		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-03-2024 14:49	3/18/2024 4:01:37 PM	0:1:12:5			Learn user how to open archive.	Onsite
22823	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-EHV	C180320240059		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-03-2024 14:48	3/18/2024 4:02:00 PM	0:1:13:41			Mail password reset.	Onsite
22824	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180320240058		Hardware	Printer	Paper Pickup	Others	LOW	Closed	18-03-2024 14:47	3/18/2024 4:02:29 PM	0:1:15:21			Print software installation.	Onsite
22825	18-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C180320240057		Hardware	Printer	Paper Pickup	Others	LOW	Closed	18-03-2024 14:45	3/18/2024 4:02:57 PM	0:1:17:30			Cartrige change.	Onsite
22826	18-03-2024	PALAM	Dwarka Sec 9 Complaint Center	O-M	C180320240056		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	18-03-2024 14:44	3/18/2024 4:03:31 PM	0:1:19:9			Keyboard change.	Onsite
22827	18-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C180320240055		Hardware	System	Other Software	proxy	LOW	Closed	18-03-2024 14:35	3/18/2024 2:36:02 PM	0:0:0:25			hosts file update done and lotus mails	Onsite
22828	18-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C180320240054		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 14:32	3/18/2024 2:34:44 PM	0:0:2:14			TeamViewer settings change.	Onsite
22829	18-03-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C180320240052		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 14:26	3/18/2024 2:35:05 PM	0:0:8:41			Driver install.	Onsite
22830	18-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180320240053		Hardware	PC	System Password issue	Password	LOW	Closed	18-03-2024 14:26	3/18/2024 2:27:14 PM	0:0:0:47			done issue resolved	Onsite
22831	18-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C180320240050		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	18-03-2024 14:25	3/18/2024 2:36:14 PM	0:0:10:47			Printer LAN cable Change.	Onsite
22832	18-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C180320240051		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-03-2024 14:25	3/18/2024 3:11:09 PM	0:0:45:25			Local LAN loose	Onsite
22833	18-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C180320240048		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 14:24	3/18/2024 2:35:16 PM	0:0:11:5			Driver install.	Onsite
22834	18-03-2024	HAUZ KHAAS	Police Colony RBI Cash Counter	OET	C180320240049		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-03-2024 14:24	3/18/2024 3:10:53 PM	0:0:46:3			PC power cable faulty.	Onsite
22835	18-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C180320240046		Hardware	PC	TFT	Ticket	LOW	Closed	18-03-2024 14:23	3/18/2024 3:10:25 PM	0:0:47:24			Complaint logged.	Onsite
22836	18-03-2024	JAFFERPUR	Ghuman Hera Complaint Center	BUSINESS/	C180320240047		Hardware	Laptop	Not working at all	Others	LOW	Closed	18-03-2024 14:23	3/18/2024 2:37:21 PM	0:0:13:49			Fortinet client software reinstallation	Onsite
22837	18-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C180320240045		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-03-2024 14:22	3/18/2024 3:10:06 PM	0:0:47:51			PC dust problem now roking.	Onsite
22838	18-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C180320240044		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-03-2024 14:21	3/18/2024 3:09:40 PM	0:0:47:55			Lotus mail archived.	Onsite
22839	18-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C180320240043		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	18-03-2024 14:20	3/18/2024 3:06:52 PM	0:0:46:6			PC joined with ADS.	Onsite
22840	18-03-2024	ALAKNANDA	CR Park HR Office	HR	C180320240042		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	18-03-2024 13:58	3/18/2024 2:52:38 PM	0:0:54:33			Change the IP now issue resolved	Onsite
22841	18-03-2024	ALAKNANDA	CR Park HR Office	HR	C180320240041		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	18-03-2024 13:57	3/18/2024 2:52:11 PM	0:0:54:59			Unlock the account now issue	Remote
22842	18-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C180320240040		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-03-2024 13:56	3/18/2024 2:51:45 PM	0:0:55:22			Remove the paper from printer now	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22843	18-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C180320240039		Hardware	System	Other Software	New	LOW	Closed	18-03-2024 13:55	3/18/2024 2:51:20 PM	0:0:55:37			Change the password now issue	Remote
22844	18-03-2024	ALAKNANDA	CR Park HR Office	HR	C180320240037		Network	IP Schema	IP Schema Issue	Change ip	LOW	Closed	18-03-2024 13:54	3/18/2024 2:48:09 PM	0:0:54:0			IP Schema Change and IP Assign to	Onsite
22845	18-03-2024	ALAKNANDA	A 12 Kalkaji	O-M	C180320240038		Hardware	Laptop	System Password issue	Password	LOW	Closed	18-03-2024 13:54	3/18/2024 2:50:44 PM	0:0:55:46			Change the password now issue	Onsite
22846	18-03-2024	ALAKNANDA	CR Park HR Office	HR	C180320240036		Network	IP Schema	IP Schema Issue	Change ip	LOW	Closed	18-03-2024 13:47	3/18/2024 2:47:54 PM	0:1:0:38			IP Schema Change and IP Assign to	Onsite
22847	18-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C180320240035		Network	Link	Link Connectivity Issue	Link	LOW	Closed	18-03-2024 13:43	3/18/2024 2:55:57 PM	0:1:12:33			Issue has been resolved after	Onsite
22848	18-03-2024	NEHRU PLACE	20 No Building	MMG	C180320240034		Hardware	System	Other Software	Adobe	LOW	Closed	18-03-2024 12:45	3/18/2024 2:30:26 PM	0:1:45:24			adobe set as by default	Onsite
22849	18-03-2024	NEHRU PLACE	20 No Building	Billing	C180320240032		Hardware	System	MS Office	File Not	LOW	Closed	18-03-2024 12:43	3/18/2024 2:29:36 PM	0:1:46:36			clean to task manager, issue resolved	Onsite
22850	18-03-2024	NEHRU PLACE	20 No Building	Energy	C180320240033		Hardware	System	Other Software	Browser	LOW	Closed	18-03-2024 12:43	3/18/2024 2:30:02 PM	0:1:46:13			correct link past, link is open	Onsite
22851	18-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C180320240031		Network	LAN Issue	LAN Issue	Others	LOW	Closed	18-03-2024 12:34	3/18/2024 1:24:58 PM	0:0:50:44			issue resolved after troubleshoot and	Onsite
22852	18-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C180320240030		Network	LAN Issue	LAN Issue	Others	LOW	Closed	18-03-2024 12:34	3/18/2024 1:26:15 PM	0:0:52:9			issue resolved after troubleshoot and	Onsite
22853	18-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C180320240029		Network	LAN Issue	LAN Issue	Others	LOW	Closed	18-03-2024 12:33	3/18/2024 1:26:08 PM	0:0:52:17			issue resolved after troubleshoot and	Onsite
22854	18-03-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C180320240028		Hardware	PC	System Password issue	Password	LOW	Closed	18-03-2024 12:32	3/18/2024 1:25:35 PM	0:0:53:23			issue resolved after change the	Onsite
22855	18-03-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C180320240027		Hardware	PC	TFT	Others	LOW	Closed	18-03-2024 12:31	3/18/2024 1:25:17 PM	0:0:54:13			issue resolved after change the vga	Onsite
22856	18-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C180320240026		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 12:23	3/18/2024 12:31:07 PM	0:0:8:6			used by die notes exe now issue	Remote
22857	18-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C180320240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 12:21	3/18/2024 12:30:33 PM	0:0:8:36			used die notes exe now issue resolved	Remote
22858	18-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C180320240024		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	18-03-2024 12:20	3/18/2024 1:24:42 PM	0:1:4:9			K.B & mouse replaced by vendor from	Onsite
22859	18-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	DSS	C180320240023		Hardware	PC	Restart Problem	Physical	LOW	Closed	18-03-2024 12:18	3/18/2024 1:24:21 PM	0:1:6:9			Processor dust clean done and bios	Onsite
22860	18-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C180320240022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 12:07	3/18/2024 1:23:54 PM	0:1:16:14			Proxy settings done and Lotus	Onsite
22861	18-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C180320240021		Hardware	PC	Not working at all	No power	LOW	Closed	18-03-2024 12:06	3/18/2024 1:23:28 PM	0:1:17:7			Check power cables faulty replaced	Onsite
22862	18-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180320240020		Hardware	PC	Not working at all	No power	LOW	Closed	18-03-2024 12:02	3/18/2024 12:22:00 PM	0:0:19:42			Change power cable of TFT now	Onsite
22863	18-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C180320240018		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	18-03-2024 12:01	3/18/2024 1:22:39 PM	0:1:21:11			Printer connection done set IP &	Onsite
22864	18-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180320240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 12:01	3/18/2024 12:21:22 PM	0:0:19:46			Reset password now working fine	Remote
22865	18-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C180320240017		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	18-03-2024 12:00	3/18/2024 12:21:06 PM	0:0:20:9			Run Diagnostic and clean temp files	Onsite
22866	18-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C180320240015		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-03-2024 11:58	3/18/2024 12:20:38 PM	0:0:22:12			Clear paper jam now working fine	Onsite
22867	18-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C180320240016		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	18-03-2024 11:58	3/18/2024 1:22:11 PM	0:1:23:16			Removed papers inside printer and	Onsite
22868	18-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C180320240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	18-03-2024 11:45	3/18/2024 11:46:41 AM	0:0:1:31			Issue has been resolved after create	Remote
22869	18-03-2024	NEHRU PLACE	20 No Building	C-M	C180320240013		Hardware	System	Other Software	software	LOW	Closed	18-03-2024 11:41	3/18/2024 12:42:19 PM	0:1:0:39			firewall off, issue resolved	Onsite
22870	18-03-2024	NEHRU PLACE	20 No Building	Billing	C180320240012		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	18-03-2024 11:39	3/18/2024 12:40:18 PM	0:1:0:43			ID file change, issue resolved	Onsite
22871	18-03-2024	NEHRU PLACE	20 No Building	HR	C180320240011		Hardware	System	Other Software	Media	LOW	Closed	18-03-2024 11:38	3/18/2024 12:39:51 PM	0:1:1:17			Laptop setting change, issue resolved	Onsite
22872	18-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C180320240010		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	18-03-2024 10:49	3/18/2024 11:45:58 AM	0:0:56:28			Issue has been resolved after cleaning	Onsite
22873	18-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C180320240009		Hardware	System	Other Software	software	LOW	Closed	18-03-2024 10:48	3/18/2024 11:45:27 AM	0:0:56:44			Issue has been resolved after cleaning	Onsite
22874	18-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C180320240008		Hardware	System	Other Software	Browser	LOW	Closed	18-03-2024 10:48	3/18/2024 11:28:51 AM	0:0:40:40			Issue has been resolved after create	Onsite
22875	18-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C180320240007		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	18-03-2024 10:47	3/18/2024 11:27:31 AM	0:0:40:8			Issue has been resolved after cleaning	Onsite
22876	18-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180320240006		Hardware	Scanner	Scaning issue	Others	LOW	Closed	18-03-2024 10:42	3/18/2024 10:43:33 AM	0:0:0:45			paper stream software reinstalled	Onsite
22877	18-03-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C180320240005		Telecome	CCTV	Camera	Network	LOW	Closed	18-03-2024 10:38	3/18/2024 11:30:23 AM	0:0:51:53			lan cable replaced now issue resolved	Onsite
22878	18-03-2024	OTHERS	Andrews Ganj	Enforcem	C180320240004		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	18-03-2024 10:06	3/18/2024 3:17:37 PM	0:5:10:52			Call Close By Sanjay & Subhash	Onsite
22879	18-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180320240003		Hardware	System	Other Software	software	LOW	Closed	18-03-2024 09:50	3/18/2024 9:52:29 AM	0:0:1:50			restart the laptop now issue resolved	Onsite
22880	18-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180320240002		Hardware	System	MS Office	File Not	LOW	Closed	18-03-2024 09:21	3/18/2024 9:49:12 AM	0:0:27:25			issue resolved	Onsite
22881	18-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C180320240001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	18-03-2024 09:21	3/18/2024 9:48:41 AM	0:0:27:32			issue resolved	Onsite
22882	19-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C190320240192		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 18:11	3/19/2024 7:01:15 PM	0:0:50:9			Mota data software installation.	Onsite
22883	19-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C190320240191		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 18:10	3/19/2024 7:01:35 PM	0:0:51:27			Mail installation & configuration.	Onsite
22884	19-03-2024	PALAM	Dwarka Sec 9 Complaint Center	BUSINESS/	C190320240190		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	19-03-2024 18:08	3/19/2024 7:01:53 PM	0:0:52:56			Trend antivirus software installation.	Onsite
22885	19-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C190320240189		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-03-2024 18:06	3/19/2024 7:02:24 PM	0:0:56:11			New OS Installation	Onsite
22886	19-03-2024	PALAM	Raj Nagar Gali No 6, Near Palam Railway	BUSINESS/	C190320240188		Hardware	PC	Not working at all	Others	LOW	Closed	19-03-2024 18:04	3/19/2024 7:02:43 PM	0:0:58:20			Rajnagar Cash Counter PC P.M &	Onsite
22887	19-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190320240187		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 18:00	3/19/2024 7:03:07 PM	0:1:2:29			Jam Paper Removed.	Onsite
22888	19-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190320240186		Hardware	System	Other Software	Browser	LOW	Closed	19-03-2024 17:59	3/19/2024 7:03:40 PM	0:1:4:19			Data Transfer.	Onsite
22889	19-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C190320240185		Hardware	Scanner	Scaning issue	Others	LOW	Closed	19-03-2024 17:58	3/19/2024 7:04:04 PM	0:1:5:58			Resolution set.	Onsite
22890	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190320240184		Hardware	PC	Restart Problem	Physical	LOW	Closed	19-03-2024 17:55	3/19/2024 5:59:19 PM	0:0:3:40			resolved	Onsite
22891	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190320240183		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-03-2024 17:53	3/19/2024 5:59:07 PM	0:0:5:43			resolved	Onsite
22892	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C190320240182		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 17:51	3/19/2024 5:58:56 PM	0:0:7:44			resolved	Onsite
22893	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C190320240181		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	19-03-2024 17:50	3/19/2024 5:58:44 PM	0:0:8:33			resolved	Onsite
22894	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190320240180		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 17:49	3/19/2024 5:58:29 PM	0:0:9:20			resolved	Onsite
22895	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C190320240179		Hardware	Printer	Image Issue	Image	LOW	Closed	19-03-2024 17:47	3/19/2024 5:58:05 PM	0:0:10:16			resolved	Onsite
22896	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190320240178		Hardware	Printer	Image Issue	Dark	LOW	Closed	19-03-2024 17:46	3/19/2024 5:57:40 PM	0:0:10:56			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22897	19-03-2024	SAKET	Adchini	DSK	C190320240177		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	19-03-2024 17:31	3/19/2024 5:37:50 PM	0:0:6:46			Scanner S/W re-installed	Onsite
22898	19-03-2024	NEHRU PLACE CSO	Third Floor - A Block	O-M	C190320240176		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-03-2024 17:29	3/19/2024 5:30:49 PM	0:0:0:51			The group has been modified as	Remote
22899	19-03-2024	NEHRU PLACE CSO	First Floor - E Block	HR	C190320240175		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-03-2024 17:26	3/19/2024 5:26:44 PM	0:0:0:34			ID has been unlocked from the server	Remote
22900	19-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C190320240174		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	19-03-2024 17:22	3/19/2024 5:34:35 PM	0:0:12:3			after printer tray size change issue	Onsite
22901	19-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C190320240173		Hardware	Printer	Image Issue	Light	LOW	Closed	19-03-2024 17:21	3/19/2024 5:34:05 PM	0:0:12:13			after printer cartridge change issue	Onsite
22902	19-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	BUSINESS/	C190320240172		Hardware	E-Mail	Email _Lotus	Lotus	HIGH	Closed	19-03-2024 17:21	3/19/2024 5:23:42 PM	0:0:1:55			HCL Verse configuration done on	Remote
22903	19-03-2024	VASANT KUNJ	C 9 Vasant Kunj	CHD	C190320240171		Hardware	System	Other Software	Browser	LOW	Closed	19-03-2024 17:21	3/19/2024 5:39:18 PM	0:0:17:57			CRM link add on bookmark	Remote
22904	19-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C190320240169		Hardware	PC	System Password issue	Password	LOW	Closed	19-03-2024 17:20	3/19/2024 5:32:08 PM	0:0:11:34			after pc password reset issue resolved	Onsite
22905	19-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C190320240170		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-03-2024 17:20	3/19/2024 5:22:31 PM	0:0:1:53			Mail configured call closed	Remote
22906	19-03-2024	KHANPUR	Tughlakabad,Near Tughlakabad Grid	OM-DIV	C190320240167		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 17:19	3/19/2024 5:31:11 PM	0:0:11:53			after printer driver reinstall issue	Onsite
22907	19-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C190320240168		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 17:19	3/19/2024 5:31:43 PM	0:0:11:52			after printer paper jam clear issue	Onsite
22908	19-03-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C190320240166		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	19-03-2024 17:18	3/19/2024 5:30:17 PM	0:0:11:53			after ip configure issue resolved	Onsite
22909	19-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	O-M	C190320240165		Hardware	System	Other Software	Browser	LOW	Closed	19-03-2024 17:13	3/19/2024 5:37:51 PM	0:0:24:47			User id wrong	Onsite
22910	19-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C190320240164		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 17:08	3/19/2024 5:37:05 PM	0:0:28:8			Paper removed	Onsite
22911	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240162		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 17:05	3/19/2024 5:10:19 PM	0:0:5:3			pdf not working issue resolved	Onsite
22912	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240163		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 17:05	3/19/2024 5:10:33 PM	0:0:4:43			Google chrome not working issue	Onsite
22913	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240160		Hardware	MOUSE	Not working	Other	LOW	Closed	19-03-2024 17:04	3/19/2024 5:09:50 PM	0:0:5:35			Mouse not working issue resolved	Onsite
22914	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240161		Hardware	System	MS Office	File	LOW	Closed	19-03-2024 17:04	3/19/2024 5:10:04 PM	0:0:5:10			Ms excel not working issue resolved	Onsite
22915	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240159		Hardware	System	MS Office	File	LOW	Closed	19-03-2024 17:03	3/19/2024 5:09:31 PM	0:0:5:41			Ms office not working issue resolved	Onsite
22916	19-03-2024	VASANT KUNJ	C 9 Vasant Kunj	Billing	C190320240158		Hardware	System	Other Software	Browser	LOW	Closed	19-03-2024 17:03	3/19/2024 5:36:20 PM	0:0:32:55			SAP P92 configured	Remote
22917	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240157		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 17:03	3/19/2024 5:09:15 PM	0:0:6:4			VPN installation & configuration issue	Onsite
22918	19-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C190320240156		Hardware	System	MS Office	File	LOW	Closed	19-03-2024 17:02	3/19/2024 5:09:00 PM	0:0:6:23			Ms office not working issue resolved	Onsite
22919	19-03-2024	VASANT KUNJ	Bijwasan	O-M	C190320240155		Hardware	PC	TFT	Others	LOW	Closed	19-03-2024 16:53	3/19/2024 5:34:24 PM	0:0:41:16			Graphic driver installed	Onsite
22920	19-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C190320240153		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 16:47	3/19/2024 4:49:39 PM	0:0:2:27			Issue Resolved	Onsite
22921	19-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C190320240154		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:47	3/19/2024 4:49:46 PM	0:0:1:48			Issue Resolved	Onsite
22922	19-03-2024	NEHRU PLACE CSO	Third Floor - A Block	ADMIN	C190320240152		Hardware	Printer	Hardware Issue	Sent to	LOW	Closed	19-03-2024 16:46	3/19/2024 4:49:32 PM	0:0:3:23			Issue Resolved	Onsite
22923	19-03-2024	NEHRU PLACE CSO	Second Floor - B Block Conf. Yamuna	HR	C190320240151		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:45	3/19/2024 4:49:25 PM	0:0:4:9			Issue Resolved	Onsite
22924	19-03-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	HR	C190320240150		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:43	3/19/2024 4:49:18 PM	0:0:6:3			Issue Resolved	Onsite
22925	19-03-2024	OTHERS	VSNL	KCC/MLCC	C190320240148		Hardware	System	Other Software	Browser	LOW	Closed	19-03-2024 16:42	3/19/2024 5:14:30 PM	0:0:32:13			SAP Password reset issue resolve	Onsite
22926	19-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C190320240149		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:42	3/19/2024 4:49:13 PM	0:0:6:38			Issue Resolved	Onsite
22927	19-03-2024	OTHERS	VSNL	RCM	C190320240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 16:41	3/19/2024 5:14:01 PM	0:0:32:37			Printer Driver installed issue resolve	Onsite
22928	19-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C190320240147		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:41	3/19/2024 4:49:04 PM	0:0:7:10			Issue Resolved	Onsite
22929	19-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C190320240145		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:41	3/19/2024 4:48:58 PM	0:0:7:46			Issue Resolved	Onsite
22930	19-03-2024	OTHERS	Andrews Ganj	Enforcem	C190320240142		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 16:40	3/19/2024 4:56:52 PM	0:0:16:21			SAP re-installed	Onsite
22931	19-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C190320240143		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:40	3/19/2024 4:48:52 PM	0:0:8:18			Issue Resolved	Onsite
22932	19-03-2024	VASANT KUNJ	C 9 Vasant Kunj	BUSINESS/	C190320240144		Hardware	Laptop	Network Not Working	Network	LOW	Closed	19-03-2024 16:40	3/19/2024 5:25:03 PM	0:0:44:26			LAN port changed from the switch	Onsite
22933	19-03-2024	OTHERS	VSNL	RCM	C190320240141		Hardware	System	Other Software	Browser	LOW	Closed	19-03-2024 16:40	3/19/2024 5:13:29 PM	0:0:33:1			SAP re-installed issue resolve	Onsite
22934	19-03-2024	NEHRU PLACE CSO	Second Floor - D Block	KCC/MLCC	C190320240140		Hardware	PC	System Password issue	Password	LOW	Closed	19-03-2024 16:39	3/19/2024 4:48:45 PM	0:0:8:46			Issue Resolved	Onsite
22935	19-03-2024	OTHERS	VSNL	KCC/MLCC	C190320240138		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 16:39	3/19/2024 5:12:58 PM	0:0:33:23			Remove and re-installed issue resolve	Onsite
22936	19-03-2024	OTHERS	Andrews Ganj	Enforcem	C190320240139		Hardware	System	MS Office	Software	LOW	Closed	19-03-2024 16:39	3/19/2024 4:57:18 PM	0:0:17:23			MS office issue	Onsite
22937	19-03-2024	OTHERS	Andrews Ganj	Enforcem	C190320240137		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 16:38	3/19/2024 4:57:35 PM	0:0:18:47			Printer issue	Onsite
22938	19-03-2024	OTHERS	VSNL	KCC/MLCC	C190320240136		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	19-03-2024 16:37	3/19/2024 5:12:30 PM	0:0:34:40			Traveler password reset issue resolve	Onsite
22939	19-03-2024	OTHERS	Andrews Ganj	Enforcem	C190320240135		Network	Link	Link Connectivity Issue	Link	LOW	Closed	19-03-2024 16:36	3/19/2024 4:57:54 PM	0:0:21:6			connectivity issue	Onsite
22940	19-03-2024	OTHERS	HUDCO Grid	PROTECTI	C190320240134		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	19-03-2024 16:36	3/19/2024 4:58:12 PM	0:0:22:8			Laptop issue	Onsite
22941	19-03-2024	OTHERS	Andrews Ganj	Enforcem	C190320240133		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	19-03-2024 16:34	3/19/2024 4:58:33 PM	0:0:23:37			pc booting issue	Onsite
22942	19-03-2024	OTHERS	VSNL	O-M	C190320240132		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-03-2024 16:34	3/19/2024 5:11:46 PM	0:0:37:26			Cartridge replaced issue resolve	Onsite
22943	19-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190320240131		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	19-03-2024 16:10	3/19/2024 4:53:41 PM	0:0:42:46			After remove paper issue resolved	Onsite
22944	19-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C190320240130		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:10	3/19/2024 4:11:56 PM	0:0:1:5			Resolved	Onsite
22945	19-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C190320240129		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-03-2024 16:10	3/19/2024 4:12:05 PM	0:0:1:54			Resolved	Onsite
22946	19-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C190320240126		Hardware	System	Other Software	software	MEDIUM	Closed	19-03-2024 16:09	3/19/2024 4:55:18 PM	0:0:46:18			After reinstall issue resolved	Remote
22947	19-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	BUSINESS/	C190320240128		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 16:09	3/19/2024 4:12:16 PM	0:0:2:48			Resolved	Onsite
22948	19-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C190320240127		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 16:09	3/19/2024 4:12:24 PM	0:0:3:14			Resolved	Onsite
22949	19-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190320240124		Hardware	System	Other Software	Adobe	MEDIUM	Closed	19-03-2024 16:08	3/19/2024 4:55:55 PM	0:0:47:27			After uncheck print out put issue	Remote
22950	19-03-2024	SAKET	Adchini	BUSINESS/	C190320240125		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 16:08	3/19/2024 5:36:52 PM	0:1:28:18			SAP BSP configured	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
22951	19-03-2024	SAKET	Adchini	BUSINESS/	C190320240123		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	19-03-2024 16:07	3/19/2024 5:36:27 PM	0:1:28:32			Re-insert the RAM	Onsite
22952	19-03-2024	SAKET	Adchini	CHD	C190320240122		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 16:07	3/19/2024 5:36:06 PM	0:1:28:42			SAP GUI settings reset	Onsite
22953	19-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C190320240119		Hardware	PC	TFT	Others	LOW	Closed	19-03-2024 16:06	3/19/2024 4:12:40 PM	0:0:6:8			Resolved	Onsite
22954	19-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C190320240121		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:06	3/19/2024 4:12:33 PM	0:0:5:39			Resolved	Onsite
22955	19-03-2024	SAKET	Adchini	BUSINESS/	C190320240120		Hardware	Laptop	Other Issue	Others	LOW	Closed	19-03-2024 16:06	3/19/2024 5:35:33 PM	0:1:29:0			Laptop configuration done	Onsite
22956	19-03-2024	JANAK PURI	Subhash Nagar Complaint Center	O-M	C190320240118		Network	Link	Link Connectivity Issue	Others	LOW	Closed	19-03-2024 16:06	3/19/2024 4:06:35 PM	0:0:0:35			install the router	Onsite
22957	19-03-2024	NEHRU PLACE	20 No Building	HR	C190320240117		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 16:05	3/19/2024 4:37:47 PM	0:0:31:53			PDF open in chrome, issue resolved	Onsite
22958	19-03-2024	SAKET	Malviya Nagar	BUSINESS/	C190320240116		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	19-03-2024 16:05	3/19/2024 5:35:02 PM	0:1:29:11			Patch cable changed	Onsite
22959	19-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C190320240115		Hardware	Printer	Image Issue	Others	LOW	Closed	19-03-2024 16:05	3/19/2024 4:06:50 PM	0:0:1:31			change t he patch cable	Onsite
22960	19-03-2024	SAKET	Malviya Nagar	HR	C190320240114		Hardware	PC	Internet Issue	Internet	LOW	Closed	19-03-2024 16:05	3/19/2024 5:34:27 PM	0:1:29:21			Proxy settings changed	Onsite
22961	19-03-2024	SAKET	Malviya Nagar	HR	C190320240113		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	19-03-2024 16:04	3/19/2024 5:32:26 PM	0:1:27:59			IP Address changed	Onsite
22962	19-03-2024	SAKET	Fatehpur Beri CC	O-M	C190320240112		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	19-03-2024 16:03	3/19/2024 5:31:59 PM	0:1:28:35			Laptop is very slow	Onsite
22963	19-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C190320240110		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:03	3/19/2024 4:12:54 PM	0:0:9:49			Resolved	Onsite
22964	19-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C190320240111		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:03	3/19/2024 4:12:47 PM	0:0:9:30			Resolved	Onsite
22965	19-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BUSINESS/	C190320240109		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:02	3/19/2024 4:13:06 PM	0:0:10:13			Resolved	Onsite
22966	19-03-2024	SAKET	Chhatarpur CC	BUSINESS/	C190320240108		Telecome	CCTV	DVR/NVR	Network	LOW	Closed	19-03-2024 16:02	3/19/2024 5:31:27 PM	0:1:28:39			CCTV is not working	Onsite
22967	19-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C190320240107		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:02	3/19/2024 4:13:14 PM	0:0:10:42			Resolved	Onsite
22968	19-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C190320240106		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:02	3/19/2024 4:13:20 PM	0:0:11:6			Resolved	Onsite
22969	19-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C190320240105		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:02	3/19/2024 4:13:27 PM	0:0:11:24			Resolved	Onsite
22970	19-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C190320240104		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:01	3/19/2024 4:13:47 PM	0:0:12:1			Resolved	Onsite
22971	19-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C190320240102		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-03-2024 16:01	3/19/2024 4:56:26 PM	0:0:54:59			After reconfigured mail issue resolved	Remote
22972	19-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BUSINESS/	C190320240103		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 16:01	3/19/2024 4:13:55 PM	0:0:12:20			Resolved	Onsite
22973	19-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C190320240101		Hardware	System	Other Software	Browser	MEDIUM	Closed	19-03-2024 16:01	3/19/2024 4:56:58 PM	0:0:55:34			After put correct link issue resolved	Remote
22974	19-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C190320240098		Hardware	MOUSE	Not working	Other	LOW	Closed	19-03-2024 16:00	3/19/2024 4:14:15 PM	0:0:14:4			Resolved	Onsite
22975	19-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C190320240100		Hardware	MOUSE	Not working	Other	LOW	Closed	19-03-2024 16:00	3/19/2024 4:14:02 PM	0:0:13:27			Resolved	Onsite
22976	19-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BUSINESS/	C190320240099		Hardware	MOUSE	Not working	Other	LOW	Closed	19-03-2024 16:00	3/19/2024 4:14:08 PM	0:0:13:43			Resolved	Onsite
22977	19-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C190320240097		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	19-03-2024 15:59	3/19/2024 4:57:29 PM	0:0:57:53			Print configure issue resolved	Remote
22978	19-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C190320240096		Hardware	MOUSE	Not working	Other	LOW	Closed	19-03-2024 15:59	3/19/2024 4:14:22 PM	0:0:14:55			Resolved	Onsite
22979	19-03-2024	NEHRU PLACE	20 No Building	OM-EHV	C190320240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 15:57	3/19/2024 4:37:16 PM	0:0:40:5			All mail archive, issue resolved	Onsite
22980	19-03-2024	NEHRU PLACE	20 No Building	MMG	C190320240094		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 15:55	3/19/2024 4:36:43 PM	0:0:40:58			M-cube installation done	Onsite
22981	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 15:54	3/19/2024 4:11:15 PM	0:0:17:3			software install and configure after	Onsite
22982	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240092		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 15:54	3/19/2024 4:11:41 PM	0:0:17:19			software install and configure after	Onsite
22983	19-03-2024	NEHRU PLACE	W Block GK 1	O-M	C190320240093		Hardware	PC	System Password issue	Password	LOW	Closed	19-03-2024 15:54	3/19/2024 4:23:54 PM	0:0:29:27			System password reset done.	Onsite
22984	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240087		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 15:53	3/19/2024 4:10:32 PM	0:0:17:19			software install and configure after	Onsite
22985	19-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C190320240088		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 15:53	3/19/2024 4:23:23 PM	0:0:30:9			Silverlight installed.	Onsite
22986	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240089		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 15:53	3/19/2024 4:10:53 PM	0:0:17:23			software install and configure after	Onsite
22987	19-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C190320240090		Hardware	PC	System Password issue	Password	LOW	Closed	19-03-2024 15:53	3/19/2024 4:23:46 PM	0:0:29:59			System password reset done.	Onsite
22988	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240084		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 15:52	3/19/2024 4:09:55 PM	0:0:17:37			software install and configure after	Onsite
22989	19-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C190320240086		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 15:52	3/19/2024 4:22:44 PM	0:0:30:6			paper remove from printer.	Onsite
22990	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240085		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 15:52	3/19/2024 4:10:16 PM	0:0:17:42			software install and configure after	Onsite
22991	19-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C190320240083		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 15:52	3/19/2024 4:22:11 PM	0:0:30:9			Printer installed with drivers.	Onsite
22992	19-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C190320240082		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	19-03-2024 15:52	3/19/2024 4:09:19 PM	0:0:17:18			issue resolved after reinstall the os	Onsite
22993	19-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC	C190320240081		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 15:51	3/19/2024 4:36:23 PM	0:0:44:25			P92 configuration done	Onsite
22994	19-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C190320240080		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 15:51	3/19/2024 4:21:50 PM	0:0:30:19			New archive created.	Onsite
22995	19-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C190320240079		Hardware	PC	TFT	Others	LOW	Closed	19-03-2024 15:50	3/19/2024 4:09:00 PM	0:0:18:6			issue resolved after change the VGA	Onsite
22996	19-03-2024	DWARKA	DPW 1 C Store Sec 14 Dwarka	BUSINESS/	C190320240078		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-03-2024 15:49	3/19/2024 4:08:34 PM	0:0:19:15			issue resolved after change the mouse	Onsite
22997	19-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C190320240076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 15:40	3/19/2024 4:53:22 PM	0:1:13:13			Clear paper jam now working fine	Onsite
22998	19-03-2024	NEHRU PLACE CSO	First Floor - E Block	Store	C190320240077		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-03-2024 15:40	3/19/2024 3:41:03 PM	0:0:0:52			ID has been unlocked from the server	Remote
22999	19-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C190320240075		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 15:39	3/19/2024 4:52:59 PM	0:1:13:27			Link Installed now working fine	Remote
23000	19-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C190320240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 15:38	3/19/2024 4:52:36 PM	0:1:13:49			New archive create	Remote
23001	19-03-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C190320240073		Network	Link	Link Connectivity Issue	Link	LOW	Closed	19-03-2024 15:37	3/19/2024 4:52:15 PM	0:1:14:35			Done network troubleshooting steps	Onsite
23002	19-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C190320240072		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 15:37	3/19/2024 4:50:30 PM	0:1:13:27			clear paper jam now working fine	Onsite
23003	19-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190320240071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 15:28	3/19/2024 3:29:56 PM	0:0:1:6			Kindly provide create \write access to	Remote
23004	19-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C190320240070		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	19-03-2024 15:28	3/19/2024 4:13:20 PM	0:0:45:8			deleted the temp file and run the	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23005	19-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C190320240069		Hardware	PC	System Password issue	Password	LOW	Closed	19-03-2024 15:24	3/19/2024 4:12:07 PM	0:0:47:16			change the system password issue	Onsite
23006	19-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C190320240068		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 15:23	3/19/2024 4:11:41 PM	0:0:47:55			archived the mail and compact from	Onsite
23007	19-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190320240066		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	19-03-2024 15:22	3/19/2024 3:24:09 PM	0:0:1:16			Please ask user to restart the client &	Remote
23008	19-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C190320240067		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	19-03-2024 15:22	3/19/2024 4:10:58 PM	0:0:48:5			updated anti virus and restart the	Onsite
23009	19-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190320240065		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 15:21	3/19/2024 3:45:04 PM	0:0:23:10			SAP P92 Install Again Issue Resolved	Onsite
23010	19-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190320240064		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	19-03-2024 15:20	3/19/2024 3:44:34 PM	0:0:24:1			One Small Paper Jam Inside the	Onsite
23011	19-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190320240063		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	19-03-2024 15:19	3/19/2024 3:43:40 PM	0:0:24:4			Clean All Temp files & prefetch Files	Onsite
23012	19-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C190320240062		Hardware	System	Other Software	software	MEDIUM	Closed	19-03-2024 15:18	3/19/2024 3:37:58 PM	0:0:19:33			After reinstall winrar issue resolved	Remote
23013	19-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C190320240061		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 15:17	3/19/2024 3:43:02 PM	0:0:25:55			Mapping Done Lab report Issue	Onsite
23014	19-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C190320240060		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	19-03-2024 15:14	3/19/2024 3:38:25 PM	0:0:24:20			After clean temp file and increase cpu	Remote
23015	19-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C190320240059		Hardware	System	Other Software	software	LOW	Closed	19-03-2024 14:45	3/19/2024 3:35:35 PM	0:0:50:1			reinstalled the oracle issue resolved	Onsite
23016	19-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C190320240058		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 14:42	3/19/2024 3:35:12 PM	0:0:53:11			configured the printer driver issue	Onsite
23017	19-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C190320240057		Hardware	System	MS Office	File Not	HIGH	Closed	19-03-2024 14:39	3/19/2024 4:22:44 PM	0:1:43:16			MS OFFICE REINSTALL	Onsite
23018	19-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C190320240056		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	19-03-2024 14:38	3/19/2024 4:23:16 PM	0:1:45:0			MAIL ARCHIVE AND PC RESTART	Onsite
23019	19-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C190320240055		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-03-2024 14:37	3/19/2024 4:23:49 PM	0:1:46:22			PRINTER PAPER JAM ISSHU	Onsite
23020	19-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C190320240054		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	19-03-2024 14:36	3/19/2024 4:24:17 PM	0:1:47:39			A4 SIZE SETTING	Onsite
23021	19-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C190320240053		Hardware	MOUSE	Not working	Hardware	LOW	Closed	19-03-2024 14:35	3/19/2024 2:39:11 PM	0:0:3:25			Issue has been resolved after changed	Remote
23022	19-03-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C190320240052		Hardware	PC	Restart Problem	Others	HIGH	Closed	19-03-2024 14:35	3/19/2024 4:22:20 PM	0:1:46:42			RAM RECONNECT	Onsite
23023	19-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C190320240051		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-03-2024 14:33	3/19/2024 2:38:42 PM	0:0:5:25			Issue has been resolved after create	Remote
23024	19-03-2024	HAUZ KHAAS	Front of Ansal Plaza	O-M	C190320240050		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-03-2024 14:20	3/19/2024 3:23:59 PM	0:1:3:56			Complaint logged.	Onsite
23025	19-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190320240049		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-03-2024 14:19	3/19/2024 3:23:30 PM	0:1:4:22			Temp file deleted.	Onsite
23026	19-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190320240048		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	19-03-2024 14:18	3/19/2024 3:23:12 PM	0:1:4:40			LAN cable loose.	Onsite
23027	19-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C190320240047		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	19-03-2024 14:17	3/19/2024 3:22:50 PM	0:1:5:40			Lotus mail configured.	Onsite
23028	19-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190320240045		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 14:15	3/19/2024 2:17:42 PM	0:0:2:9			Needful action have taken from server	Remote
23029	19-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C190320240046		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	19-03-2024 14:15	3/19/2024 2:38:18 PM	0:0:22:24			Issue has been resolved after reset	Remote
23030	19-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C190320240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	19-03-2024 14:13	3/19/2024 2:37:37 PM	0:0:24:31			Issue has been resolved after clear the	Onsite
23031	19-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C190320240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 14:11	3/19/2024 2:36:52 PM	0:0:24:53			Issue has been resolved after create	Remote
23032	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190320240042		Hardware	Printer	Connectivity Issue	Lan Port	MEDIUM	Closed	19-03-2024 13:50	3/19/2024 5:56:44 PM	0:4:6:36			resolved	Onsite
23033	19-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C190320240040		Hardware	PC	Not working at all	Others	LOW	Closed	19-03-2024 13:33	3/19/2024 2:20:50 PM	0:0:47:32			Windows reset after taking backup,	Onsite
23034	19-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190320240041		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 13:33	3/19/2024 1:35:50 PM	0:0:1:51			create new replica.	Onsite
23035	19-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190320240039		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 13:32	3/19/2024 1:35:34 PM	0:0:2:45			Printer driver install.	Onsite
23036	19-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C190320240038		Telecome	Instrumen	IP	Network	LOW	Closed	19-03-2024 13:32	3/19/2024 2:20:18 PM	0:0:47:50			Issue resolved as reqd.	Onsite
23037	19-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C190320240035		Hardware	Laptop	Hanging/Slow processing	OS/Syste	LOW	Closed	19-03-2024 13:31	3/19/2024 2:19:16 PM	0:0:48:7			Issue resolved as reqd.	Onsite
23038	19-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C190320240036		Hardware	PC	Not working at all	Ticket	LOW	Closed	19-03-2024 13:31	3/19/2024 2:19:55 PM	0:0:48:19			Call logged to vendor.	Onsite
23039	19-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190320240037		Hardware	PC	Hanging/Slow processing	Physical	LOW	Closed	19-03-2024 13:31	3/19/2024 1:35:13 PM	0:0:3:34			Clean RAM and insert again.	Onsite
23040	19-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190320240034		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 13:27	3/19/2024 1:34:46 PM	0:0:7:33			Reconfigure P92	Onsite
23041	19-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190320240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 13:22	3/19/2024 2:02:06 PM	0:0:39:55			Create the new archive now issue	Remote
23042	19-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190320240032		Hardware	System	MS Office	Software	LOW	Closed	19-03-2024 13:21	3/19/2024 2:01:45 PM	0:0:40:5			MS Office Reinstalled now issue	Remote
23043	19-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190320240031		Hardware	System	Other Software	New	LOW	Closed	19-03-2024 13:20	3/19/2024 2:01:22 PM	0:0:40:28			Reset the password now issue	Onsite
23044	19-03-2024	ALAKNANDA	Okhla Ph 1	O-M	C190320240030		Hardware	Printer	Paper Pickup	Others	LOW	Closed	19-03-2024 13:20	3/19/2024 2:00:52 PM	0:0:40:32			Cartridge change now issue resolved	Onsite
23045	19-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C190320240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	19-03-2024 13:19	3/19/2024 2:00:00 PM	0:0:40:20			Installed the driver now issue resolved	Onsite
23046	19-03-2024	ALAKNANDA	CR Park HR Office	HR	C190320240028		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 13:18	3/19/2024 1:59:33 PM	0:0:40:35			Assign the new IP to the printer now	Onsite
23047	19-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C190320240027		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	19-03-2024 13:14	3/19/2024 1:34:26 PM	0:0:19:33			New archive create.	Onsite
23048	19-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C190320240026		Hardware	System	Other Software	Adobe	LOW	Closed	19-03-2024 13:11	3/19/2024 1:25:59 PM	0:0:14:25			restart the pc now issue resolved	Onsite
23049	19-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C190320240025		Hardware	System	Other Software	proxy	LOW	Closed	19-03-2024 13:11	3/19/2024 1:25:37 PM	0:0:14:30			add proxy setting now issue resolved	Onsite
23050	19-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190320240024		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	19-03-2024 13:10	3/19/2024 1:25:15 PM	0:0:14:53			connected issue resolved	Onsite
23051	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C190320240023		Network	LAN Issue	LAN Issue	Lan Cable	HIGH	Re-Assign	19-03-2024 12:54					LAN CABLE FAULTY AT MMG OFFICE	Onsite
23052	19-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C190320240022		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	19-03-2024 12:52	3/20/2024 5:16:57 PM	1:4:24:21			LAN Need To Extend 4 Meter	Onsite
23053	19-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C190320240021		Network	LAN Issue	LAN Issue	Lan Cable	MEDIUM	Closed	19-03-2024 12:44	3/21/2024 5:13:25 PM	2:4:29:13			LAN cable not working.	Onsite
23054	19-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190320240020		Hardware	UPS	Backup	Others	LOW	Closed	19-03-2024 12:41	3/19/2024 12:42:34 PM	0:0:1:12			check the ups and log the call	Onsite
23055	19-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190320240019		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:40	3/19/2024 12:42:49 PM	0:0:2:30			login the pc	Onsite
23056	19-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C190320240018		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:39	3/19/2024 12:43:12 PM	0:0:3:32			check the printer and log the call	Onsite
23057	19-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C190320240017		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:33	3/19/2024 12:39:50 PM	0:0:6:20			All Desktop data backup done and	Onsite
23058	19-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C190320240016		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:26	3/19/2024 12:40:03 PM	0:0:13:30			All Desktop data backup done and	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23059	19-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C190320240015		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:22	3/19/2024 12:40:28 PM	0:0:17:35			All Desktop data backup done and	Onsite
23060	19-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C190320240014		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:21	3/19/2024 12:39:36 PM	0:0:18:0			All Desktop data backup done and	Onsite
23061	19-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C190320240013		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	19-03-2024 12:20	3/19/2024 12:39:17 PM	0:0:18:28			All Desktop data backup done and	Onsite
23062	19-03-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C190320240012		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-03-2024 12:11	3/19/2024 12:24:33 PM	0:0:12:51			Kindly get the approval from Aditi	Remote
23063	19-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CPC	C190320240011		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	19-03-2024 12:00	3/20/2024 5:15:29 PM	1:5:14:35			PJB Commercial Office RD no 22 ,	Onsite
23064	19-03-2024	NEHRU PLACE CSO	Second Floor - D Block	O-M	C190320240010		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	19-03-2024 11:20	3/19/2024 11:21:33 AM	0:0:0:47			Please share group owner approval	Remote
23065	19-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C190320240009		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	19-03-2024 11:05	3/19/2024 11:06:44 AM	0:0:0:51			Mentioned user password has been	Remote
23066	19-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C190320240008		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	19-03-2024 10:46	3/19/2024 10:48:21 AM	0:0:1:25			Bulk Mail request has been created	Remote
23067	19-03-2024	NEHRU PLACE CSO	First Floor - C Block	IT	C190320240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	19-03-2024 10:42	3/19/2024 10:44:03 AM	0:0:1:34			user account has been unlocked and	Remote
23068	19-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C190320240006		Hardware	PC	TFT	Flickering	LOW	Closed	19-03-2024 10:35	3/19/2024 11:48:13 AM	0:1:12:52			vga cable replaced issue resolved	Onsite
23069	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C190320240005		Network	LAN Issue	LAN Issue	New Lan	HIGH	Closed	19-03-2024 10:23	3/20/2024 5:14:39 PM	1:6:50:43			lan cable faulty at MMG OFFICE	Onsite
23070	19-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CUSTOME	C190320240004		Hardware	Printer	Paper Pickup	Hardware	HIGH	Closed	19-03-2024 09:38	3/19/2024 1:11:36 PM	0:3:32:37			resolved	Onsite
23071	19-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190320240002		Hardware	PC	Not working at all	Others	LOW	Closed	19-03-2024 09:31	3/19/2024 9:36:42 AM	0:0:5:19			pc shifted issue resolved	Onsite
23072	19-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190320240003		Hardware	PC	Not working at all	Others	LOW	Closed	19-03-2024 09:31	3/19/2024 9:37:05 AM	0:0:5:30			pc shifted issue resolved	Onsite
23073	19-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C190320240001		Hardware	MOUSE	Not working	Working	LOW	Closed	19-03-2024 09:30	3/19/2024 9:36:20 AM	0:0:5:48			issue resolved	Onsite
23074	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240197		Hardware	PC	System Password issue	Others	LOW	Closed	20-03-2024 18:13	3/20/2024 6:14:43 PM	0:0:1:39			Issue Resolved	Onsite
23075	20-03-2024	NEHRU PLACE CSO	First Floor - A Block Conf. Narmada	ADMIN	C200320240196		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-03-2024 18:12	3/20/2024 6:14:35 PM	0:0:2:8			Issue Resolved	Onsite
23076	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240195		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	20-03-2024 18:11	3/20/2024 6:14:29 PM	0:0:3:19			Issue Resolved	Onsite
23077	20-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C200320240193		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-03-2024 18:09	3/20/2024 6:14:10 PM	0:0:4:56			Issue Resolved	Onsite
23078	20-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C200320240194		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-03-2024 18:09	3/20/2024 6:14:16 PM	0:0:4:28			Issue Resolved	Onsite
23079	20-03-2024	NEHRU PLACE CSO	Second Floor - C Block	RCM	C200320240191		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 18:08	3/20/2024 6:13:56 PM	0:0:5:44			Issue Resolved	Onsite
23080	20-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C200320240192		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-03-2024 18:08	3/20/2024 6:14:02 PM	0:0:5:18			Issue Resolved	Onsite
23081	20-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C200320240189		Hardware	System	Other Software	New	LOW	Closed	20-03-2024 18:07	3/20/2024 6:13:40 PM	0:0:6:40			Issue Resolved	Onsite
23082	20-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C200320240190		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-03-2024 18:07	3/20/2024 6:13:46 PM	0:0:6:7			Issue Resolved	Onsite
23083	20-03-2024	SAKET	Adchini	CIVIL	C200320240188		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	20-03-2024 17:52	3/20/2024 5:55:04 PM	0:0:3:2			RJ45 replaced	Onsite
23084	20-03-2024	SAKET	Adchini	BUSINESS/	C200320240187		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 17:50	3/20/2024 5:54:50 PM	0:0:3:58			Password reset	Onsite
23085	20-03-2024	SAKET	Adchini	DSS	C200320240186		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 17:50	3/20/2024 5:54:37 PM	0:0:4:18			Default printer changed	Onsite
23086	20-03-2024	SAKET	Adchini	BUSINESS/	C200320240185		Hardware	PC	Network Not Working	Other	LOW	Closed	20-03-2024 17:49	3/20/2024 5:54:18 PM	0:0:4:50			Windows credential changed	Onsite
23087	20-03-2024	SAKET	MIG CC	O-M	C200320240184		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 17:48	3/20/2024 5:53:17 PM	0:0:4:24			Browser setting reset	Onsite
23088	20-03-2024	SAKET	Adchini	DSS	C200320240183		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 17:47	3/20/2024 5:52:25 PM	0:0:4:48			Windows installed	Onsite
23089	20-03-2024	VASANT KUNJ	B 1 Near Police Station	Data	C200320240182		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-03-2024 17:45	3/20/2024 6:03:02 PM	0:0:17:7			Created a new workspace	Remote
23090	20-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200320240181		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 17:42	3/21/2024 5:03:36 PM	0:23:21:11			Printer driver issue.	Onsite
23091	20-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200320240180		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 17:40	3/21/2024 5:03:07 PM	0:23:22:15			SAP Pdf file opening issue.	Onsite
23092	20-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C200320240178		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	20-03-2024 17:38	3/20/2024 6:02:27 PM	0:0:24:16			Machine power issue resolved	Onsite
23093	20-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C200320240179		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-03-2024 17:38	3/21/2024 5:02:55 PM	0:23:24:18			Keyboard Replaced.	Onsite
23094	20-03-2024	VASANT KUNJ	C 9 Vasant Kunj	Recovery	C200320240177		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 17:35	3/20/2024 6:01:07 PM	0:0:25:20			Mail password changed	Remote
23095	20-03-2024	JAFFERPUR	Ujwa Complain Center	BUSINESS/	C200320240175		Hardware	PC	Restart Problem	Others	LOW	Closed	20-03-2024 17:34	3/21/2024 5:02:18 PM	0:23:28:10			PC Restart Issue.PC Restart Issue.	Onsite
23096	20-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C200320240176		Hardware	Printer	Image Issue	Hardware	LOW	Closed	20-03-2024 17:34	3/21/2024 5:02:31 PM	0:23:27:33			Cartdrige replace	Onsite
23097	20-03-2024	NEHRU PLACE CSO	Third Floor - A Block Conf. Sabarmati	Finance	C200320240174		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-03-2024 17:31	3/20/2024 5:35:00 PM	0:0:3:54			issue resolved	Onsite
23098	20-03-2024	NEHRU PLACE CSO	Second Floor - C Block	CORPORA	C200320240173		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-03-2024 17:30	3/20/2024 5:34:40 PM	0:0:4:12			issue resolved	Onsite
23099	20-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C200320240172		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 17:28	3/20/2024 5:34:20 PM	0:0:5:32			issue resolved	Onsite
23100	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240171		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 17:27	3/20/2024 5:34:02 PM	0:0:6:28			issue resolved	Onsite
23101	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240170		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 17:27	3/20/2024 5:33:46 PM	0:0:6:44			issue resolved	Onsite
23102	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240169		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 17:25	3/20/2024 5:33:32 PM	0:0:7:54			issue resolved	Onsite
23103	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240168		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 17:24	3/20/2024 5:33:16 PM	0:0:8:26			issue resolved	Onsite
23104	20-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C200320240167		Hardware	MOUSE	Not working	Hardware	LOW	Closed	20-03-2024 17:23	3/20/2024 5:33:01 PM	0:0:9:14			issue resolved	Onsite
23105	20-03-2024	NEHRU PLACE	20 No Building	O-M	C200320240165		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 17:22	3/20/2024 5:23:27 PM	0:0:1:9			printer installation done	Onsite
23106	20-03-2024	NEHRU PLACE	20 No Building	C-M	C200320240166		Hardware	System	Other Software	New	LOW	Closed	20-03-2024 17:22	3/20/2024 5:23:48 PM	0:0:0:48			SAP BSP configuration done	Onsite
23107	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240164		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 17:17	3/20/2024 5:18:30 PM	0:0:0:35			Mentioned user password has been	Remote
23108	20-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C200320240163		Hardware	E-Mail	Email _Lotus	Other	MEDIUM	Closed	20-03-2024 17:13	3/20/2024 5:14:20 PM	0:0:0:54			Kindly provide page source of spam	Remote
23109	20-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C200320240162		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-03-2024 17:08	3/20/2024 5:12:22 PM	0:0:3:33			issue resolved	Onsite
23110	20-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C200320240161		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-03-2024 17:06	3/20/2024 5:19:18 PM	0:0:12:35			issue resolved after change the LAN	Onsite
23111	20-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C200320240160		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 17:05	3/20/2024 5:25:49 PM	0:0:20:9			issue resolved after provide the link	Onsite
23112	20-03-2024	VASANT KUNJ	Kapashera	O-M	C200320240159		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 17:05	3/20/2024 6:00:18 PM	0:0:55:17			Windows has been upgraded from 7	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23113	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	MMG	C200320240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 17:00	3/20/2024 5:00:35 PM	0:0:0:31			Mentioned user password has been	Remote
23114	20-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C200320240157		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 16:58	3/20/2024 5:18:31 PM	0:0:20:20			user enabled and after reset the	Onsite
23115	20-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C200320240156		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 16:57	3/20/2024 5:18:14 PM	0:0:20:17			user enabled and after reset the	Onsite
23116	20-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C200320240154		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 16:57	3/20/2024 5:16:09 PM	0:0:18:55			user enabled and after reset the	Onsite
23117	20-03-2024	JANAK PURI	C1 Janakpuri KCC Office opposite H.no 147	BUSINESS/	C200320240155		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 16:57	3/20/2024 5:17:54 PM	0:0:20:12			user enabled and after reset the	Onsite
23118	20-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	C-M	C200320240153		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 16:56	3/20/2024 5:15:44 PM	0:0:18:50			user enabled and after reset the	Onsite
23119	20-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	WORKSHO	C200320240152		Hardware	PC	Not working at all	Others	LOW	Closed	20-03-2024 16:56	3/20/2024 5:14:23 PM	0:0:18:12			issue resolved after check the system	Onsite
23120	20-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200320240151		Hardware	System	Other Software	software	MEDIUM	Closed	20-03-2024 16:53	3/20/2024 5:03:02 PM	0:0:9:11			After reinstall win rar issue resolved	Remote
23121	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240149		Hardware	System	Other Software	New	MEDIUM	Closed	20-03-2024 16:52	3/20/2024 5:00:51 PM	0:0:8:28			After re-create Sap P92 issue resolved	Remote
23122	20-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C200320240150		Hardware	System	Other Software	New	LOW	Closed	20-03-2024 16:52	3/20/2024 5:13:07 PM	0:0:20:32			issue resolved after install and	Onsite
23123	20-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C200320240148		Hardware	System	MS Office	Others	LOW	Closed	20-03-2024 16:51	3/20/2024 5:12:36 PM	0:0:20:40			issue resolved after install and	Onsite
23124	20-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	Consumer	C200320240146		Hardware	Printer	Server	Password	HIGH	Closed	20-03-2024 16:51	3/20/2024 5:33:30 PM	0:0:42:23			resolved	Onsite
23125	20-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C200320240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 16:51	3/20/2024 5:12:04 PM	0:0:20:39			issue resolved after configure a mail	Onsite
23126	20-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C200320240145		Hardware	Laptop	Other Issue	Others	LOW	Closed	20-03-2024 16:50	3/20/2024 5:10:53 PM	0:0:20:11			issue resolved after giving a data	Onsite
23127	20-03-2024	NIZAMUDDIN	Kilokri	OM-DIV	C200320240144		Hardware	System	Other Software	software	MEDIUM	Closed	20-03-2024 16:49	3/20/2024 5:00:03 PM	0:0:10:39			After reinstall chrome issue resolved	Remote
23128	20-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C200320240143		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	20-03-2024 16:48	3/20/2024 5:10:29 PM	0:0:22:4			O.S install and issue resolved	Onsite
23129	20-03-2024	SARITA VIHAR	Pocket B Block	BUSINESS/	C200320240142		Hardware	PC	Network Not Working	Connectivi	MEDIUM	Closed	20-03-2024 16:47	3/20/2024 5:28:34 PM	0:0:40:47			After Crimp RJ45 connector issue	Onsite
23130	20-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200320240141		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-03-2024 16:43	3/20/2024 4:59:14 PM	0:0:15:23			After rename workspace then check	Remote
23131	20-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200320240139		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	20-03-2024 16:42	3/20/2024 4:55:53 PM	0:0:13:52			After reconfigure printer issue	Remote
23132	20-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200320240140		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	20-03-2024 16:42	3/20/2024 4:58:42 PM	0:0:15:50			After clean temp file and change	Remote
23133	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240138		Hardware	PC	System Password issue	Password	LOW	Closed	20-03-2024 16:39	3/20/2024 5:11:49 PM	0:0:31:51			issue resolved	Remote
23134	20-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200320240137		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-03-2024 16:37	3/20/2024 5:12:39 PM	0:0:35:33			Removed Jam Paper Now Working	Onsite
23135	20-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200320240136		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 16:35	3/20/2024 5:12:12 PM	0:0:36:28			OS Installed With Basic Software Now	Onsite
23136	20-03-2024	OTHERS	VSNL	KCC/MLCC	C200320240135		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	20-03-2024 16:31	3/20/2024 4:36:01 PM	0:0:4:30			Replaced VGA cable issue resolve	Onsite
23137	20-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C200320240133		Hardware	Scanner	Hardware Issue	Sent to	MEDIUM	Closed	20-03-2024 16:30	3/21/2024 4:30:27 PM	1:0:0:7			Resolved.	Onsite
23138	20-03-2024	NEHRU PLACE CSO	Third Floor - B Block	BPI	C200320240134		Hardware	Laptop	System Password issue	Password	LOW	Closed	20-03-2024 16:30	3/20/2024 5:11:38 PM	0:0:40:39			Issue resolved	Remote
23139	20-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C200320240132		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	20-03-2024 16:29	3/21/2024 4:29:39 PM	1:0:0:24			RESOLVED.	Remote
23140	20-03-2024	NAJAF GARH	S/Stn BLDG At Daulatpur,(Back Side Of	OM-DIV	C200320240131		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	20-03-2024 16:28	3/21/2024 4:29:10 PM	1:0:0:54			RAM CHANGE AND PROBLEM	Onsite
23141	20-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C200320240130		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	20-03-2024 16:25	3/21/2024 4:28:34 PM	1:0:3:14			change mouse	Onsite
23142	20-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C200320240129		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 16:19	3/20/2024 4:22:06 PM	0:0:2:10			DSK portal password reset done.	Onsite
23143	20-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C200320240128		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 16:17	3/20/2024 4:26:45 PM	0:0:9:32			after printer reinstall issue resolved	Onsite
23144	20-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C200320240127		Hardware	PC	Not working at all	Others	LOW	Closed	20-03-2024 16:15	3/20/2024 4:15:38 PM	0:0:0:24			RESOLVED	Onsite
23145	20-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C200320240126		Hardware	Laptop	Network Not Working	Other	LOW	Closed	20-03-2024 16:14	3/20/2024 4:16:15 PM	0:0:1:59			RESOLVED	Onsite
23146	20-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C200320240124		Hardware	PC	Network Not Working	Other	LOW	Closed	20-03-2024 16:13	3/20/2024 4:15:51 PM	0:0:2:50			RESOLVED	Onsite
23147	20-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C200320240125		Hardware	PC	Network Not Working	No Power	LOW	Closed	20-03-2024 16:13	3/20/2024 4:16:02 PM	0:0:2:25			RESOLVED	Onsite
23148	20-03-2024	KHANPUR	Batra,Near Batra Hospital	OM-DIV	C200320240123		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-03-2024 16:12	3/20/2024 4:24:41 PM	0:0:12:12			after flt done issue resolved	Onsite
23149	20-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	OM-DIV	C200320240121		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 16:11	3/20/2024 4:22:20 PM	0:0:11:0			after mail password reset issue	Onsite
23150	20-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C200320240122		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 16:11	3/20/2024 4:23:09 PM	0:0:11:20			after printer driver update issue	Onsite
23151	20-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C200320240120		Network	LAN Issue	LAN Issue	Others	HIGH	Closed	20-03-2024 16:10	3/27/2024 5:12:38 PM	7:1:1:55			Call Close By Sanjay & Subhash	Onsite
23152	20-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C200320240119		Hardware	System	MS Office	File	LOW	Closed	20-03-2024 16:10	3/20/2024 4:38:51 PM	0:0:28:30			repair ms office issue resolved	Onsite
23153	20-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	CHD	C200320240117		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 16:09	3/20/2024 4:22:11 PM	0:0:13:3			after mail password reset issue	Onsite
23154	20-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	OM-EHV	C200320240118		Hardware	System	Other Software	software	LOW	Closed	20-03-2024 16:09	3/20/2024 4:38:25 PM	0:0:29:9			reset sap bspnew id password isssue	Onsite
23155	20-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSS	C200320240116		Hardware	Printer	Image Issue	Light	LOW	Closed	20-03-2024 16:08	3/20/2024 4:37:29 PM	0:0:29:8			change the faulty cartridge issue	Onsite
23156	20-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C200320240114		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 16:07	3/20/2024 4:35:38 PM	0:0:28:34			printer configured on another system	Onsite
23157	20-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C200320240115		Hardware	QMS	Hardware Issue	Sent to	LOW	Closed	20-03-2024 16:07	3/20/2024 4:36:18 PM	0:0:28:34			change the tft vga cable issue	Onsite
23158	20-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C200320240113		Hardware	Scanner	Scaning issue	Spot On	LOW	Closed	20-03-2024 16:05	3/20/2024 4:34:53 PM	0:0:29:0			clean the scanner and updated the	Onsite
23159	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240112		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	20-03-2024 15:58	3/20/2024 4:02:02 PM	0:0:3:17			Keyboard not working issue resolved	Onsite
23160	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240111		Hardware	System	Other Software	software	LOW	Closed	20-03-2024 15:57	3/20/2024 4:01:44 PM	0:0:3:47			google chrome not working issue	Onsite
23161	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240109		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 15:56	3/20/2024 4:00:10 PM	0:0:4:3			pdf not working issue resolved	Onsite
23162	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240110		Hardware	System	MS Office	File	LOW	Closed	20-03-2024 15:56	3/20/2024 4:01:24 PM	0:0:4:48			Ms excel not working issue resolved	Onsite
23163	20-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C200320240108		Hardware	PC	System Password issue	Others	LOW	Closed	20-03-2024 15:55	3/20/2024 4:30:20 PM	0:0:34:37			needful done	Onsite
23164	20-03-2024	NEHRU PLACE CSO	Second Floor - C Block	Finance	C200320240106		Hardware	PC	Restart Problem	Others	LOW	Closed	20-03-2024 15:54	3/20/2024 4:29:47 PM	0:0:35:43			Issue resolved	Onsite
23165	20-03-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C200320240107		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 15:54	3/20/2024 4:30:00 PM	0:0:35:3			issue resolved	Onsite
23166	20-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C200320240105		Telecome	Instrumen	SIP	Network	LOW	Closed	20-03-2024 15:48	3/20/2024 4:21:46 PM	0:0:33:22			LAN cable reconnect & login with ext.	Onsite

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23167	20-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C200320240104		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	20-03-2024 15:47	3/20/2024 4:21:22 PM	0:0:33:45			LAN cable reconnect.	Onsite
23168	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240103		Hardware	System	Other Software	Adobe	LOW	Closed	20-03-2024 15:46	3/20/2024 3:59:53 PM	0:0:13:16			Google chrome not working issue	Onsite
23169	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240101		Hardware	System	Other Software	Adobe	LOW	Closed	20-03-2024 15:46	3/20/2024 3:59:36 PM	0:0:13:32			pdf not working issue resolved	Onsite
23170	20-03-2024	NEHRU PLACE	W Block GK 1	O-M	C200320240102		Hardware	Laptop	System Password issue	Password	LOW	Closed	20-03-2024 15:46	3/20/2024 4:21:00 PM	0:0:34:28			password reset done.	Onsite
23171	20-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C200320240100		Hardware	System	MS Office	File Not	LOW	Closed	20-03-2024 15:45	3/20/2024 3:59:20 PM	0:0:13:41			Ms office not working issue resolved	Onsite
23172	20-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	CHD	C200320240099		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 15:44	3/20/2024 4:20:45 PM	0:0:36:5			LAN cable reconnect & open dsk	Onsite
23173	20-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	Recovery	C200320240098		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-03-2024 15:44	3/20/2024 4:20:22 PM	0:0:36:19			paper remove from printer.	Onsite
23174	20-03-2024	OTHERS	VSNL	RCM	C200320240097		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 15:42	3/20/2024 4:35:04 PM	0:0:52:26			unlock user Accent	Onsite
23175	20-03-2024	OTHERS	VSNL	RCM	C200320240096		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 15:41	3/20/2024 4:34:14 PM	0:0:52:25			Upgrade 7 to 10	Onsite
23176	20-03-2024	OTHERS	VSNL	RCM	C200320240095		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	20-03-2024 15:40	3/20/2024 4:33:57 PM	0:0:53:12			Complaint Logged	Onsite
23177	20-03-2024	OTHERS	VSNL	RCM	C200320240094		Hardware	Printer	Paper Pickup	Hardware	LOW	Closed	20-03-2024 15:40	3/20/2024 4:33:40 PM	0:0:53:27			Complaint Logged	Onsite
23178	20-03-2024	OTHERS	VSNL	O-M	C200320240093		Hardware	PC	Not working at all	No power	LOW	Closed	20-03-2024 15:39	3/20/2024 4:32:39 PM	0:0:53:30			SMPS Faulty complaint logged	Onsite
23179	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240092		Hardware	System	Other Software	Adobe	MEDIUM	Closed	20-03-2024 15:27	3/20/2024 4:33:23 PM	0:1:6:10			After uncheck print output issue	Remote
23180	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240091		Hardware	System	MS Office	File	MEDIUM	Closed	20-03-2024 15:24	3/20/2024 4:33:55 PM	0:1:9:9			After repair excel file issue resolved	Remote
23181	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240090		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	20-03-2024 15:23	3/20/2024 4:34:16 PM	0:1:10:23			After update printer driver issue	Remote
23182	20-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C200320240089		Hardware	System	Other Software	software	MEDIUM	Closed	20-03-2024 15:22	3/20/2024 4:34:46 PM	0:1:11:47			After reinstall oracle issue resolved	Remote
23183	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240087		Hardware	System	Other Software	software	MEDIUM	Closed	20-03-2024 15:21	3/20/2024 4:36:17 PM	0:1:15:2			After reinstall chrome issue resolved	Remote
23184	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240088		Hardware	MOUSE	Not working	Other	MEDIUM	Closed	20-03-2024 15:21	3/20/2024 4:35:21 PM	0:1:13:30			After change USBN slot issue resolved	Remote
23185	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240086		Hardware	System	Other Software	software	MEDIUM	Closed	20-03-2024 15:20	3/20/2024 4:37:56 PM	0:1:17:30			After reset sap password issue	Remote
23186	20-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C200320240085		Hardware	PC	Not working at all	Physical	MEDIUM	Closed	20-03-2024 15:19	3/20/2024 4:38:16 PM	0:1:18:43			After clean ram and reinsert issue	Remote
23187	20-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200320240084		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-03-2024 15:06	3/20/2024 4:07:03 PM	0:1:0:36			Lotus mail configured	Onsite
23188	20-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200320240082		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	20-03-2024 15:05	3/20/2024 4:06:20 PM	0:1:1:14			Antivirus updated.	Onsite
23189	20-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C200320240083		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-03-2024 15:05	3/20/2024 4:06:52 PM	0:1:1:6			Lotus mail configured	Onsite
23190	20-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200320240081		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	20-03-2024 15:04	3/20/2024 4:06:00 PM	0:1:1:28			Printer driver installed.	Onsite
23191	20-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200320240080		Hardware	Scanner	Scaning issue	Ticket	LOW	Closed	20-03-2024 15:01	3/20/2024 4:05:40 PM	0:1:4:28			Cable problem now working.	Onsite
23192	20-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C200320240079		Hardware	System	Other Software	software	LOW	Closed	20-03-2024 15:00	3/20/2024 4:04:56 PM	0:1:4:27			SAP P92 configured.	Onsite
23193	20-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200320240078		Hardware	System	Other Software	software	LOW	Closed	20-03-2024 14:59	3/20/2024 3:38:46 PM	0:0:39:13			Create new P92 Shortcut now issue	Remote
23194	20-03-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C200320240074		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	20-03-2024 14:58	3/20/2024 2:59:32 PM	0:0:1:25			check the pc and log the call	Onsite
23195	20-03-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C200320240077		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-03-2024 14:58	3/20/2024 4:40:44 PM	0:1:41:48			Done network troubleshooting steps	Onsite
23196	20-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200320240076		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	20-03-2024 14:58	3/20/2024 2:59:15 PM	0:0:0:23			change the drivers	Onsite
23197	20-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200320240075		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	20-03-2024 14:58	3/20/2024 3:38:24 PM	0:0:39:46			Re-Installed the mail now issue	Remote
23198	20-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200320240073		Hardware	MOUSE	Not working	Other	LOW	Closed	20-03-2024 14:55	3/20/2024 2:59:46 PM	0:0:4:7			change the mouse	Onsite
23199	20-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C200320240072		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	20-03-2024 14:55	3/20/2024 3:56:37 PM	0:1:1:14			Run Diagnostic and clean temp files	Onsite
23200	20-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C200320240071		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 14:54	3/20/2024 3:57:44 PM	0:1:3:2			Archive mails now working fine	Remote
23201	20-03-2024	ALAKNANDA	I Block CR Park	O-M	C200320240070		Hardware	System	Other Software	New	LOW	Closed	20-03-2024 14:54	3/20/2024 3:37:58 PM	0:0:43:40			Reset the password now issue	Remote
23202	20-03-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C200320240069		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-03-2024 14:53	3/20/2024 3:37:37 PM	0:0:44:31			Patch Cable replaced now issue	Onsite
23203	20-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C200320240068		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	20-03-2024 14:52	3/20/2024 3:37:01 PM	0:0:44:46			Change the tray size from A4 now	Onsite
23204	20-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C200320240067		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	20-03-2024 14:51	3/20/2024 3:36:33 PM	0:0:44:47			Change the Patch cable now issue	Onsite
23205	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240066		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 14:50	3/20/2024 2:51:38 PM	0:0:0:51			As requested password reset	Remote
23206	20-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C200320240065		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	20-03-2024 14:49	3/20/2024 3:27:45 PM	0:0:37:53			lotus mail software reinstalled.	Remote
23207	20-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C200320240064		Hardware	PC	Not working at all	No power	HIGH	Closed	20-03-2024 14:48	3/20/2024 3:24:20 PM	0:0:35:31			power cable change and problem	Onsite
23208	20-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	MMG	C200320240063		Hardware	Printer	Paper Pickup	Paper	HIGH	Closed	20-03-2024 14:46	3/20/2024 3:22:40 PM	0:0:35:54			resolved	Onsite
23209	20-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C200320240062		Hardware	System	Other Software	software	HIGH	Closed	20-03-2024 14:45	3/20/2024 3:20:12 PM	0:0:34:25			sap software reinstalled	Onsite
23210	20-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Billing	C200320240061		Hardware	Printer	Connectivity Issue	Printer	HIGH	Closed	20-03-2024 14:44	3/20/2024 3:19:34 PM	0:0:35:18			printer driver reinstalled.	Onsite
23211	20-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C200320240060		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-03-2024 14:43	3/20/2024 3:57:22 PM	0:1:14:3			Clear paper jam now working fine	Onsite
23212	20-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C200320240059		Hardware	Printer	Image Issue	Light	LOW	Closed	20-03-2024 14:42	3/20/2024 3:57:01 PM	0:1:14:34			Change cartridge now working fine	Onsite
23213	20-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C200320240058		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	20-03-2024 14:42	3/20/2024 3:19:02 PM	0:0:36:48			Keyboard change	Onsite
23214	20-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C200320240057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 14:41	3/20/2024 3:55:51 PM	0:1:14:13			Reinstalled mail now working fine	Remote
23215	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	O-M	C200320240056		Hardware	E-Mail	Email _Lotus	Lotus	HIGH	Closed	20-03-2024 14:08	3/20/2024 2:10:10 PM	0:0:1:36			configure HCL verse in phone	Remote
23216	20-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C200320240055		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	20-03-2024 13:51	3/20/2024 1:54:06 PM	0:0:2:23			cash user rajesh lan not works , patch	Onsite
23217	20-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C200320240054		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	20-03-2024 13:50	3/20/2024 1:53:39 PM	0:0:2:46			printer connection error , driver install	Onsite
23218	20-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C200320240053		Hardware	System	Other Software	software	LOW	Closed	20-03-2024 13:49	3/20/2024 1:53:02 PM	0:0:3:13			ADS login error , reset now login ok	Onsite
23219	20-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	OM-DIV	C200320240052		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	20-03-2024 13:46	3/20/2024 1:52:31 PM	0:0:6:31			Lan drivers ok trace lan cabled at	Onsite
23220	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240051		Hardware	MOUSE	Not working	Hardware	LOW	Closed	20-03-2024 13:12	3/20/2024 1:55:25 PM	0:0:42:45			Mouse replaced.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23221	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240050		Hardware	Printer	Paper Pickup	Others	LOW	Closed	20-03-2024 13:11	3/20/2024 1:55:51 PM	0:0:44:18			Printer software installation.	Onsite
23222	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240049		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	20-03-2024 13:10	3/20/2024 1:56:10 PM	0:0:46:3			Trend antivirus software installation.	Onsite
23223	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240048		Hardware	System	Other Software	New	LOW	Closed	20-03-2024 13:09	3/20/2024 1:56:26 PM	0:0:47:21			Mota data software installation.	Onsite
23224	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 13:07	3/20/2024 1:56:42 PM	0:0:49:12			Mail installation & configuration.	Onsite
23225	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	O-M	C200320240046		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	20-03-2024 13:05	3/20/2024 1:06:10 PM	0:0:0:51			Done and request you to restart	Onsite
23226	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240045		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 13:03	3/20/2024 1:57:07 PM	0:0:53:8			New os installation.	Onsite
23227	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240044		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	20-03-2024 13:02	3/20/2024 1:57:33 PM	0:0:55:3			Jam Paper removed.	Onsite
23228	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240043		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 13:00	3/20/2024 1:00:41 PM	0:0:0:38			As requested password reset	Remote
23229	20-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C200320240041		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 12:57	3/20/2024 1:57:52 PM	0:1:0:51			Sap P96 ID Create.	Onsite
23230	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240042		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 12:57	3/20/2024 12:57:54 PM	0:0:0:48			Mentioned user password has been	Remote
23231	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240040		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 12:55	3/20/2024 1:58:09 PM	0:1:2:26			Data transfer.	Onsite
23232	20-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C200320240039		Hardware	System	Other Software	Browser	LOW	Closed	20-03-2024 12:53	3/20/2024 1:58:30 PM	0:1:4:39			Sap Password reset.	Onsite
23233	20-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	OM-DIV	C200320240038		Hardware	System	Other Software	software	MEDIUM	Closed	20-03-2024 12:47	3/20/2024 2:09:52 PM	0:1:22:46			Adobe Reader software reinstalled	Onsite
23234	20-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200320240037		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	20-03-2024 12:44	3/20/2024 1:00:24 PM	0:0:16:21			Stopped Multiple Files From Task	Onsite
23235	20-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C200320240036		Hardware	System	Other Software	New	LOW	Closed	20-03-2024 12:43	3/20/2024 1:26:18 PM	0:0:42:58			Issue has been resolved after VPN	Onsite
23236	20-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C200320240035		Hardware	MOUSE	Not working	Hardware	MEDIUM	Closed	20-03-2024 12:43	3/20/2024 1:00:57 PM	0:0:17:54			mOUSE CHANGED	Onsite
23237	20-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C200320240034		Hardware	KEYBOAR	Not working	Sent to	HIGH	Closed	20-03-2024 12:41	3/20/2024 2:41:20 PM	0:1:59:46			replaced keyboard from nehru place	Onsite
23238	20-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C200320240033		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	20-03-2024 12:40	3/20/2024 1:25:49 PM	0:0:45:14			Issue has been resolved after repaired	Onsite
23239	20-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	CHD	C200320240032		Hardware	Printer	Paper Pickup	Paper Tray	MEDIUM	Closed	20-03-2024 12:28	3/20/2024 2:08:51 PM	0:1:40:18			printer tray A4 setting correct and	Onsite
23240	20-03-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C200320240030		Hardware	OTHERS	VPN ISSUE	software	MEDIUM	Closed	20-03-2024 12:27	3/20/2024 2:07:27 PM	0:1:39:43			vpn software reinstalled and problem	Remote
23241	20-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Data	C200320240031		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	20-03-2024 12:27	3/26/2024 9:30:49 AM	5:21:2:56			lan cable not working need to be	Onsite
23242	20-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C200320240029		Hardware	System	MS Office	Software	MEDIUM	Closed	20-03-2024 12:26	3/20/2024 2:04:51 PM	0:1:38:18			MS office software reinstalled.	Remote
23243	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	BUSINESS/	C200320240028		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 12:04	3/20/2024 12:05:16 PM	0:0:0:37			done	Remote
23244	20-03-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C200320240027		Network	Link	Link Connectivity Issue	Link	LOW	Closed	20-03-2024 11:52	3/20/2024 12:47:50 PM	0:0:55:44			Issue resolved with help of Vendor &	Onsite
23245	20-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C200320240026		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-03-2024 11:50	3/20/2024 11:52:45 AM	0:0:2:3			Lan Not working please send lan team	Onsite
23246	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240025		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 11:33	3/20/2024 11:34:31 AM	0:0:0:46			As requested password reset	Remote
23247	20-03-2024	NEHRU PLACE	20 No Building	IT	C200320240024		Hardware	System	Other Software	software	LOW	Closed	20-03-2024 11:33	3/20/2024 12:45:32 PM	0:1:12:2			Team viewer re-installation done	Onsite
23248	20-03-2024	NEHRU PLACE	20 No Building	MMG	C200320240023		Data Centre	Oracle	Database	Client	LOW	Closed	20-03-2024 11:32	3/20/2024 12:45:00 PM	0:1:12:23			Oracle client installation done	Onsite
23249	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240022		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 11:16	3/20/2024 11:16:59 AM	0:0:0:38			user password has been reset as	Remote
23250	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 11:09	3/20/2024 11:10:25 AM	0:0:0:46			Kindly use below ID File and	Remote
23251	20-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C200320240020		Hardware	Printer	Image Issue	Others	LOW	Closed	20-03-2024 11:05	3/20/2024 11:06:17 AM	0:0:0:36			check the printer and resolve the	Onsite
23252	20-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200320240018		Hardware	MOUSE	Not working	Other	LOW	Closed	20-03-2024 11:03	3/20/2024 11:06:50 AM	0:0:3:45			replace the mouse	Onsite
23253	20-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200320240019		Hardware	MOUSE	Not working	Other	LOW	Closed	20-03-2024 11:03	3/20/2024 11:06:35 AM	0:0:2:48			replace the mouse	Onsite
23254	20-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C200320240017		Hardware	MOUSE	Not working	Other	LOW	Closed	20-03-2024 11:02	3/20/2024 11:07:04 AM	0:0:4:44			replace the mouse	Onsite
23255	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240016		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 10:58	3/20/2024 10:59:06 AM	0:0:0:38			As requested user account is unlocked	Remote
23256	20-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C200320240015		Network	LAN Issue	LAN Issue	Others	LOW	Closed	20-03-2024 10:57	3/20/2024 11:51:34 AM	0:0:54:6			LAN issue resolved	Onsite
23257	20-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C200320240014		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	20-03-2024 10:56	3/20/2024 11:51:07 AM	0:0:54:21			Printer configured as reqd.	Onsite
23258	20-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C200320240013		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 10:49	3/20/2024 11:01:18 AM	0:0:11:41			New Local Replica Created Now	Onsite
23259	20-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C200320240012		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 10:21	3/20/2024 10:41:49 AM	0:0:20:36			issue resolved	Onsite
23260	20-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C200320240011		Hardware	System	Other Software	Adobe	LOW	Closed	20-03-2024 10:20	3/20/2024 10:40:55 AM	0:0:20:40			restart the pc now issue resolved	Onsite
23261	20-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C200320240010		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	20-03-2024 10:19	3/20/2024 5:33:10 PM	0:7:13:59			resolved	Onsite
23262	20-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C200320240009		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	20-03-2024 10:18	3/20/2024 10:40:12 AM	0:0:21:14			os repaired issue resolved	Onsite
23263	20-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	MMG	C200320240008		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	20-03-2024 10:06	3/20/2024 5:32:50 PM	0:7:26:20			resolved	Onsite
23264	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240007		Hardware	E-Mail	Email _Lotus	Lotus	MEDIUM	Closed	20-03-2024 10:04	3/20/2024 10:06:49 AM	0:0:2:49			remove the sign option when sent	Remote
23265	20-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C200320240006		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	20-03-2024 09:56	3/20/2024 10:03:34 AM	0:0:7:23			click sync now issue resolved	Onsite
23266	20-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C200320240005		Hardware	PC	Network Not Working	PC	LOW	Closed	20-03-2024 09:55	3/20/2024 10:02:42 AM	0:0:7:29			lan card driver reinstalled now issue	Onsite
23267	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240004		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 09:47	3/20/2024 9:48:04 AM	0:0:0:32			ID has been unlocked from the server	Remote
23268	20-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C200320240003		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	20-03-2024 09:45	3/20/2024 9:45:53 AM	0:0:0:38			ID has been unlocked from the server	Remote
23269	20-03-2024	SAKET	Adchini	CHD	C200320240002		Hardware	Printer	Image Issue	Light	LOW	Closed	20-03-2024 09:24	3/20/2024 9:43:56 AM	0:0:19:10			Printer cartridge changed	Onsite
23270	20-03-2024	SAKET	Malviya Nagar	HR	C200320240001		Hardware	Laptop	Network Not Working	Other	LOW	Closed	20-03-2024 09:22	3/20/2024 11:09:50 AM	0:1:47:27			Speaker connected with cable	Onsite
23271	21-03-2024	VASANT KUNJ	Mahipalpur	O-M	C210320240184		Hardware	UPS	Backup	No Power	LOW	Closed	21-03-2024 18:44	3/21/2024 7:14:10 PM	0:0:30:3			UPS input power issue resolved	Onsite
23272	21-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C210320240183		Hardware	System	Other Software	Adobe	LOW	Closed	21-03-2024 18:40	3/21/2024 7:12:37 PM	0:0:31:51			PDF file download location changed	Remote
23273	21-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C210320240182		Hardware	Scanner	Scaning issue	Others	LOW	Closed	21-03-2024 18:35	3/21/2024 7:11:15 PM	0:0:35:58			Driver reinstalled	Remote
23274	21-03-2024	VASANT KUNJ	C 8	O-M	C210320240181		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 18:33	3/21/2024 7:10:08 PM	0:0:36:55			Created a new replica	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23275	21-03-2024	VASANT KUNJ	Bijwasan	O-M	C210320240180		Network	LAN Issue	LAN Issue	Others	LOW	Closed	21-03-2024 18:30	3/21/2024 7:08:47 PM	0:0:38:15			LAN port changed on switch side	Onsite
23276	21-03-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C210320240179		Hardware	Printer	Image Issue	Image	MEDIUM	Closed	21-03-2024 17:45	3/21/2024 5:57:45 PM	0:0:12:0			PRINTER CLEAN AND PROBLEM	Onsite
23277	21-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C210320240178		Hardware	MOUSE	Not working	Working	MEDIUM	Closed	21-03-2024 17:44	3/21/2024 5:56:44 PM	0:0:12:12			RESOLVED.	Onsite
23278	21-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	OM-DIV	C210320240177		Hardware	PC	TFT	Power	MEDIUM	Closed	21-03-2024 17:43	3/21/2024 5:56:26 PM	0:0:13:6			TFT POWER BUTTON CLEAN AND	Onsite
23279	21-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210320240176		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-03-2024 17:38	3/21/2024 5:41:49 PM	0:0:3:20			ADS user create and all data copy to	Onsite
23280	21-03-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C210320240175		Hardware	System	Other Software	Browser	LOW	Closed	21-03-2024 17:33	3/21/2024 5:51:06 PM	0:0:17:46			Issue resolved as reqd.	Onsite
23281	21-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C210320240174		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-03-2024 17:32	3/21/2024 5:41:59 PM	0:0:9:36			ADS user create and all data copy to	Onsite
23282	21-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C210320240173		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 17:31	3/21/2024 5:42:26 PM	0:0:11:25			ADS user create and all data copy to	Onsite
23283	21-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C210320240172		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	21-03-2024 17:30	3/21/2024 5:50:56 PM	0:0:19:57			Issue resolved as reqd.	Onsite
23284	21-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C210320240171		Telecome	Instrumen	IP	Others	LOW	Closed	21-03-2024 17:29	3/21/2024 5:50:43 PM	0:0:20:55			Issue resolved as reqd.	Onsite
23285	21-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210320240170		Hardware	System	Internet Issue	Internet	LOW	Closed	21-03-2024 17:28	3/21/2024 5:50:29 PM	0:0:21:45			Issue resolved as reqd.	Onsite
23286	21-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210320240169		Hardware	System	Other Software	Browser	LOW	Closed	21-03-2024 17:27	3/21/2024 5:50:19 PM	0:0:22:24			Issue resolved as reqd.	Onsite
23287	21-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210320240168		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 17:27	3/21/2024 5:50:05 PM	0:0:22:35			Issue resolved as reqd.	Onsite
23288	21-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C210320240167		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 17:27	3/21/2024 5:49:50 PM	0:0:22:39			Issue resolved as reqd.	Remote
23289	21-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C210320240166		Hardware	Laptop	Network Not Working	Other	LOW	Closed	21-03-2024 17:24	3/21/2024 5:24:32 PM	0:0:0:28			Resolved	Onsite
23290	21-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C210320240164		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-03-2024 17:23	3/21/2024 5:24:56 PM	0:0:1:41			Resolved	Onsite
23291	21-03-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C210320240163		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-03-2024 17:23	3/21/2024 5:25:04 PM	0:0:2:2			Resolved	Onsite
23292	21-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C210320240165		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-03-2024 17:23	3/21/2024 5:24:41 PM	0:0:0:56			Resolved	Onsite
23293	21-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C210320240162		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	21-03-2024 17:15	3/21/2024 5:16:09 PM	0:0:1:4			create new replica	Remote
23294	21-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C210320240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 17:12	3/21/2024 5:13:32 PM	0:0:0:32			Mentioned user password has been	Remote
23295	21-03-2024	NEHRU PLACE CSO	First Floor - E Block	BUSINESS/	C210320240160		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 17:09	3/21/2024 5:10:36 PM	0:0:0:51			The group has been modified as	Remote
23296	21-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C210320240158		Hardware	PC	Not working at all	Others	LOW	Closed	21-03-2024 17:03	3/21/2024 5:08:22 PM	0:0:5:22			Issue has been resolved after	Onsite
23297	21-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C210320240159		Hardware	PC	Not working at all	Others	LOW	Closed	21-03-2024 17:03	3/21/2024 5:08:38 PM	0:0:5:0			Issue has been resolved after	Onsite
23298	21-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C210320240157		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-03-2024 17:01	3/21/2024 5:03:02 PM	0:0:1:31			Increase of mailbox quota for	Remote
23299	21-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C210320240156		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-03-2024 16:59	3/21/2024 4:59:46 PM	0:0:0:42			ID creation has been done for Satish K	Remote
23300	21-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C210320240155		Hardware	Laptop	System Password issue	Others	LOW	Closed	21-03-2024 16:58	3/21/2024 5:01:12 PM	0:0:2:57			Issue Resolved	Onsite
23301	21-03-2024	NIZAMUDDIN	Lodhi Road	O-M	C210320240154		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 16:57	3/21/2024 5:00:01 PM	0:0:2:18			resolved	Onsite
23302	21-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C210320240153		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 16:57	3/21/2024 5:01:01 PM	0:0:3:56			Issue Resolved	Onsite
23303	21-03-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C210320240151		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 16:56	3/21/2024 5:00:51 PM	0:0:4:14			Issue Resolved	Onsite
23304	21-03-2024	NIZAMUDDIN	Lodhi Road	O-M	C210320240152		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	21-03-2024 16:56	3/21/2024 4:59:38 PM	0:0:2:58			resolved	Onsite
23305	21-03-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	CORPORA	C210320240150		Hardware	Laptop	Other Issue	Others	LOW	Closed	21-03-2024 16:55	3/21/2024 5:00:43 PM	0:0:5:8			Issue Resolved	Onsite
23306	21-03-2024	NIZAMUDDIN	Lodhi Road	O-M	C210320240148		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-03-2024 16:54	3/21/2024 4:59:26 PM	0:0:4:39			resolved	Onsite
23307	21-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C210320240149		Hardware	PC	System Password issue	Password	LOW	Closed	21-03-2024 16:54	3/21/2024 5:00:33 PM	0:0:5:34			Issue Resolved	Onsite
23308	21-03-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C210320240147		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	21-03-2024 16:54	3/21/2024 4:59:24 PM	0:0:5:14			Issue Resolved	Onsite
23309	21-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	O-M	C210320240146		Hardware	PC	Restart Problem	High CPU	LOW	Closed	21-03-2024 16:53	3/21/2024 4:59:11 PM	0:0:5:30			resolved	Onsite
23310	21-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C210320240145		Hardware	System	Other Software	Browser	LOW	Closed	21-03-2024 16:53	3/21/2024 4:59:14 PM	0:0:5:47			Issue Resolved	Onsite
23311	21-03-2024	NEHRU PLACE CSO	First Floor - E Block	SAFETY	C210320240144		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-03-2024 16:53	3/21/2024 4:54:22 PM	0:0:1:9			Bulk Mail request has been created.	Remote
23312	21-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C210320240143		Hardware	PC	System Password issue	Password	LOW	Closed	21-03-2024 16:52	3/21/2024 4:59:03 PM	0:0:6:4			Issue Resolved	Onsite
23313	21-03-2024	NIZAMUDDIN	Lodhi Road	O-M	C210320240142		Hardware	PC	Restart Problem	Physical	LOW	Closed	21-03-2024 16:52	3/21/2024 4:58:52 PM	0:0:6:34			resolved	Onsite
23314	21-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C210320240141		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 16:51	3/21/2024 4:58:53 PM	0:0:7:13			Issue Resolved	Onsite
23315	21-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C210320240140		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 16:50	3/21/2024 4:58:45 PM	0:0:8:8			Issue Resolved	Onsite
23316	21-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C210320240139		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	21-03-2024 16:49	3/21/2024 4:58:38 PM	0:0:8:50			Issue Resolved	Onsite
23317	21-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C210320240138		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	21-03-2024 16:48	3/21/2024 5:07:24 PM	0:0:18:35			Issue has been resolved after	Onsite
23318	21-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C210320240137		Telecome	Instrumen	Not working	Hardware	LOW	Closed	21-03-2024 16:47	3/21/2024 5:06:40 PM	0:0:19:3			Issue has been resolved after changed	Onsite
23319	21-03-2024	NEHRU PLACE	20 No Building	C-M	C210320240136		Hardware	System	MS Office	Software	LOW	Closed	21-03-2024 16:47	3/21/2024 5:27:54 PM	0:0:40:53			stop to task manger and re-open	Onsite
23320	21-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C210320240135		Telecome	Instrumen	SIP	Adaptor	LOW	Closed	21-03-2024 16:45	3/21/2024 5:06:20 PM	0:0:21:6			Issue has been resolved after changed	Onsite
23321	21-03-2024	NEHRU PLACE	20 No Building	Energy	C210320240134		Hardware	PC	Not working at all	No power	LOW	Closed	21-03-2024 16:40	3/21/2024 5:27:21 PM	0:0:47:9			Power cable lose, issue resolved	Onsite
23322	21-03-2024	NEHRU PLACE	20 No Building	ADMIN	C210320240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 16:38	3/21/2024 5:26:54 PM	0:0:48:41			Dienotes run and restart the mail	Onsite
23323	21-03-2024	NEHRU PLACE	20 No Building	Energy	C210320240132		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-03-2024 16:37	3/21/2024 5:26:21 PM	0:0:48:40			RAM clean & re-insert, issue resolved	Onsite
23324	21-03-2024	OTHERS	VSNL	KCC/MLCC	C210320240131		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 16:34	3/21/2024 5:17:26 PM	0:0:43:13			Dotnet enable now issue resolved	Onsite
23325	21-03-2024	OTHERS	VSNL	KCC/MLCC	C210320240130		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 16:33	3/21/2024 5:17:02 PM	0:0:43:25			Visio basic installed now issue	Onsite
23326	21-03-2024	OTHERS	VSNL	RCM	C210320240128		Network	LAN Issue	LAN Issue	Backbone	LOW	Closed	21-03-2024 16:32	3/21/2024 5:15:57 PM	0:0:43:53			Replace the Patch cable now issue	Onsite
23327	21-03-2024	OTHERS	VSNL	RCM	C210320240129		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	21-03-2024 16:32	3/21/2024 5:16:23 PM	0:0:43:36			Windows installed now issue resolved	Onsite
23328	21-03-2024	NEHRU PLACE CSO	First Floor - C Block	IT	C210320240127		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 16:30	3/21/2024 4:46:37 PM	0:0:16:21			Issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23329	21-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C210320240126		Hardware	System	Other Software	Adobe	LOW	Closed	21-03-2024 16:29	3/21/2024 4:46:45 PM	0:0:17:3			Issue resolved	Onsite
23330	21-03-2024	NEHRU PLACE CSO	Third Floor - B Block	BUSINESS/	C210320240125		Hardware	Laptop	System Password issue	Others	LOW	Closed	21-03-2024 16:29	3/21/2024 4:46:52 PM	0:0:17:31			Issue resolved	Onsite
23331	21-03-2024	OTHERS	VSNL	MMG	C210320240124		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	21-03-2024 16:28	3/21/2024 5:14:47 PM	0:0:45:51			Remove the paper from scanner now	Onsite
23332	21-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C210320240123		Hardware	PC	TFT	Color	LOW	Closed	21-03-2024 16:23	3/21/2024 5:05:47 PM	0:0:42:10			Issue has been resolved after changed	Onsite
23333	21-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	DSK	C210320240122		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	21-03-2024 16:22	3/21/2024 5:29:46 PM	0:1:7:28			updated anti virus and restart the pc	Onsite
23334	21-03-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C210320240121		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-03-2024 16:19	3/21/2024 5:29:14 PM	0:1:9:15			installed printer and update the driver	Onsite
23335	21-03-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C210320240120		Hardware	System	Other Software	Browser	LOW	Closed	21-03-2024 16:16	3/21/2024 5:27:08 PM	0:1:10:18			change the ess password and email	Onsite
23336	21-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C210320240119		Telecome	Instrumen	Analog	Line	LOW	Closed	21-03-2024 16:16	3/21/2024 5:17:43 PM	0:1:1:32			change line cord issue resolved	Onsite
23337	21-03-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C210320240118		Hardware	PC	Not working at all	Others	LOW	Closed	21-03-2024 16:15	3/21/2024 5:17:18 PM	0:1:2:7			change the computer name and join	Onsite
23338	21-03-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C210320240117		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-03-2024 16:14	3/21/2024 5:16:42 PM	0:1:2:27			installed and configured all software	Onsite
23339	21-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C210320240116		Hardware	System	Other Software	Adobe	MEDIUM	Closed	21-03-2024 16:12	3/21/2024 4:22:17 PM	0:0:9:37			After repair pdf file issue resolved	Remote
23340	21-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C210320240115		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-03-2024 16:11	3/21/2024 4:21:55 PM	0:0:10:34			Mail configured issue resolved	Remote
23341	21-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C210320240114		Hardware	PC	Network Not Working	Network	LOW	Closed	21-03-2024 16:01	3/21/2024 4:01:56 PM	0:0:0:37			network call log to vendor now	Onsite
23342	21-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C210320240113		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-03-2024 15:57	3/21/2024 4:04:41 PM	0:0:7:0			issue resolved	Onsite
23343	21-03-2024	NEHRU PLACE CSO	Second Floor - B Block	IT	C210320240112		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-03-2024 15:56	3/21/2024 4:04:25 PM	0:0:7:45			issue resolved	Onsite
23344	21-03-2024	NEHRU PLACE CSO	Third Floor - E Block	HR	C210320240111		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:55	3/21/2024 4:04:10 PM	0:0:8:35			issue resolved	Onsite
23345	21-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C210320240109		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-03-2024 15:54	3/21/2024 4:03:47 PM	0:0:9:35			issue resolved	Onsite
23346	21-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C210320240110		Hardware	System	Other Software	software	LOW	Closed	21-03-2024 15:54	3/21/2024 5:46:29 PM	0:1:51:42			S/W rw-installed	Remote
23347	21-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C210320240108		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	21-03-2024 15:53	3/21/2024 4:03:29 PM	0:0:9:58			issue resolved	Onsite
23348	21-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C210320240107		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	21-03-2024 15:53	3/21/2024 4:21:34 PM	0:0:28:26			After clean temp file issue resolved	Remote
23349	21-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C210320240106		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	21-03-2024 15:52	3/21/2024 4:03:11 PM	0:0:10:35			issue resolved	Onsite
23350	21-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C210320240105		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-03-2024 15:52	3/21/2024 4:02:55 PM	0:0:10:54			issue resolved	Onsite
23351	21-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210320240104		Hardware	System	Other Software	New	MEDIUM	Closed	21-03-2024 15:51	3/21/2024 4:21:04 PM	0:0:29:9			after scan mode change to	Remote
23352	21-03-2024	OTHERS	Andrews Ganj	Enforcem	C210320240103		Hardware	System	MS Office	Software	LOW	Closed	21-03-2024 15:51	3/21/2024 3:53:10 PM	0:0:1:25			MS office issue	Onsite
23353	21-03-2024	NEHRU PLACE	W Block GK 1	O-M	C210320240102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:51	3/21/2024 4:33:43 PM	0:0:42:0			mail archived & compacted.	Onsite
23354	21-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C210320240101		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:51	3/21/2024 4:02:38 PM	0:0:11:16			issue resolved	Onsite
23355	21-03-2024	OTHERS	Andrews Ganj	Enforcem	C210320240098		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:50	3/21/2024 3:53:26 PM	0:0:3:11			mail issue	Onsite
23356	21-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210320240100		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	21-03-2024 15:50	3/21/2024 4:20:33 PM	0:0:30:2			after reconfigure printer issue	Remote
23357	21-03-2024	NEHRU PLACE CSO	First Floor - F Block	ADMIN	C210320240099		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	21-03-2024 15:50	3/21/2024 4:02:22 PM	0:0:12:0			issue resolved	Onsite
23358	21-03-2024	OTHERS	Andrews Ganj	Enforcem	C210320240097		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:49	3/21/2024 3:53:38 PM	0:0:3:49			mail issue	Onsite
23359	21-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210320240096		Hardware	System	Other Software	New	MEDIUM	Closed	21-03-2024 15:49	3/21/2024 4:20:05 PM	0:0:30:26			Date and tine set call closed	Remote
23360	21-03-2024	OTHERS	Andrews Ganj	Enforcem	C210320240095		Hardware	System	Other Software	software	LOW	Closed	21-03-2024 15:49	3/21/2024 3:53:58 PM	0:0:4:44			webex issue	Onsite
23361	21-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C210320240094		Hardware	System	Other Software	software	MEDIUM	Closed	21-03-2024 15:48	3/21/2024 4:19:47 PM	0:0:31:11			After reinstall excel issue resolved	Remote
23362	21-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C210320240093		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-03-2024 15:47	3/21/2024 4:19:09 PM	0:0:31:20			New archive created issue resolved	Onsite
23363	21-03-2024	OTHERS	PLA Court	Enforcem	C210320240092		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	21-03-2024 15:47	3/21/2024 3:52:49 PM	0:0:5:5			pc booting issue	Onsite
23364	21-03-2024	SARITA VIHAR	Shaheen Bagh	OM-DIV	C210320240091		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	21-03-2024 15:46	3/21/2024 4:17:47 PM	0:0:31:44			After clean team file and increase cpu	Onsite
23365	21-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C210320240090		Hardware	PC	New OS Insatallation	New OS	MEDIUM	Closed	21-03-2024 15:44	3/21/2024 4:17:08 PM	0:0:32:26			OS and required software insall call	Onsite
23366	21-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210320240089		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	21-03-2024 15:43	3/21/2024 4:33:23 PM	0:0:49:36			paper tray fit to printer.	Onsite
23367	21-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C210320240088		Hardware	System	Other Software	Browser	LOW	Closed	21-03-2024 15:43	3/21/2024 4:33:04 PM	0:0:49:55			Allow from tend micro antivirus.	Onsite
23368	21-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210320240086		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 15:42	3/21/2024 4:32:36 PM	0:0:50:26			Camera configured.	Onsite
23369	21-03-2024	SAKET	Chhatarpur CC	O-M	C210320240087		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	21-03-2024 15:42	3/21/2024 5:46:46 PM	0:2:3:58			LAN issue	Onsite
23370	21-03-2024	SAKET	Fatehpur Beri CC	O-M	C210320240085		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	21-03-2024 15:41	3/21/2024 5:46:04 PM	0:2:4:10			Paper Jam	Onsite
23371	21-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C210320240084		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-03-2024 15:41	3/21/2024 4:32:02 PM	0:0:50:43			RAM cleaning and reinsert the RAM.	Onsite
23372	21-03-2024	SAKET	Malviya Nagar Grid	OM-EHV	C210320240082		Hardware	PC	Not working at all	Harddisk	LOW	Closed	21-03-2024 15:41	3/21/2024 5:45:18 PM	0:2:4:3			Booting issue	Onsite
23373	21-03-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C210320240083		Hardware	KEYBOAR	Not working	Ticket	MEDIUM	Closed	21-03-2024 15:41	3/21/2024 4:16:32 PM	0:0:35:14			Keyboard call logged to vendor call	Onsite
23374	21-03-2024	SAKET	Adchini	CIVIL	C210320240080		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	21-03-2024 15:40	3/21/2024 5:44:45 PM	0:2:4:10			Printer driver reinstalled	Onsite
23375	21-03-2024	NEHRU PLACE	W Block GK 1	O-M	C210320240081		Hardware	PC	Network Not Working	Connectivi	LOW	Closed	21-03-2024 15:40	3/21/2024 4:31:29 PM	0:0:50:45			LAN cable connect to POE then	Onsite
23376	21-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C210320240078		Hardware	Laptop	Screen Issue	Sent to	LOW	Closed	21-03-2024 15:39	3/21/2024 4:30:55 PM	0:0:51:0			Sent to nehru place.	Onsite
23377	21-03-2024	SAKET	Adchini	CIVIL	C210320240079		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	21-03-2024 15:39	3/21/2024 5:44:10 PM	0:2:4:12			Printer tray settings changed	Onsite
23378	21-03-2024	SAKET	Malviya Nagar	HR	C210320240077		Hardware	Laptop	Not working at all	Others	LOW	Closed	21-03-2024 15:38	3/21/2024 5:43:37 PM	0:2:4:43			Projector connected	Onsite
23379	21-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C210320240075		Hardware	System	Other Software	New	MEDIUM	Closed	21-03-2024 15:37	3/21/2024 4:15:12 PM	0:0:37:57			After rejoin on ads issue resolved	Remote
23380	21-03-2024	SAKET	Adchini	DSS	C210320240076		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	21-03-2024 15:37	3/21/2024 5:43:14 PM	0:2:5:39			Unwanted DATA deleted	Onsite
23381	21-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C210320240074		Hardware	PC	System Password issue	Password	LOW	Closed	21-03-2024 15:36	3/21/2024 3:38:15 PM	0:0:1:18			done issue resolved	Onsite
23382	21-03-2024	NIZAMUDDIN	Kilokri	OM-DIV	C210320240073		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-03-2024 15:36	3/21/2024 4:14:46 PM	0:0:38:35			After replace local replica issue	Remote

S.No.	Date	Division	Location	Departmen t	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M :S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23383	21-03-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C210320240072		Hardware	PC	Restart Problem	OS/Syste	MEDIUM	Closed	21-03-2024 15:35	3/21/2024 4:13:58 PM	0:0:38:47			After repair os issue resolved	Onsite
23384	21-03-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C210320240071		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	21-03-2024 15:34	3/21/2024 4:13:25 PM	0:0:39:18			Mail configure call closed	Remote
23385	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240070		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	21-03-2024 15:26	3/21/2024 3:38:26 PM	0:0:12:13			Keyboard not working issue resolved	Onsite
23386	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240069		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	21-03-2024 15:25	3/21/2024 3:38:09 PM	0:0:12:25			Scanner not working issue resolved	Onsite
23387	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240068		Hardware	System	MS Office	File	LOW	Closed	21-03-2024 15:25	3/21/2024 3:37:52 PM	0:0:12:40			Ms excel not working issue resolved	Onsite
23388	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240067		Hardware	MOUSE	Not working	Other	LOW	Closed	21-03-2024 15:24	3/21/2024 3:37:38 PM	0:0:12:54			Mouse not working issue resolved	Onsite
23389	21-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210320240066		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 15:24	3/21/2024 3:29:21 PM	0:0:5:0			issue resolved after change the TM	Onsite
23390	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240065		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:24	3/21/2024 3:36:48 PM	0:0:12:37			Email not working issue resolved	Onsite
23391	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240064		Hardware	System	Other Software	Adobe	LOW	Closed	21-03-2024 15:23	3/21/2024 3:36:31 PM	0:0:12:49			pdf not working issue resolved	Onsite
23392	21-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210320240063		Hardware	PC	System Password issue	Password	LOW	Closed	21-03-2024 15:23	3/21/2024 3:28:57 PM	0:0:5:29			issue resolved after change the	Onsite
23393	21-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210320240062		Hardware	PC	System Password issue	Password	LOW	Closed	21-03-2024 15:23	3/21/2024 3:28:48 PM	0:0:5:30			issue resolved after change the	Onsite
23394	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240061		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	21-03-2024 15:22	3/21/2024 3:36:08 PM	0:0:13:9			Printer not working issue resolved	Onsite
23395	21-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210320240060		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:22	3/21/2024 3:28:39 PM	0:0:6:10			issue resolved after reconfigure the	Onsite
23396	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240059		Hardware	System	Other Software	Adobe	LOW	Closed	21-03-2024 15:22	3/21/2024 3:35:38 PM	0:0:13:22			Ms office not working issue resolved	Onsite
23397	21-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C210320240058		Hardware	System	MS Office	Software	LOW	Closed	21-03-2024 15:21	3/21/2024 3:35:20 PM	0:0:13:31			Ms excel not working issue resolved	Onsite
23398	21-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C210320240057		Hardware	PC	System Password issue	Password	LOW	Closed	21-03-2024 15:14	3/21/2024 3:28:13 PM	0:0:13:57			issue resolved after change the	Onsite
23399	21-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	OM-EHV	C210320240056		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	21-03-2024 15:13	3/21/2024 3:13:25 PM	0:0:0:24			reset the battery	Onsite
23400	21-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210320240055		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	21-03-2024 15:11	3/21/2024 3:14:03 PM	0:0:2:13			login with ads	Onsite
23401	21-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210320240054		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	21-03-2024 15:10	3/21/2024 3:14:23 PM	0:0:3:56			login with ads	Onsite
23402	21-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210320240053		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-03-2024 15:09	3/21/2024 3:14:36 PM	0:0:5:7			login with ads	Onsite
23403	21-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C210320240050		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-03-2024 15:08	3/21/2024 3:14:23 PM	0:0:6:6			printer reconnected issue resolved	Remote
23404	21-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C210320240051		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	21-03-2024 15:08	3/21/2024 3:14:49 PM	0:0:6:28			login with ads	Onsite
23405	21-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C210320240052		Hardware	System	Other Software	proxy	LOW	Closed	21-03-2024 15:08	3/21/2024 3:27:49 PM	0:0:19:8			issue resolved after change the proxy	Onsite
23406	21-03-2024	DWARKA	D Block,Sec 16,Dwarka Admin Store	BUSINESS/	C210320240049		Hardware	Printer	Paper Pickup	Others	LOW	Closed	21-03-2024 15:07	3/21/2024 3:27:27 PM	0:0:19:27			issue resolved after change the	Onsite
23407	21-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C210320240048		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 15:06	3/21/2024 3:13:58 PM	0:0:7:6			quota cleared issue resolved	Remote
23408	21-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210320240047		Hardware	Anti virus	ANTI VIRUS	Anti Virus	LOW	Closed	21-03-2024 14:59	3/21/2024 3:58:54 PM	0:0:59:10			Antivirus updated.	Onsite
23409	21-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210320240046		Hardware	Laptop	Restart Problem	Others	LOW	Closed	21-03-2024 14:54	3/21/2024 3:39:06 PM	0:0:44:53			Laptop Format Done	Onsite
23410	21-03-2024	NIZAMUDDIN	Defence Colony CC	O-M	C210320240044		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-03-2024 14:51	3/21/2024 3:58:17 PM	0:1:7:10			Local LAN not working.	Onsite
23411	21-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210320240045		Hardware	System	Other Software	software	LOW	Closed	21-03-2024 14:51	3/21/2024 3:58:35 PM	0:1:6:51			Network slow working.	Onsite
23412	21-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210320240042		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	21-03-2024 14:50	3/21/2024 3:57:57 PM	0:1:7:42			Password locked.	Onsite
23413	21-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C210320240043		Hardware	System	Other Software	software	HIGH	Closed	21-03-2024 14:50	3/21/2024 3:01:06 PM	0:0:10:52			exe changed	Onsite
23414	21-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C210320240041		Hardware	PC	Hanging/Slow processing	Physical	HIGH	Closed	21-03-2024 14:49	3/21/2024 3:01:49 PM	0:0:12:37			same app reinstall	Onsite
23415	21-03-2024	NAGLOI	GH9,Paschim Vihar Complaint Center	O-M	C210320240039		Hardware	MOUSE	Not working	Other	HIGH	Closed	21-03-2024 14:48	3/21/2024 3:02:10 PM	0:0:14:9			mouse changed	Onsite
23416	21-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C210320240040		Telecome	Instrumen	SIP	Instrumen	LOW	Closed	21-03-2024 14:48	3/21/2024 3:56:41 PM	0:1:7:41			Local LAN problem.	Onsite
23417	21-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C210320240038		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	21-03-2024 14:46	3/21/2024 3:03:00 PM	0:0:16:5			Scanner reinstall	Onsite
23418	21-03-2024	NAGLOI	Udyog Nagar no 5 Complaint Center	O-M	C210320240037		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	21-03-2024 14:46	3/21/2024 3:03:28 PM	0:0:17:25			keyboard changed	Onsite
23419	21-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C210320240036		Telecome	Instrumen	Line Cord	Line Cord	LOW	Closed	21-03-2024 14:37	3/21/2024 3:50:24 PM	0:1:12:54			Change line cord now working fine	Onsite
23420	21-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C210320240035		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 14:35	3/21/2024 3:49:56 PM	0:1:13:57			Join ADS Now working fine	Remote
23421	21-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210320240034		Hardware	Printer	Image Issue	Light	LOW	Closed	21-03-2024 14:35	3/21/2024 2:53:28 PM	0:0:17:54			Cartage Replaced Issue Resolved	Onsite
23422	21-03-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C210320240033		Hardware	System	Other Software	New	LOW	Closed	21-03-2024 14:35	3/21/2024 4:16:04 PM	0:1:40:57			Change CMOS Battery now working	Onsite
23423	21-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	O-M	C210320240031		Network	Link	Link Connectivity Issue	Link	LOW	Closed	21-03-2024 14:34	3/21/2024 3:49:31 PM	0:1:15:15			Done network troubleshooting steps	Onsite
23424	21-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C210320240032		Hardware	PC	Restart Problem	Others	LOW	Closed	21-03-2024 14:34	3/21/2024 2:52:49 PM	0:0:18:12			Desktop Icons Settings Change Issue	Onsite
23425	21-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	Dispancer	C210320240030		Network	Link	Link Connectivity Issue	Link	LOW	Closed	21-03-2024 14:33	3/21/2024 3:49:20 PM	0:1:15:59			Done network troubleshooting steps	Onsite
23426	21-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210320240029		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	21-03-2024 14:31	3/21/2024 3:23:54 PM	0:0:52:48			reset password now issue resolved	Remote
23427	21-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210320240028		Hardware	PC	Hanging/Slow processing	OS/Syste	LOW	Closed	21-03-2024 14:30	3/21/2024 3:23:13 PM	0:0:52:40			Data Backup done	Onsite
23428	21-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C210320240027		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	21-03-2024 14:28	3/21/2024 3:22:22 PM	0:0:53:35			installed the driver now issue resolved	Onsite
23429	21-03-2024	ALAKNANDA	Okhla Ph 1	O-M	C210320240026		Network	Link	Link Connectivity Issue	Others	LOW	Closed	21-03-2024 14:27	3/21/2024 3:21:55 PM	0:0:54:21			Visited on site	Onsite
23430	21-03-2024	ALAKNANDA	A 12 Kalkaji	O-M	C210320240025		Hardware	PC	Not working at all	Others	LOW	Closed	21-03-2024 14:23	3/21/2024 3:21:16 PM	0:0:57:17			Login with ADS and password now	Onsite
23431	21-03-2024	ALAKNANDA	A 12 Kalkaji	O-M	C210320240024		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	21-03-2024 14:22	3/21/2024 3:20:39 PM	0:0:57:49			Installed the OS & all software now	Onsite
23432	21-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C210320240023		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	21-03-2024 13:49	3/21/2024 2:40:11 PM	0:0:50:22			Provide Portable usb Port.	Onsite
23433	21-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210320240022		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-03-2024 13:46	3/21/2024 2:40:53 PM	0:0:54:40			Take follow up & Service Done by	Onsite
23434	21-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210320240021		Hardware	PC	Not working at all	Others	LOW	Closed	21-03-2024 13:44	3/21/2024 2:41:23 PM	0:0:56:32			SMPS Change.	Onsite
23435	21-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210320240020		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	21-03-2024 13:42	3/21/2024 2:42:06 PM	0:0:59:43			Ram dust clean & PC Clean with	Onsite
23436	21-03-2024	SAKET	Adchini	SAFETY	C210320240019		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	21-03-2024 13:30	3/26/2024 9:30:28 AM	4:19:59:47			LAN not work	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23437	21-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	OM-DIV	C210320240018		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 13:23	3/21/2024 2:42:32 PM	0:1:19:10			Do mail archive & compact.	Onsite
23438	21-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C210320240017		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-03-2024 13:22	3/21/2024 2:43:07 PM	0:1:20:58			Mail close & then open.	Onsite
23439	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C210320240016		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-03-2024 12:40	3/21/2024 1:44:48 PM	0:1:3:54			Vendor per page engg settings done	Onsite
23440	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Billing	C210320240015		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	21-03-2024 12:36	3/21/2024 1:44:25 PM	0:1:8:3			Vendor per page engg settings done	Onsite
23441	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Billing	C210320240014		Hardware	Printer	No display on Panel	Printer	LOW	Closed	21-03-2024 12:32	3/21/2024 1:43:43 PM	0:1:10:51			vendor engg replaced power supply	Onsite
23442	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C210320240013		Hardware	Printer	No display on Panel	Printer	LOW	Closed	21-03-2024 12:31	3/21/2024 1:43:30 PM	0:1:12:24			vendor engg replaced power supply	Onsite
23443	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C210320240012		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	21-03-2024 12:25	3/21/2024 1:42:53 PM	0:1:17:49			Removed paper from vendor engg	Onsite
23444	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C210320240011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 12:23	3/21/2024 1:42:12 PM	0:1:18:51			software repair done ans location	Onsite
23445	21-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C210320240010		Hardware	System	Other Software	proxy	LOW	Closed	21-03-2024 12:18	3/21/2024 1:40:47 PM	0:1:21:56			Proxy settings done now HRMS portal	Onsite
23446	21-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C210320240009		Network	Internet	Internet Issue	Internet	LOW	Closed	21-03-2024 12:03	3/21/2024 12:30:46 PM	0:0:26:58			Issue resolved as reqd	Onsite
23447	21-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C210320240008		Hardware	E-Mail	Email _Lotus	Mail	HIGH	Closed	21-03-2024 11:38	3/21/2024 4:58:39 PM	0:5:20:7			resolved	Onsite
23448	21-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C210320240007		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	21-03-2024 11:31	3/21/2024 11:36:02 AM	0:0:4:44			wrong profile choose by user now	Remote
23449	21-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C210320240006		Hardware	System	Other Software	Browser	LOW	Closed	21-03-2024 11:30	3/21/2024 11:36:23 AM	0:0:5:29			open in firefox now issue resolved	Remote
23450	21-03-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C210320240005		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	21-03-2024 10:31	3/21/2024 11:05:24 AM	0:0:33:32			lan cable faulty now replaced issue	Onsite
23451	21-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C210320240004		Hardware	System	Other Software	Adobe	LOW	Closed	21-03-2024 10:29	3/21/2024 10:39:32 AM	0:0:9:34			restart the pc now issue resolved	Onsite
23452	21-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C210320240003		Hardware	System	MS Office	File Not	LOW	Closed	21-03-2024 10:29	3/21/2024 10:39:18 AM	0:0:10:17			restart the pc now issue resolved	Onsite
23453	21-03-2024	NIZAMUDDIN	Defence Colony CC	O-M	C210320240002		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	21-03-2024 10:22	3/21/2024 11:51:07 AM	0:1:28:12			Lotus settings problem now working	Onsite
23454	21-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	KCC/MLCC	C210320240001		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	21-03-2024 09:50	3/21/2024 4:58:21 PM	0:7:8:12			resolved	Onsite
23455	22-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C220320240144		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 18:12	3/22/2024 6:25:38 PM	0:0:13:29			P92 log on created	Remote
23456	22-03-2024	VASANT KUNJ	C 9 Vasant Kunj	DSK	C220320240143		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 18:10	3/22/2024 6:24:53 PM	0:0:13:57			POP up allow always	Remote
23457	22-03-2024	VASANT KUNJ	Andheria Bagh Pocket A	DSK	C220320240142		Hardware	PC	Not working at all	No power	LOW	Closed	22-03-2024 18:09	3/22/2024 6:23:43 PM	0:0:14:19			Power supply issue at DSK	Onsite
23458	22-03-2024	VASANT KUNJ	B 1 Near Police Station	Data	C220320240141		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	22-03-2024 18:08	3/22/2024 6:22:51 PM	0:0:14:15			RAM clean and reinsert	Onsite
23459	22-03-2024	SAKET	D-Block Saket	O-M	C220320240140		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	22-03-2024 17:02	3/22/2024 5:28:00 PM	0:0:25:52			IP Address configured	
23460	22-03-2024	SAKET	Adchini	BUSINESS/	C220320240139		Hardware	PC	Not working at all	Others	LOW	Closed	22-03-2024 17:01	3/22/2024 5:29:13 PM	0:0:28:4			Boot device changed from BIOS	
23461	22-03-2024	SAKET	Adchini	CIVIL	C220320240138		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-03-2024 17:00	3/22/2024 5:27:06 PM	0:0:26:47			Re-connect the share printer	
23462	22-03-2024	SAKET	Adchini	DSS	C220320240137		Hardware	System	Other Software	software	LOW	Closed	22-03-2024 16:59	3/22/2024 5:25:59 PM	0:0:26:35			P92 configured	
23463	22-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C220320240136		Hardware	Printer	Image Issue	Image	LOW	Closed	22-03-2024 16:58	3/22/2024 5:00:12 PM	0:0:1:18			cartridge replaced.	Onsite
23464	22-03-2024	SAKET	Adchini	BUSINESS/	C220320240135		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	22-03-2024 16:56	3/22/2024 5:02:32 PM	0:0:5:42			RJ45 Crimp	Onsite
23465	22-03-2024	SAKET	Adchini	DSK	C220320240134		Hardware	PC	TFT	Color	LOW	Closed	22-03-2024 16:55	3/22/2024 5:19:10 PM	0:0:23:22			VGA Cable reconnect	
23466	22-03-2024	SAKET	Adchini	CIVIL	C220320240133		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 16:54	3/22/2024 5:14:04 PM	0:0:19:8			Arcive location changed	
23467	22-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C220320240132		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	22-03-2024 16:27	3/22/2024 4:28:54 PM	0:0:1:39			Issue Resolved	Onsite
23468	22-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C220320240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 16:26	3/22/2024 4:28:46 PM	0:0:2:23			Issue Resolved	Onsite
23469	22-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C220320240128		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 16:24	3/22/2024 4:28:38 PM	0:0:4:28			Issue Resolved	Onsite
23470	22-03-2024	OTHERS	Andrews Ganj	Enforcem	C220320240130		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 16:24	3/22/2024 4:25:54 PM	0:0:1:9			mail issue	Onsite
23471	22-03-2024	OTHERS	HUDCO Grid	PROTECTI	C220320240129		Hardware	PC	TFT	Power	LOW	Closed	22-03-2024 16:24	3/22/2024 4:26:06 PM	0:0:1:45			TFT issue	Onsite
23472	22-03-2024	OTHERS	HUDCO Grid	PROTECTI	C220320240127		Hardware	PC	Restart Problem	Others	LOW	Closed	22-03-2024 16:23	3/22/2024 4:26:17 PM	0:0:2:26			ADS Issue	Onsite
23473	22-03-2024	NIZAMUDDIN	Defence Colony revenue Office	Finance	C220320240126		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-03-2024 16:23	3/22/2024 4:26:41 PM	0:0:3:24			LAptop connectivity issue with	Onsite
23474	22-03-2024	NEHRU PLACE CSO	First Floor - E Block	ADMIN	C220320240125		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-03-2024 16:23	3/22/2024 4:28:28 PM	0:0:5:15			Issue Resolved	Onsite
23475	22-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C220320240124		Hardware	Laptop	System Password issue	Password	LOW	Closed	22-03-2024 16:21	3/22/2024 4:28:19 PM	0:0:7:8			Issue Resolved	Onsite
23476	22-03-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C220320240123		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-03-2024 16:18	3/22/2024 4:28:09 PM	0:0:9:18			Issue Resolved	Onsite
23477	22-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C220320240122		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 16:03	3/22/2024 4:28:02 PM	0:0:24:34			Issue Resolved	Onsite
23478	22-03-2024	NEHRU PLACE CSO	Second Floor - D Block	IT	C220320240121		Hardware	Laptop	System Password issue	Password	LOW	Closed	22-03-2024 15:58	3/22/2024 4:27:55 PM	0:0:29:0			Issue Resolved	Onsite
23479	22-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Recovery	C220320240120		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-03-2024 15:55	3/22/2024 4:40:04 PM	0:0:44:34			resolved.	Onsite
23480	22-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C220320240119		Hardware	Printer	Hardware Issue	Ticket	MEDIUM	Closed	22-03-2024 15:54	3/22/2024 4:39:49 PM	0:0:45:1			ticket logged	Onsite
23481	22-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C220320240118		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-03-2024 15:52	3/22/2024 4:27:48 PM	0:0:35:30			Issue Resolved	Onsite
23482	22-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220320240117		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-03-2024 15:51	3/22/2024 3:53:23 PM	0:0:1:49			uninstall app and reinstall app again.	Onsite
23483	22-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220320240116		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 15:47	3/22/2024 3:52:19 PM	0:0:4:50			ADS user create and all data copy to	Onsite
23484	22-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	O-M	C220320240115		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-03-2024 15:45	3/22/2024 3:52:37 PM	0:0:6:49			Printer paper jam issue.	Onsite
23485	22-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C220320240114		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 15:43	3/22/2024 3:52:09 PM	0:0:8:31			ADS user create and all data copy to	Onsite
23486	22-03-2024	JAFFERPUR	Dhasa Complaint Center	O-M	C220320240113		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-03-2024 15:42	3/22/2024 3:51:58 PM	0:0:9:24			ADS user create and all data copy to	Onsite
23487	22-03-2024	OTHERS	VSNL	HR	C220320240112		Network	IP Schema	IP Schema Issue	Others	LOW	Closed	22-03-2024 15:40	3/22/2024 3:48:31 PM	0:0:8:27			IP Address change issue resolve	Onsite
23488	22-03-2024	OTHERS	VSNL	Billing	C220320240111		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	22-03-2024 15:37	3/22/2024 3:47:34 PM	0:0:10:23			replaced	Onsite
23489	22-03-2024	OTHERS	VSNL	Billing	C220320240110		Hardware	MOUSE	Not working	Other	LOW	Closed	22-03-2024 15:36	3/22/2024 3:47:17 PM	0:0:10:47			Replead mouse	Onsite
23490	22-03-2024	OTHERS	VSNL	BUSINESS/	C220320240109		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	22-03-2024 15:35	3/22/2024 3:46:54 PM	0:0:11:9			Printer send to NHP	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23491	22-03-2024	OTHERS	VSNL	O-M	C220320240108		Network	Link	Link Connectivity Issue	Others	LOW	Closed	22-03-2024 15:34	3/22/2024 3:45:58 PM	0:0:11:16			Airtel Patch Cable re-insert Link down	Onsite
23492	22-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C220320240107		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-03-2024 15:29	3/22/2024 4:06:55 PM	0:0:36:56			after rename workspace issue	Remote
23493	22-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C220320240106		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-03-2024 15:29	3/22/2024 4:06:28 PM	0:0:37:11			after reconfigure printer issue	Remote
23494	22-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220320240105		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 15:28	3/22/2024 4:00:52 PM	0:0:32:9			ADS Join Now working fine	Remote
23495	22-03-2024	JANAK PURI	B 32 Maya Puri Complaint Center	O-M	C220320240104		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 15:28	3/22/2024 4:00:40 PM	0:0:32:33			ADS Join Now working fine	Remote
23496	22-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C220320240103		Hardware	System	Other Software	New	MEDIUM	Closed	22-03-2024 15:27	3/22/2024 4:06:09 PM	0:0:38:19			after recreate cas exe issue resolved	Remote
23497	22-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220320240102		Hardware	System	MS Office	File Not	LOW	Closed	22-03-2024 15:27	3/22/2024 4:01:48 PM	0:0:34:28			Reinstalled MS Office now working	Remote
23498	22-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C220320240101		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 15:26	3/22/2024 4:00:26 PM	0:0:33:43			ADS Join Now working fine	Remote
23499	22-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C220320240099		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-03-2024 15:25	3/22/2024 3:59:56 PM	0:0:34:37			Clear paper jam now working fine	Onsite
23500	22-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C220320240100		Hardware	Laptop	Hanging/Slow processing	Others	LOW	Closed	22-03-2024 15:25	3/22/2024 4:53:36 PM	0:1:27:38			Hanging issue run diagnostic and	Onsite
23501	22-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220320240098		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-03-2024 15:24	3/22/2024 4:05:49 PM	0:0:41:9			new archive created call closed	Remote
23502	22-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C220320240097		Hardware	System	Other Software	software	MEDIUM	Closed	22-03-2024 15:23	3/22/2024 4:05:28 PM	0:0:41:38			after reinstall sap issue resolved	Remote
23503	22-03-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C220320240096		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-03-2024 15:22	3/22/2024 4:05:12 PM	0:0:42:12			after clear stuck mails and compact	Remote
23504	22-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C220320240095		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	22-03-2024 15:21	3/22/2024 4:04:49 PM	0:0:43:2			after compact issue resolved	Remote
23505	22-03-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C220320240094		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	22-03-2024 15:20	3/22/2024 4:04:34 PM	0:0:44:11			after crimp rj45 connector issue	Onsite
23506	22-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220320240093		Hardware	System	Other Software	Browser	MEDIUM	Closed	22-03-2024 15:19	3/22/2024 4:04:01 PM	0:0:44:19			after update chorme browser issue	Remote
23507	22-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220320240092		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	22-03-2024 15:18	3/22/2024 4:03:32 PM	0:0:44:39			after reconfigure printer issue	Remote
23508	22-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220320240091		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	22-03-2024 15:18	3/22/2024 4:03:10 PM	0:0:44:54			After crimp RJ 45 connector issue	Onsite
23509	22-03-2024	SARITA VIHAR	Jullena	OM-DIV	C220320240090		Hardware	E-Mail	Email _Lotus	Reset/Unl	MEDIUM	Closed	22-03-2024 15:17	3/22/2024 4:02:43 PM	0:0:45:5			mail send to lotus support for unlock	Remote
23510	22-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C220320240089		Hardware	System	Other Software	software	MEDIUM	Closed	22-03-2024 15:16	3/22/2024 4:02:24 PM	0:0:45:37			After reinstall adobe issue resolved	Remote
23511	22-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C220320240088		Hardware	System	Other Software	New	MEDIUM	Closed	22-03-2024 15:15	3/22/2024 4:02:05 PM	0:0:46:26			P92 icon recreate issue reoslved	Remote
23512	22-03-2024	SARITA VIHAR	Pocket H Block	OM-DIV	C220320240087		Hardware	PC	Not working at all	RAM Issue	MEDIUM	Closed	22-03-2024 15:15	3/22/2024 4:01:41 PM	0:0:46:38			After clean ram and reinsert issue	Onsite
23513	22-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	OM-DIV	C220320240086		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-03-2024 14:56	3/22/2024 3:09:13 PM	0:0:12:29			Issue has been resolved after update	Remote
23514	22-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C220320240085		Hardware	Printer	No display on Panel	Power	LOW	Closed	22-03-2024 14:55	3/22/2024 3:20:44 PM	0:0:24:45			change the power cable issue	Onsite
23515	22-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C220320240084		Hardware	PC	System Password issue	Password	LOW	Closed	22-03-2024 14:52	3/22/2024 3:08:45 PM	0:0:16:43			Issue has been resolved after reset	Onsite
23516	22-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220320240082		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	22-03-2024 14:50	3/22/2024 3:03:23 PM	0:0:12:47			Clean All Temp Files & prefetch Files	Onsite
23517	22-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C220320240083		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	22-03-2024 14:50	3/22/2024 3:08:11 PM	0:0:17:23			Issue has been resolved after update	Onsite
23518	22-03-2024	NEHRU PLACE	20 No Building	MMG	C220320240080		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 14:49	3/22/2024 3:22:34 PM	0:0:33:22			M-cube installation done	Onsite
23519	22-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C220320240081		Telecome	Instrumen	SIP	Adaptor	LOW	Closed	22-03-2024 14:49	3/22/2024 3:07:36 PM	0:0:17:38			Issue has been resolved after changed	Onsite
23520	22-03-2024	NEHRU PLACE	20 No Building	Energy	C220320240078		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 14:48	3/22/2024 3:22:17 PM	0:0:33:45			ESS password reset done, issue	Onsite
23521	22-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C220320240079		Telecome	Instrumen	SIP	Network	LOW	Closed	22-03-2024 14:48	3/22/2024 3:06:59 PM	0:0:18:20			Issue has been resolved after changed	Onsite
23522	22-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C220320240075		Hardware	PC	Network Not Working	Other	LOW	Closed	22-03-2024 14:47	3/22/2024 2:47:52 PM	0:0:0:43			resolved	Onsite
23523	22-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C220320240076		Hardware	PC	Network Not Working	Other	LOW	Closed	22-03-2024 14:47	3/22/2024 2:47:45 PM	0:0:0:26			resolved	Onsite
23524	22-03-2024	NEHRU PLACE	20 No Building	Energy	C220320240077		Hardware	System	Other Software	software	LOW	Closed	22-03-2024 14:47	3/22/2024 3:21:49 PM	0:0:34:20			SAP P92 ID re-configure	Onsite
23525	22-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C220320240072		Hardware	PC	Network Not Working	Other	LOW	Closed	22-03-2024 14:46	3/22/2024 2:47:59 PM	0:0:1:13			resolved	Onsite
23526	22-03-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C220320240073		Hardware	PC	TFT	Color	LOW	Closed	22-03-2024 14:46	3/22/2024 3:06:22 PM	0:0:19:29			Issue has been resolved after changed	Onsite
23527	22-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C220320240071		Hardware	PC	Network Not Working	Other	LOW	Closed	22-03-2024 14:46	3/22/2024 2:48:05 PM	0:0:1:33			resolved	Onsite
23528	22-03-2024	NEHRU PLACE	20 No Building	ANALYTIC	C220320240070		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	22-03-2024 14:46	3/22/2024 3:20:43 PM	0:0:34:22			lan cable re-insert, issue resolved	Onsite
23529	22-03-2024	NEHRU PLACE	20 No Building	Energy	C220320240074		Hardware	System	Other Software	software	LOW	Closed	22-03-2024 14:46	3/22/2024 3:21:15 PM	0:0:34:16			SAP P92 id configuration done	Onsite
23530	22-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C220320240069		Hardware	MOUSE	Not working	Ticket	LOW	Closed	22-03-2024 14:42	3/22/2024 3:02:34 PM	0:0:20:5			Ticket logged with vendor.	Onsite
23531	22-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	O-M	C220320240068		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-03-2024 14:42	3/22/2024 3:05:48 PM	0:0:23:24			Issue has been resolved after clear the	Onsite
23532	22-03-2024	NEHRU PLACE	W Block GK 1	O-M	C220320240067		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-03-2024 14:40	3/22/2024 3:01:59 PM	0:0:21:3			Printer installed with drivers.	Onsite
23533	22-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C220320240066		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 14:40	3/22/2024 3:01:39 PM	0:0:21:29			Analyzer configured.	Onsite
23534	22-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C220320240065		Hardware	MOUSE	Not working	Working	LOW	Closed	22-03-2024 14:39	3/22/2024 3:01:04 PM	0:0:21:48			Port changed then mouse working.	Onsite
23535	22-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C220320240064		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 14:36	3/22/2024 3:19:30 PM	0:0:42:41			updated the google chrome issue	Onsite
23536	22-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C220320240063		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	22-03-2024 14:36	3/22/2024 3:19:06 PM	0:0:42:49			cleared the paper issue resolved	Onsite
23537	22-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C220320240062		Hardware	System	Other Software	Adobe	LOW	Closed	22-03-2024 14:35	3/22/2024 3:18:50 PM	0:0:42:59			acrobat not working issue resolved	Onsite
23538	22-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	BUSINESS/	C220320240061		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 14:35	3/22/2024 3:18:01 PM	0:0:42:38			change the ess password issue	Onsite
23539	22-03-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220320240059		Hardware	PC	System Password issue	Password	LOW	Closed	22-03-2024 14:15	3/22/2024 2:16:37 PM	0:0:1:16			issue resolved after reset the ads	Onsite
23540	22-03-2024	DWARKA	G 15 PPK Grid Sec 12 Near Sec 12 Metro	BUSINESS/	C220320240060		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-03-2024 14:15	3/22/2024 2:16:55 PM	0:0:1:23			issue resolved after unlock the	Onsite
23541	22-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C220320240058		Hardware	PC	System Password issue	Password	LOW	Closed	22-03-2024 14:14	3/22/2024 2:16:29 PM	0:0:1:58			issue resolved after reset the ads	Onsite
23542	22-03-2024	DWARKA	DPW 3 G 9 Store Sec 16C Dwarka	BUSINESS/	C220320240057		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	22-03-2024 14:12	3/22/2024 2:16:07 PM	0:0:3:28			issue resolved after clean the ram	Onsite
23543	22-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C220320240056		Hardware	System	Other Software	New	LOW	Closed	22-03-2024 13:14	3/22/2024 1:18:12 PM	0:0:3:46			sap P92 server add call done and lotus	Onsite
23544	22-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C220320240055		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	22-03-2024 13:12	3/22/2024 1:17:43 PM	0:0:5:22			printer connection done and patch	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23545	22-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C220320240054		Hardware	System	MS Office	File Not	LOW	Closed	22-03-2024 12:59	3/22/2024 1:17:11 PM	0:0:17:53			repair ms office done now working	Onsite
23546	22-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C220320240053		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 12:45	3/22/2024 1:35:48 PM	0:0:49:51			PC PM & Audit.	Onsite
23547	22-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220320240052		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 12:43	3/22/2024 1:36:29 PM	0:0:53:0			Mail installation & configuration.	Onsite
23548	22-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220320240051		Hardware	System	Other Software	Browser	LOW	Closed	22-03-2024 12:38	3/22/2024 1:37:06 PM	0:0:58:28			ADS Login.	Onsite
23549	22-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220320240050		Hardware	Scanner	Scaning issue	Others	LOW	Closed	22-03-2024 12:34	3/22/2024 1:39:00 PM	0:1:4:27			Power Cable do tight in power	Onsite
23550	22-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C220320240049		Hardware	System	MS Office	File Not	LOW	Closed	22-03-2024 12:33	3/22/2024 1:39:44 PM	0:1:6:21			MS Office software installation.	Onsite
23551	22-03-2024	PALAM	Kailash Puri Complaint Center	OM-DIV	C220320240048		Hardware	MOUSE	Not working	Hardware	LOW	Closed	22-03-2024 12:30	3/22/2024 1:40:03 PM	0:1:9:32			Mouse replaced.	Onsite
23552	22-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Billing	C220320240047		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 12:27	3/22/2024 1:16:39 PM	0:0:49:8			archives & compacting done and	Onsite
23553	22-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C220320240046		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-03-2024 12:23	3/22/2024 12:24:08 PM	0:0:0:32			Bulk mail has been schedule	Remote
23554	22-03-2024	PUNJABI BAGH	B 3 Paschim VIhar Complaint Center,Punjabi	O-M	C220320240045		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	22-03-2024 12:22	3/22/2024 1:15:16 PM	0:0:52:49			switch end RJ 45 connector replaced	Onsite
23555	22-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220320240044		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 12:09	3/22/2024 12:10:00 PM	0:0:0:28			Mentioned user password has been	Remote
23556	22-03-2024	VIKAS PURI	C Block Vikaspuri Complaint Center	OM-DIV	C220320240043		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	22-03-2024 12:07	3/22/2024 1:24:22 PM	0:1:17:21			Printer issue forwarded to vendor for	Onsite
23557	22-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C220320240042		Network	Internet	Internet Issue	Internet	LOW	Closed	22-03-2024 12:06	3/22/2024 1:23:50 PM	0:1:17:30			NAS drive mapped as reqd	Onsite
23558	22-03-2024	TAGORE GARDEN	Tilak nagar 24 Block New Delhi 110018	O-M	C220320240041		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-03-2024 11:59	3/22/2024 12:00:03 PM	0:0:0:30			install teh windows	Onsite
23559	22-03-2024	TAGORE GARDEN	Guru Gobind Grid,Near Guru Gobind	Store	C220320240040		Hardware	PC	Restart Problem	Others	LOW	Closed	22-03-2024 11:58	3/22/2024 12:00:21 PM	0:0:1:44			check teh pc and log the call	Onsite
23560	22-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	O-M	C220320240039		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	22-03-2024 11:57	3/22/2024 12:00:38 PM	0:0:3:22			restore the pc	Onsite
23561	22-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220320240038		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-03-2024 11:55	3/22/2024 12:01:01 PM	0:0:5:40			repair the lotus	Onsite
23562	22-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220320240037		Hardware	PC	System Password issue	Password	LOW	Closed	22-03-2024 11:55	3/22/2024 11:56:43 AM	0:0:1:22			done issue resolevd	Onsite
23563	22-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220320240036		Software	SAP-ISU	BI	Others	LOW	Closed	22-03-2024 11:54	3/22/2024 12:01:29 PM	0:0:6:57			configure the sap	Remote
23564	22-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C220320240035		Hardware	MOUSE	Not working	Other	LOW	Closed	22-03-2024 11:53	3/22/2024 12:01:59 PM	0:0:8:3			change the mouse	Onsite
23565	22-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C220320240034		Hardware	KEYBOAR	Not working	Ticket	LOW	Closed	22-03-2024 11:51	3/22/2024 11:58:43 AM	0:0:7:32			new keyboard replaced.	Onsite
23566	22-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C220320240032		Hardware	PC	Network Not Working	Voltage	LOW	Closed	22-03-2024 11:49	3/22/2024 11:56:28 AM	0:0:6:59			Complaint logged to vender.	Onsite
23567	22-03-2024	NEHRU PLACE CSO	First Floor - C Block	IT	C220320240033		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 11:49	3/22/2024 11:51:50 AM	0:0:2:3			close all open windows and reopen	Remote
23568	22-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220320240031		Hardware	System	Other Software	software	LOW	Closed	22-03-2024 11:45	3/22/2024 11:56:06 AM	0:0:10:56			due to Network slow	Onsite
23569	22-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220320240030		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	22-03-2024 11:40	3/22/2024 11:53:51 AM	0:0:13:10			complaint logged.	Onsite
23570	22-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C220320240029		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-03-2024 11:39	3/22/2024 11:51:37 AM	0:0:12:18			Printer lan loose.	Onsite
23571	22-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C220320240028		Hardware	Laptop	Other Issue	Others	LOW	Closed	22-03-2024 11:15	3/22/2024 12:05:44 PM	0:0:50:32			Service issue resolved as reqd	Onsite
23572	22-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220320240027		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	22-03-2024 11:13	3/22/2024 12:19:33 PM	0:1:6:3			Password reset done	Remote
23573	22-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C220320240026		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	22-03-2024 11:11	3/22/2024 12:22:37 PM	0:1:10:42			Boot with HDD now issue resolved	Onsite
23574	22-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C220320240025		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	22-03-2024 11:10	3/22/2024 12:21:58 PM	0:1:11:33			Installed the driver now issue resolved	Remote
23575	22-03-2024	ALAKNANDA	DDA Flat Kalkaji	O-M	C220320240022		Hardware	Laptop	Network Not Working	Other	LOW	Closed	22-03-2024 11:09	3/22/2024 12:20:35 PM	0:1:11:33			Update the LAN Driver now issue	Onsite
23576	22-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C220320240024		Hardware	System	Other Software	Adobe	LOW	Closed	22-03-2024 11:09	3/22/2024 11:16:56 AM	0:0:7:10			map with adobe user open in edge	Remote
23577	22-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C220320240023		Hardware	System	MS Office	Software	LOW	Closed	22-03-2024 11:09	3/22/2024 12:21:14 PM	0:1:11:31			Re- Installed the analyser now issue	Remote
23578	22-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C220320240020		Hardware	Printer	Paper Pickup	Paper Size	LOW	Closed	22-03-2024 11:08	3/22/2024 12:20:12 PM	0:1:12:3			Change the tray size now issue	Onsite
23579	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240021		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 11:08	3/22/2024 11:11:04 AM	0:0:2:34			Lotus not working issue resolved	Onsite
23580	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240019		Network	LAN Issue	LAN Issue	Backbone	LOW	Closed	22-03-2024 11:07	3/22/2024 11:10:50 AM	0:0:3:13			Lan point not working issue resolved	Onsite
23581	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240018		Hardware	System	Other Software	Adobe	LOW	Closed	22-03-2024 11:07	3/22/2024 11:10:28 AM	0:0:3:24			google chrome not working issue	Onsite
23582	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240017		Hardware	System	MS Office	File	LOW	Closed	22-03-2024 11:06	3/22/2024 11:10:09 AM	0:0:3:54			Ms office not working issue resolved	Onsite
23583	22-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C220320240016		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	22-03-2024 10:58	3/22/2024 10:58:49 AM	0:0:0:41			No email ID found in address book as	Remote
23584	22-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C220320240015		Hardware	System	Other Software	Browser	HIGH	Closed	22-03-2024 10:51	3/22/2024 11:24:04 AM	0:0:32:6			browser reinstall	Onsite
23585	22-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C220320240014		Hardware	System	Other Software	software	HIGH	Closed	22-03-2024 10:50	3/22/2024 11:23:15 AM	0:0:32:17			network same time break	Onsite
23586	22-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C220320240013		Hardware	System	Other Software	software	HIGH	Closed	22-03-2024 10:50	3/22/2024 11:22:45 AM	0:0:32:29			network some time brake	Onsite
23587	22-03-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C220320240012		Hardware	Scanner	Scaning issue	Others	HIGH	Closed	22-03-2024 10:49	3/22/2024 11:21:49 AM	0:0:32:18			usb port changed	Onsite
23588	22-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	BUSINESS/	C220320240011		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	22-03-2024 10:48	3/22/2024 11:21:27 AM	0:0:32:52			mail archive and mail reopen	Onsite
23589	22-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220320240010		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	22-03-2024 10:41	3/22/2024 11:15:47 AM	0:0:34:31			LAN Cable Not Connected Properly	Onsite
23590	22-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C220320240009		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	22-03-2024 10:40	3/22/2024 11:14:44 AM	0:0:34:17			LAN Cable Replaced Issue Resolved	Onsite
23591	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240008		Hardware	Scanner	Scaning issue	Hardware	LOW	Closed	22-03-2024 10:31	3/22/2024 11:09:30 AM	0:0:37:42			Scanner not working issue resolved	Onsite
23592	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240006		Hardware	System	Other Software	Adobe	LOW	Closed	22-03-2024 10:30	3/22/2024 11:08:57 AM	0:0:38:47			pdf not working	Onsite
23593	22-03-2024	OKHLA	Okhla Phase 2(BIDC)	IT	C220320240007		Hardware	System	Internet Issue	Internet	LOW	Closed	22-03-2024 10:30	3/22/2024 11:09:14 AM	0:0:38:27			internet not working issue resolved	Onsite
23594	22-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C220320240005		Hardware	System	Other Software	software	LOW	Closed	22-03-2024 10:01	3/22/2024 10:13:55 AM	0:0:12:10			issue resolved after restart	Onsite
23595	22-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C220320240004		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	22-03-2024 10:01	3/22/2024 10:13:28 AM	0:0:12:12			lan cable reinsert and laptop restart	Onsite
23596	22-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C220320240003		Hardware	PC	Not working at all	No power	LOW	Closed	22-03-2024 10:00	3/22/2024 10:25:26 AM	0:0:24:35			power cable faulty now replaced issue	Onsite
23597	22-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220320240002		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	22-03-2024 09:20	3/22/2024 9:30:17 AM	0:0:9:26			printer reconnected issue resolved	Onsite
23598	22-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C220320240001		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	22-03-2024 09:19	3/22/2024 9:29:54 AM	0:0:9:55			reinsert the lan cable and restart the	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23599	23-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230320240014		Hardware	System	Other Software	New	LOW	Closed	23-03-2024 16:04	3/23/2024 5:00:26 PM	0:0:55:46			Join ADS Now working fine	Onsite
23600	23-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230320240013		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	23-03-2024 16:03	3/23/2024 5:00:50 PM	0:0:56:52			Run diagnostic and clean temp files	Onsite
23601	23-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230320240012		Hardware	System	Other Software	New	LOW	Closed	23-03-2024 16:03	3/23/2024 5:00:15 PM	0:0:57:2			Join ADS Now working fine	Onsite
23602	23-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C230320240011		Hardware	System	Other Software	New	LOW	Closed	23-03-2024 16:02	3/23/2024 5:00:03 PM	0:0:57:23			Join ADS Now working fine	Onsite
23603	23-03-2024	ALAKNANDA	E Block GK 2	Recovery	C230320240010		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	23-03-2024 12:34	3/23/2024 12:46:37 PM	0:0:12:18			Remove the paper from printer now	Onsite
23604	23-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230320240009		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	23-03-2024 12:33	3/23/2024 12:46:14 PM	0:0:12:33			Change the IP and joined to ADS now	Onsite
23605	23-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230320240007		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-03-2024 12:32	3/23/2024 12:45:09 PM	0:0:12:49			installed the driver now issue resolved	Onsite
23606	23-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230320240008		Hardware	System	Other Software	Browser	LOW	Closed	23-03-2024 12:32	3/23/2024 12:45:45 PM	0:0:12:46			Update the browser now issue	Onsite
23607	23-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230320240006		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	23-03-2024 12:31	3/23/2024 12:44:59 PM	0:0:13:11			installed the driver now issue resolved	Onsite
23608	23-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C230320240005		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	23-03-2024 12:31	3/23/2024 12:44:47 PM	0:0:13:33			Assign the IP and installed the driver	Onsite
23609	23-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C230320240004		Hardware	PC	Network Not Working	Other	LOW	Closed	23-03-2024 12:16	3/23/2024 12:17:05 PM	0:0:0:31			RESOLVED	Onsite
23610	23-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C230320240003		Hardware	PC	Network Not Working	Other	LOW	Closed	23-03-2024 12:15	3/23/2024 12:17:13 PM	0:0:1:25			RESOLVED	Onsite
23611	23-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230320240002		Hardware	Printer	Image Issue	Image	LOW	Closed	23-03-2024 11:31	3/23/2024 11:31:29 AM	0:0:0:22			Cartdrige replaced.	Onsite
23612	23-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C230320240001		Hardware	System	Other Software	New	LOW	Closed	23-03-2024 11:29	3/23/2024 11:31:50 AM	0:0:2:16			ADS user login issue.	Onsite
23613	26-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C260320240153		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-03-2024 17:28	3/26/2024 5:30:32 PM	0:0:2:0			mouse changed	Remote
23614	26-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C260320240152		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	26-03-2024 17:28	3/26/2024 6:05:04 PM	0:0:36:39			Mail forwarded to unlock Mail	Remote
23615	26-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C260320240151		Hardware	System	Other Software	Browser	LOW	Closed	26-03-2024 17:26	3/26/2024 6:04:15 PM	0:0:37:34			Issue resolved as reqd	Onsite
23616	26-03-2024	NEHRU PLACE CSO	Second Floor - C Block	MMG	C260320240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 17:25	3/26/2024 5:30:04 PM	0:0:4:33			issue resolved	Remote
23617	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240149		Hardware	System	Other Software	software	MEDIUM	Closed	26-03-2024 17:13	3/26/2024 5:46:01 PM	0:0:32:25			After reinstall application issue	
23618	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240148		Hardware	System	MS Office	Software	MEDIUM	Closed	26-03-2024 17:12	3/26/2024 5:43:49 PM	0:0:31:16			After reinstall Excel issue resolved	
23619	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240147		Hardware	System	Other Software	proxy	MEDIUM	Closed	26-03-2024 17:11	3/26/2024 5:42:56 PM	0:0:31:15			After set proxy link not open issue	
23620	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240145		Hardware	System	Other Software	Adobe	MEDIUM	Closed	26-03-2024 17:10	3/26/2024 5:39:51 PM	0:0:29:19			After change file extension issue	
23621	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240146		Hardware	MOUSE	Not working	Other	MEDIUM	Closed	26-03-2024 17:10	3/26/2024 5:40:28 PM	0:0:29:28			After change usb slot issue resolved	
23622	26-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C260320240144		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	26-03-2024 17:09	3/26/2024 5:38:47 PM	0:0:28:48			After update printer driver issue	
23623	26-03-2024	DWARKA	G 5 Matiala Grid Dwarka	DSK	C260320240142		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 17:08	3/26/2024 5:11:25 PM	0:0:3:15			issue resolved after remove the paper	Onsite
23624	26-03-2024	SARITA VIHAR	Badarpur	OM-DIV	C260320240141		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-03-2024 17:08	3/26/2024 5:35:36 PM	0:0:27:25			After kills multiple mail process	
23625	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240143		Hardware	Scanner	Scaning issue	Connectivi	MEDIUM	Closed	26-03-2024 17:08	3/26/2024 5:37:58 PM	0:0:29:0			After re-connect scanner usb cable	
23626	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C260320240140		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 17:06	3/26/2024 5:11:00 PM	0:0:4:57			issue resolved after configure in home	Onsite
23627	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C260320240138		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 17:05	3/26/2024 5:10:45 PM	0:0:5:19			issue resolved after configure in home	Onsite
23628	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C260320240139		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 17:05	3/26/2024 5:10:53 PM	0:0:4:59			issue resolved after configure in home	Onsite
23629	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C260320240136		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-03-2024 17:04	3/26/2024 5:09:44 PM	0:0:4:54			issue resolved after unlock the mail	Onsite
23630	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	DSK	C260320240137		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-03-2024 17:04	3/26/2024 5:10:17 PM	0:0:5:19			issue resolved after unlock the mail	Onsite
23631	26-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C260320240135		Hardware	System	Other Software	Browser	LOW	Closed	26-03-2024 17:03	3/26/2024 5:31:59 PM	0:0:28:40			configured the link issue resolved	Onsite
23632	26-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C260320240134		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	26-03-2024 17:02	3/26/2024 5:22:30 PM	0:0:19:53			issue resolved	Onsite
23633	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240133		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-03-2024 17:01	3/26/2024 5:34:29 PM	0:0:32:36			After compact mail issue resolved	
23634	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240131		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	26-03-2024 17:00	3/26/2024 5:31:54 PM	0:0:31:32			After reconfigured printer issue	
23635	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240132		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	26-03-2024 17:00	3/26/2024 5:32:45 PM	0:0:31:50			After clean temp file and change	
23636	26-03-2024	DWARKA	Dwarka Sec 13 O Office,Netaji Subhash	MMG	C260320240128		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 16:59	3/26/2024 5:06:38 PM	0:0:7:34			Issue has been resolved after crate	Onsite
23637	26-03-2024	NEHRU PLACE CSO	Third Floor - A Block	IT	C260320240130		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-03-2024 16:59	3/26/2024 5:22:15 PM	0:0:22:26			issue resolved	Onsite
23638	26-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C260320240129		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 16:59	3/26/2024 5:22:05 PM	0:0:22:55			issue resolved	Onsite
23639	26-03-2024	NEHRU PLACE CSO	First Floor - C Block	CUSTOME	C260320240127		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-03-2024 16:58	3/26/2024 5:21:53 PM	0:0:23:21			issue resolved	Onsite
23640	26-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CHD	C260320240126		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	26-03-2024 16:58	3/26/2024 5:31:37 PM	0:0:33:5			change the id file path issue resolved	Onsite
23641	26-03-2024	R.K.PURAM	Dhaula Kuan	OM-EHV	C260320240125		Hardware	PC	TFT	Dim	LOW	Closed	26-03-2024 16:57	3/26/2024 5:31:21 PM	0:0:33:31			change the VGA cable issue resolved	Onsite
23642	26-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C260320240124		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	26-03-2024 16:56	3/26/2024 5:30:55 PM	0:0:34:55			After crimp RJ45 connector issue	
23643	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240123		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-03-2024 16:54	3/26/2024 5:30:02 PM	0:0:35:4			After clear stuck mails and compact	
23644	26-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C260320240122		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-03-2024 16:54	3/26/2024 5:06:00 PM	0:0:11:54			Issue has been resolved after changed	Onsite
23645	26-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C260320240121		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-03-2024 16:53	3/26/2024 5:31:03 PM	0:0:37:15			mail password issue resolved	Onsite
23646	26-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C260320240119		Hardware	PC	System Password issue	Password	LOW	Closed	26-03-2024 16:52	3/26/2024 5:30:36 PM	0:0:38:29			change the password issue resolved	Onsite
23647	26-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C260320240120		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-03-2024 16:52	3/26/2024 5:30:51 PM	0:0:38:9			reset mail password issue resolved	Onsite
23648	26-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C260320240118		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 16:51	3/26/2024 5:04:41 PM	0:0:13:1			Issue has been resolved after changed	Remote
23649	26-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	Sustainabi	C260320240117		Hardware	Printer	No display on Panel	Power	LOW	Closed	26-03-2024 16:50	3/26/2024 5:30:15 PM	0:0:39:19			change the power cable issue	Onsite
23650	26-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Billing	C260320240116		Hardware	PC	System Password issue	Password	LOW	Closed	26-03-2024 16:46	3/26/2024 5:02:44 PM	0:0:16:8			Issue has been resolved after reset	Onsite
23651	26-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	O-M	C260320240115		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	26-03-2024 16:46	3/26/2024 5:08:22 PM	0:0:21:52			inform to vendor	Onsite
23652	26-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C260320240114		Hardware	Laptop	Network Not Working	Other	LOW	Closed	26-03-2024 16:45	3/26/2024 4:46:46 PM	0:0:1:30			Issue Resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23653	26-03-2024	NEHRU PLACE	20 No Building	ANALYTIC	C260320240113		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 16:45	3/26/2024 5:08:01 PM	0:0:22:47			SAP re-installation done	Onsite
23654	26-03-2024	NEHRU PLACE CSO	Third Floor - B Block	Finance	C260320240112		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-03-2024 16:44	3/26/2024 4:46:35 PM	0:0:2:9			Issue Resolved	Onsite
23655	26-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C260320240110		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 16:43	3/26/2024 5:01:07 PM	0:0:17:42			Issue has been resolved after clear the	Onsite
23656	26-03-2024	NEHRU PLACE CSO	Second Floor - C Block	LEGAL	C260320240111		Hardware	PC	Network Not Working	No Power	LOW	Closed	26-03-2024 16:43	3/26/2024 4:46:25 PM	0:0:2:33			Issue Resolved	Onsite
23657	26-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C260320240109		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	26-03-2024 16:38	3/26/2024 5:26:38 PM	0:0:47:48			After replace local replica issue	
23658	26-03-2024	DWARKA	Dwarka Sector 4 Complaint Center	O-M	C260320240108		Hardware	PC	Not working at all	HW	LOW	Closed	26-03-2024 16:38	3/26/2024 5:00:09 PM	0:0:21:36			Issue has been resolved after changed	Onsite
23659	26-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C260320240107		Hardware	System	Other Software	New	MEDIUM	Closed	26-03-2024 16:38	3/26/2024 5:24:20 PM	0:0:46:15			P92 icon created call closed	
23660	26-03-2024	NEHRU PLACE CSO	Ground Floor	HR	C260320240106		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 16:36	3/26/2024 4:46:08 PM	0:0:9:50			Issue Resolved	Onsite
23661	26-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C260320240105		Hardware	USB	USB not Detected	USB Driver	LOW	Closed	26-03-2024 16:35	3/26/2024 4:45:54 PM	0:0:10:27			Issue Resolved	Onsite
23662	26-03-2024	OTHERS	HUDCO Grid	PROTECTI	C260320240104		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 16:16	3/26/2024 4:17:28 PM	0:0:0:42			mail issue	Onsite
23663	26-03-2024	OTHERS	Andrews Ganj	Enforcem	C260320240103		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 16:14	3/26/2024 4:15:02 PM	0:0:0:21			SAP isssue	Onsite
23664	26-03-2024	OTHERS	HUDCO Grid	PROTECTI	C260320240102		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	26-03-2024 16:13	3/26/2024 4:15:15 PM	0:0:1:48			OS installation	Onsite
23665	26-03-2024	OTHERS	Andrews Ganj	Enforcem	C260320240100		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-03-2024 16:12	3/26/2024 4:15:45 PM	0:0:3:41			pc shifting	Onsite
23666	26-03-2024	OTHERS	Andrews Ganj	Enforcem	C260320240101		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 16:12	3/26/2024 4:15:27 PM	0:0:2:34			mail issue	Onsite
23667	26-03-2024	OTHERS	IIT Grid	Enforcem	C260320240099		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 16:10	3/26/2024 4:15:57 PM	0:0:5:35			Printer issue	Onsite
23668	26-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260320240098		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-03-2024 15:57	3/26/2024 4:46:24 PM	0:0:49:17			Do Defragment & cleanup.	Onsite
23669	26-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260320240097		Hardware	System	Other Software	Browser	LOW	Closed	26-03-2024 15:55	3/26/2024 4:47:45 PM	0:0:52:36			open through search than issue has	Onsite
23670	26-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260320240096		Telecome	Instrumen	SIP	Network	LOW	Closed	26-03-2024 15:44	3/26/2024 4:47:08 PM	0:1:2:45			LAN cable reconnect & Login with	Onsite
23671	26-03-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C260320240094		Hardware	Laptop	Other Issue	Others	LOW	Closed	26-03-2024 15:42	3/26/2024 4:46:06 PM	0:1:4:4			IP Address assign.	Onsite
23672	26-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260320240095		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 15:42	3/26/2024 4:46:35 PM	0:1:3:46			Mail archived & compacted.	Onsite
23673	26-03-2024	NEHRU PLACE	W Block GK 1	O-M	C260320240093		Hardware	PC	Not working at all	No power	LOW	Closed	26-03-2024 15:40	3/26/2024 4:45:43 PM	0:1:4:51			Power cable changed PC working.	Onsite
23674	26-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C260320240092		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	26-03-2024 15:40	3/26/2024 4:45:15 PM	0:1:4:54			LAN cable reconnect .	Onsite
23675	26-03-2024	OTHERS	VSNL	RCM	C260320240091		Telecome	Instrumen	Coil cord	Coil Cord	LOW	Closed	26-03-2024 15:37	3/26/2024 4:09:59 PM	0:0:32:33			replaced call cord issue resolve	Onsite
23676	26-03-2024	OTHERS	VSNL	RCM	C260320240090		Hardware	PC	Network Not Working	No Power	LOW	Closed	26-03-2024 15:36	3/26/2024 4:09:24 PM	0:0:33:4			RAM replaced issue resolve	Onsite
23677	26-03-2024	OTHERS	VSNL	RCM	C260320240089		Network	LAN Issue	LAN Issue	Others	LOW	Closed	26-03-2024 15:35	3/26/2024 4:08:07 PM	0:0:32:29			IP Assign issue resolve	Onsite
23678	26-03-2024	OTHERS	VSNL	RCM	C260320240088		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	26-03-2024 15:34	3/26/2024 4:07:17 PM	0:0:32:38			Archive set with new location issue	Onsite
23679	26-03-2024	OTHERS	VSNL	O-M	C260320240086		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 15:33	3/26/2024 4:06:35 PM	0:0:32:45			Remove paper Printer working now	Onsite
23680	26-03-2024	NIZAMUDDIN	Defence Colony CC	O-M	C260320240087		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-03-2024 15:33	3/26/2024 4:29:33 PM	0:0:55:40			PC ram dust problem pc clean and	Onsite
23681	26-03-2024	HAUZ KHAAS	Katwaria Sarai Cash Counter	O-M	C260320240085		Hardware	Anti virus	Hardware Issue	Ticket	LOW	Closed	26-03-2024 15:32	3/26/2024 4:28:53 PM	0:0:55:58			Antivirus updated.	Onsite
23682	26-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260320240084		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-03-2024 15:31	3/26/2024 4:28:36 PM	0:0:56:51			Complaint logged for keyboard	Onsite
23683	26-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260320240083		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 15:29	3/26/2024 4:27:30 PM	0:0:57:44			ESS password locked .	Onsite
23684	26-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260320240082		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 15:28	3/26/2024 4:27:11 PM	0:0:58:40			Due to network slow working.	Onsite
23685	26-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C260320240081		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	26-03-2024 15:27	3/26/2024 4:26:41 PM	0:0:59:7			PC LAN loose now working.	Onsite
23686	26-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260320240080		Hardware	PC	TFT	Flickering	LOW	Closed	26-03-2024 15:23	3/26/2024 3:26:44 PM	0:0:2:54			change the vga cable	Onsite
23687	26-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260320240079		Hardware	PC	Network Not Working	Other	LOW	Closed	26-03-2024 15:23	3/26/2024 3:27:25 PM	0:0:4:22			change date and time	Remote
23688	26-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C260320240078		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-03-2024 15:22	3/26/2024 3:27:44 PM	0:0:5:26			change the keyboard	Remote
23689	26-03-2024	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C260320240077		Hardware	PC	Network Not Working	Other	LOW	Closed	26-03-2024 15:21	3/26/2024 3:25:32 PM	0:0:3:55			check the pc and log the call to scada	Onsite
23690	26-03-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	OM-EHV	C260320240076		Hardware	PC	Network Not Working	Other	LOW	Closed	26-03-2024 15:20	3/26/2024 3:25:51 PM	0:0:5:6			change the patch cable	Onsite
23691	26-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260320240075		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 15:12	3/26/2024 3:16:07 PM	0:0:3:25			mail forward to reldelhi notes	Onsite
23692	26-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260320240074		Hardware	System	Other Software	proxy	LOW	Closed	26-03-2024 15:11	3/26/2024 3:15:37 PM	0:0:4:31			host file settings change.	Onsite
23693	26-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260320240073		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-03-2024 15:09	3/26/2024 3:15:16 PM	0:0:5:56			Printer driver reinstall.	Onsite
23694	26-03-2024	SAKET	Adchini	CHD	C260320240072		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 15:03	3/26/2024 3:45:26 PM	0:0:41:38			SAP printer not work	Onsite
23695	26-03-2024	JANAK PURI	B 1 Janakpuri CC,Quality Surveillance and	O-M	C260320240071		Network	Link	Link Connectivity Issue	Link	LOW	Closed	26-03-2024 15:01	3/26/2024 4:56:26 PM	0:1:54:33			Run Network troubleshooting steps	Onsite
23696	26-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260320240070		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 15:00	3/26/2024 4:01:31 PM	0:1:0:43			ADS Join Now working fine	Remote
23697	26-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C260320240068		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 14:59	3/26/2024 4:01:10 PM	0:1:1:54			ADS Join Now working fine	Remote
23698	26-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C260320240069		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 14:59	3/26/2024 4:01:20 PM	0:1:1:31			ADS Join Now working fine	Remote
23699	26-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260320240066		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 14:58	3/26/2024 4:00:45 PM	0:1:2:39			ADS Join Now working fine	Remote
23700	26-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C260320240067		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 14:58	3/26/2024 4:00:58 PM	0:1:2:21			ADS Join Now working fine	Remote
23701	26-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	OM-EHV	C260320240065		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	26-03-2024 14:57	3/26/2024 4:00:21 PM	0:1:2:53			Run Diagnostic and clean temp files	Onsite
23702	26-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C260320240064		Hardware	System	Other Software	Browser	LOW	Closed	26-03-2024 14:28	3/26/2024 3:21:42 PM	0:0:53:31			browser link isshu	Onsite
23703	26-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	O-M	C260320240063		Hardware	Printer	Image Issue	Others	HIGH	Closed	26-03-2024 14:27	3/26/2024 3:22:07 PM	0:0:55:2			cartage changed	Onsite
23704	26-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C260320240062		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	26-03-2024 14:17	3/26/2024 3:08:30 PM	0:0:51:28			Close the mail by die notes and restart	Remote
23705	26-03-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C260320240059		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	26-03-2024 14:16	3/26/2024 3:16:11 PM	0:0:59:56			Printer configured as reqd.	Onsite
23706	26-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C260320240060		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-03-2024 14:16	3/26/2024 3:07:01 PM	0:0:50:44			Restart the Connected PC and restart	Remote

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23707	26-03-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C260320240061		Telecome	Instrumen	SIP	Others	LOW	Closed	26-03-2024 14:16	3/26/2024 3:15:53 PM	0:0:58:55			LAN cable replaced as reqd, working	Onsite
23708	26-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C260320240058		Hardware	System	Other Software	software	LOW	Closed	26-03-2024 14:15	3/26/2024 3:05:36 PM	0:0:49:47			Reset the P92 password now issue	Remote
23709	26-03-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C260320240057		Telecome	Instrumen	SIP	Others	LOW	Closed	26-03-2024 14:15	3/26/2024 3:15:32 PM	0:0:59:52			Telephone re-connected as reqd.	Onsite
23710	26-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C260320240056		Hardware	System	Other Software	Browser	HIGH	Closed	26-03-2024 14:15	3/26/2024 3:22:28 PM	0:1:7:8			cas exe changed	Onsite
23711	26-03-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C260320240055		Telecome	Instrumen	SIP	Others	LOW	Closed	26-03-2024 14:15	3/26/2024 3:15:07 PM	0:0:59:52			LAN cable replaced as reqd, working	Onsite
23712	26-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C260320240054		Hardware	Attendane	Internet activation	Internet	LOW	Closed	26-03-2024 14:14	3/26/2024 3:04:54 PM	0:0:50:16			Enable the proxy now issue resolved	Onsite
23713	26-03-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C260320240053		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-03-2024 14:14	3/26/2024 3:14:38 PM	0:1:0:2			LAN cable replaced as reqd, working	Onsite
23714	26-03-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C260320240052		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-03-2024 14:14	3/26/2024 3:14:26 PM	0:1:0:16			LAN cable replaced as reqd, working	Onsite
23715	26-03-2024	ALAKNANDA	Okhla Ph 1	O-M	C260320240051		Hardware	Attendane	Others	new	LOW	Closed	26-03-2024 14:13	3/26/2024 3:03:58 PM	0:0:50:17			Card Activated now issue resolved	Onsite
23716	26-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C260320240050		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 14:12	3/26/2024 3:03:16 PM	0:0:50:45			Remove the paper from printer now	Onsite
23717	26-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C260320240049		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	26-03-2024 14:10	3/26/2024 3:22:53 PM	0:1:12:43			Printer paper jam issue	Onsite
23718	26-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C260320240048		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	26-03-2024 14:08	3/26/2024 3:23:14 PM	0:1:14:16			mail reinstall	Onsite
23719	26-03-2024	NAGLOI	Adhyapak Nagar Complaint Center	O-M	C260320240047		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	26-03-2024 14:08	3/26/2024 3:21:02 PM	0:1:12:56			mail reinstall	Onsite
23720	26-03-2024	SAKET	Adchini	Recovery	C260320240045		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 13:41	3/26/2024 3:02:25 PM	0:1:21:12			Paper Jam	Onsite
23721	26-03-2024	SAKET	Adchini	CHD	C260320240046		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-03-2024 13:41	3/26/2024 3:03:00 PM	0:1:21:7			LAN not work	Onsite
23722	26-03-2024	SAKET	Malviya Nagar Grid	OM-EHV	C260320240044		Hardware	PC	Not working at all	Others	LOW	Closed	26-03-2024 13:39	3/26/2024 3:02:09 PM	0:1:22:51			Windows startup repair	Onsite
23723	26-03-2024	SAKET	Jonapur CC	O-M	C260320240043		Network	LAN Issue	LAN Issue	Others	LOW	Closed	26-03-2024 13:38	3/26/2024 3:01:40 PM	0:1:23:15			LAN Driver reinstalled	Onsite
23724	26-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C260320240042		Hardware	PC	Not working at all	Others	LOW	Closed	26-03-2024 13:37	3/26/2024 3:01:06 PM	0:1:23:30			Windows issue	Onsite
23725	26-03-2024	JAFFERPUR	Ujwa Complain Center	O-M	C260320240041		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	26-03-2024 13:29	3/26/2024 1:30:16 PM	0:0:0:30			LAN cable damage 4 meter new LAN	Onsite
23726	26-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C260320240040		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	26-03-2024 13:15	3/26/2024 1:16:34 PM	0:0:0:39			PC lan trace switch end port changed	Onsite
23727	26-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260320240039		Hardware	PC	Restart Problem	Others	LOW	Closed	26-03-2024 12:27	3/26/2024 1:03:20 PM	0:0:35:42			Desktop Icons Settings Change Issue	Onsite
23728	26-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260320240038		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 12:26	3/26/2024 1:02:47 PM	0:0:35:54			Analyzer Installed Issue Resolved	Onsite
23729	26-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260320240037		Hardware	PC	Restart Problem	Others	LOW	Closed	26-03-2024 12:25	3/26/2024 1:02:21 PM	0:0:36:50			Boot Priority Set HDD Now Working	Onsite
23730	26-03-2024	OTHERS	66 KV Hari Nagar Near Deen Dayal Hospital	Enforcem	C260320240036		Hardware	PC	Restart Problem	Others	LOW	Closed	26-03-2024 12:24	3/26/2024 1:01:48 PM	0:0:36:52			External USB Port Provided Issue	Onsite
23731	26-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C260320240035		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 12:24	3/26/2024 12:56:32 PM	0:0:32:2			Mota data software installation.	Onsite
23732	26-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C260320240034		Hardware	System	Other Software	New	LOW	Closed	26-03-2024 12:23	3/26/2024 12:56:51 PM	0:0:33:27			Orclae software installation.	Onsite
23733	26-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C260320240033		Hardware	Anti virus	ANTI VIRUS	Problem	LOW	Closed	26-03-2024 12:22	3/26/2024 12:57:06 PM	0:0:34:58			Orclae software installation.	Onsite
23734	26-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260320240032		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	26-03-2024 12:09					Landline phone LAN cable not	Onsite
23735	26-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C260320240031		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	26-03-2024 12:08					Landline phone LAN cable not	Onsite
23736	26-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C260320240030		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	26-03-2024 12:08	3/26/2024 12:57:45 PM	0:0:49:30			New os installation.	Onsite
23737	26-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C260320240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 12:05	3/26/2024 12:38:44 PM	0:0:32:47			lotus settings done also create new	Onsite
23738	26-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C260320240028		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 12:02	3/26/2024 12:38:11 PM	0:0:35:23			Printer paper jam , removed paper	Onsite
23739	26-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	CIVIL	C260320240027		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	26-03-2024 12:01	3/26/2024 12:37:39 PM	0:0:35:39			k.b & mouse faulty , replaced both	Onsite
23740	26-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C260320240025		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	26-03-2024 12:00	3/26/2024 12:58:15 PM	0:0:57:55			Jam Paper removed.	Onsite
23741	26-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C260320240026		Hardware	MOUSE	Not working	Hardware	LOW	Closed	26-03-2024 12:00	3/26/2024 12:37:12 PM	0:0:36:43			mouse faulty - replaced mouse now	Onsite
23742	26-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C260320240024		Network	Link	Link Connectivity Issue	Others	LOW	Closed	26-03-2024 11:58	3/26/2024 12:58:36 PM	0:1:0:16			FLT Done.	Onsite
23743	26-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	CUSTOME	C260320240023		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 11:57	3/26/2024 12:36:43 PM	0:0:39:10			repair lotus software and settings	Onsite
23744	26-03-2024	NEHRU PLACE	20 No Building	Energy	C260320240022		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-03-2024 11:45	3/26/2024 1:58:54 PM	0:2:13:9			after laptop restart, issue resolved	Onsite
23745	26-03-2024	NEHRU PLACE	20 No Building	Energy	C260320240021		Hardware	Laptop	Hanging/Slow processing	High CPU	LOW	Closed	26-03-2024 11:44	3/26/2024 1:58:30 PM	0:2:13:40			clean temp & prefetch file	Onsite
23746	26-03-2024	NEHRU PLACE	20 No Building	ANALYTIC	C260320240020		Hardware	Laptop	Network Not Working	Network	LOW	Closed	26-03-2024 11:44	3/26/2024 1:58:07 PM	0:2:14:4			8 port switch power loose	Onsite
23747	26-03-2024	NEHRU PLACE	20 No Building	OM-EHV	C260320240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 11:43	3/26/2024 1:57:40 PM	0:2:14:12			workspace folder name change, issue	Onsite
23748	26-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C260320240018		Hardware	PC	System Password issue	Password	LOW	Closed	26-03-2024 11:41	3/26/2024 11:42:40 AM	0:0:1:15			done	Onsite
23749	26-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C260320240017		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-03-2024 11:39	3/26/2024 11:57:06 AM	0:0:17:57			issue resolved after reinstall the	Onsite
23750	26-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C260320240015		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	26-03-2024 11:38	3/26/2024 11:56:12 AM	0:0:18:2			issue resolved after change the	Onsite
23751	26-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C260320240016		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	26-03-2024 11:38	3/26/2024 11:56:48 AM	0:0:18:5			mail issue resolved after change the	Onsite
23752	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C260320240014		Hardware	PC	System Password issue	Password	LOW	Closed	26-03-2024 11:33	3/26/2024 11:55:39 AM	0:0:22:20			issue resolved after change the	Onsite
23753	26-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C260320240013		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	26-03-2024 11:31	3/26/2024 11:54:22 AM	0:0:22:55			issue resolved after change the	Onsite
23754	26-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C260320240012		Hardware	PC	System Password issue	Password	LOW	Closed	26-03-2024 11:14	3/26/2024 11:19:30 AM	0:0:4:54			done issue resolved	Onsite
23755	26-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C260320240011		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	26-03-2024 11:10	3/26/2024 11:27:59 AM	0:0:17:0			one ram faulty now replaced issue	Onsite
23756	26-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C260320240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 10:18	3/26/2024 10:23:40 AM	0:0:4:50			mail quota cleared issue resolved	Onsite
23757	26-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C260320240009		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	26-03-2024 10:17	3/26/2024 10:23:13 AM	0:0:6:6			new replica created issue resolved	Onsite
23758	26-03-2024	SAKET	Adchini	BUSINESS/	C260320240008		Hardware	System	Other Software	proxy	LOW	Closed	26-03-2024 09:56	3/26/2024 9:57:34 AM	0:0:0:56			Proxy settings changed	Onsite
23759	26-03-2024	SAKET	Adchini	DSK	C260320240007		Hardware	Scanner	Scaning issue	Others	LOW	Closed	26-03-2024 09:55	3/26/2024 9:57:13 AM	0:0:1:25			USB port changed from PC	Onsite
23760	26-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C260320240006		Hardware	Laptop	Network Not Working	Network	LOW	Closed	26-03-2024 09:39	3/26/2024 9:44:21 AM	0:0:4:55			reboot the switch now issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23761	26-03-2024	SAKET	Adchini	BUSINESS/	C260320240005		Telecome	Instrumen	Analog	Others	LOW	Closed	26-03-2024 09:36	3/26/2024 9:48:46 AM	0:0:12:25			Telephone cable changed	Onsite
23762	26-03-2024	SAKET	Fatehpur Beri CC	O-M	C260320240003		Network	LAN Issue	LAN Issue	Port	LOW	Closed	26-03-2024 09:23	3/26/2024 9:54:55 AM	0:0:31:44			LAN issue	Onsite
23763	26-03-2024	SAKET	Adchini	SAFETY	C260320240004		Hardware	PC	TFT	Power	LOW	Closed	26-03-2024 09:23	3/26/2024 9:48:01 AM	0:0:24:12			TFT Faulty, call logged to vendor	Onsite
23764	26-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C260320240002		Telecome	CCTV	Camera	Others	LOW	Closed	26-03-2024 09:20	3/26/2024 9:29:31 AM	0:0:9:26			restart the nvr now all camera display	Onsite
23765	26-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C260320240001		Network	Link	Link Connectivity Issue	UPS Issue	LOW	Closed	26-03-2024 09:19	3/26/2024 9:41:45 AM	0:0:22:26			ups output mcb faulty now replace by	Onsite
23766	27-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	Finance	C270320240184		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 18:51	3/27/2024 6:52:50 PM	0:0:1:12			Issue Resolved	Onsite
23767	27-03-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	BPI	C270320240183		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-03-2024 18:50	3/27/2024 6:52:42 PM	0:0:1:53			Issue Resolved	Onsite
23768	27-03-2024	NEHRU PLACE CSO	Second Floor - Board Room Ganga.	ADMIN	C270320240182		Hardware	Laptop	Other Issue	Others	LOW	Closed	27-03-2024 18:49	3/27/2024 6:52:35 PM	0:0:2:42			Issue Resolved	Onsite
23769	27-03-2024	NEHRU PLACE CSO	First Floor - B Block Conf. Gomti	BPI	C270320240180		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-03-2024 18:48	3/27/2024 6:52:19 PM	0:0:4:13			Issue Resolved	Onsite
23770	27-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C270320240181		Hardware	Laptop	System Password issue	Password	LOW	Closed	27-03-2024 18:48	3/27/2024 6:52:27 PM	0:0:3:31			Issue Resolved	Onsite
23771	27-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C270320240179		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 18:47	3/27/2024 6:52:09 PM	0:0:4:47			Issue Resolved	Onsite
23772	27-03-2024	NIZAMUDDIN	Lodhi Road	CMG	C270320240178		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	27-03-2024 18:18	3/27/2024 6:21:39 PM	0:0:2:59			resolved	Onsite
23773	27-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C270320240177		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 18:15	3/27/2024 6:25:42 PM	0:0:9:50			resolved	Onsite
23774	27-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	BUSINESS/	C270320240176		Hardware	PC	Restart Problem	High CPU	LOW	Closed	27-03-2024 18:13	3/27/2024 6:24:44 PM	0:0:11:12			resolved	Onsite
23775	27-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CHD	C270320240175		Hardware	PC	Restart Problem	Physical	LOW	Closed	27-03-2024 18:11	3/27/2024 6:22:52 PM	0:0:11:51			resolved	Onsite
23776	27-03-2024	NIZAMUDDIN	Nizamuddin Near Petrol Pump	CMG	C270320240174		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	27-03-2024 18:09	3/27/2024 6:22:05 PM	0:0:12:16			resolved	Onsite
23777	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270320240173		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-03-2024 17:53	3/27/2024 5:54:11 PM	0:0:0:27			ID has been unlocked from the server	Remote
23778	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270320240171		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 17:51	3/27/2024 5:51:44 PM	0:0:0:38			Kindly find attached id file.	Remote
23779	27-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	DSS	C270320240172		Hardware	System	MS Office	Software	MEDIUM	Closed	27-03-2024 17:51	3/27/2024 6:06:45 PM	0:0:15:4			ms office software reinstalled.	Onsite
23780	27-03-2024	NAJAF GARH	Shayam Vihar CC(Behind Goyala School) D	OM-DIV	C270320240170		Hardware	Printer	No display on Panel	Power	MEDIUM	Closed	27-03-2024 17:50	3/27/2024 6:06:09 PM	0:0:15:27			power cable change and resolved.	Onsite
23781	27-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	Data	C270320240169		Hardware	KEYBOAR	Not working	Hardware	MEDIUM	Closed	27-03-2024 17:49	3/27/2024 6:05:28 PM	0:0:15:46			change keyborad	Onsite
23782	27-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C270320240168		Hardware	System	Other Software	Browser	MEDIUM	Closed	27-03-2024 17:48	3/27/2024 6:05:09 PM	0:0:16:13			reinstalled google software and	Onsite
23783	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	CORPORA	C270320240166		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-03-2024 17:47	3/27/2024 5:48:05 PM	0:0:0:38			ID creation has been processed.	Remote
23784	27-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C270320240167		Hardware	Printer	Hardware Issue	Ticket	MEDIUM	Closed	27-03-2024 17:47	3/27/2024 6:04:25 PM	0:0:16:48			closed.	Onsite
23785	27-03-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C270320240165		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	27-03-2024 17:46	3/27/2024 6:04:01 PM	0:0:17:27			patch cable change and problem	Onsite
23786	27-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C270320240164		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-03-2024 17:43	3/27/2024 6:08:12 PM	0:0:24:53			Keyboard replaced.	Onsite
23787	27-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C270320240163		Hardware	MOUSE	Not working	Hardware	LOW	Closed	27-03-2024 17:40	3/27/2024 6:09:45 PM	0:0:28:57			Mouse faulty.	Onsite
23788	27-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C270320240162		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 17:36	3/27/2024 6:10:10 PM	0:0:33:15			Mail password change.	Onsite
23789	27-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C270320240161		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 17:35	3/27/2024 6:10:35 PM	0:0:35:19			create new replica.	Onsite
23790	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	PROTECTI	C270320240160		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-03-2024 17:35	3/27/2024 5:35:51 PM	0:0:0:39			ID has been unlocked from the server	Remote
23791	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	PROTECTI	C270320240159		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-03-2024 17:30	3/27/2024 5:30:54 PM	0:0:0:42			ID has been unlocked from the server	Remote
23792	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	MMG	C270320240158		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 17:24	3/27/2024 5:24:48 PM	0:0:0:37			Mentioned user password has been	Remote
23793	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270320240156		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-03-2024 16:45	3/27/2024 4:48:55 PM	0:0:3:42			issue resolved	Onsite
23794	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C270320240157		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	27-03-2024 16:45	3/27/2024 4:49:06 PM	0:0:3:12			issue resolved	Onsite
23795	27-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C270320240155		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 16:44	3/27/2024 4:48:37 PM	0:0:4:7			issue resolved	Onsite
23796	27-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	DSK	C270320240154		Network	Link	Link Connectivity Issue	Power	LOW	Closed	27-03-2024 16:43	3/27/2024 5:05:05 PM	0:0:21:36			Power issue resolved as reqd.	Onsite
23797	27-03-2024	NEHRU PLACE CSO	Second Floor - C Block	REGULAT	C270320240153		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-03-2024 16:43	3/27/2024 4:48:21 PM	0:0:4:53			issue resolved	Onsite
23798	27-03-2024	NEHRU PLACE CSO	First Floor - D Block	C-M	C270320240151		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-03-2024 16:42	3/27/2024 4:48:11 PM	0:0:6:8			issue resolved	Onsite
23799	27-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	BUSINESS/	C270320240152		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	27-03-2024 16:42	3/27/2024 5:04:24 PM	0:0:22:12			RJ45 connector replaced as reqd.	Onsite
23800	27-03-2024	VIKAS PURI	Bodella 1 Grid and Scrap Store	OM-EHV	C270320240150		Hardware	Laptop	Not working at all	Others	LOW	Closed	27-03-2024 16:41	3/27/2024 5:03:51 PM	0:0:22:44			Power cable replaced as reqd.	Onsite
23801	27-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C270320240148		Hardware	QMS	Hardware Issue	Ticket	LOW	Closed	27-03-2024 16:40	3/27/2024 4:42:54 PM	0:0:2:41			issue resolved after jack in jackout the	Onsite
23802	27-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C270320240149		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-03-2024 16:40	3/27/2024 4:47:53 PM	0:0:7:11			issue resolved	Onsite
23803	27-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C270320240146		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-03-2024 16:39	3/27/2024 4:47:38 PM	0:0:8:7			issue resolved	Onsite
23804	27-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C270320240147		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 16:39	3/27/2024 4:42:27 PM	0:0:2:55			issue resolved after re join the ADS	Onsite
23805	27-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C270320240145		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-03-2024 16:39	3/27/2024 4:42:09 PM	0:0:2:53			issue resolved after configure the mail	Onsite
23806	27-03-2024	OTHERS	VSNL	KCC/MLCC	C270320240143		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-03-2024 16:38	3/27/2024 5:48:13 PM	0:1:9:48			Remove the paper now issue resolved	Onsite
23807	27-03-2024	NEHRU PLACE CSO	Ground Floor	IT	C270320240144		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	27-03-2024 16:38	3/27/2024 4:47:25 PM	0:0:8:58			issue resolved	Onsite
23808	27-03-2024	OTHERS	VSNL	KCC/MLCC	C270320240142		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-03-2024 16:37	3/27/2024 5:47:59 PM	0:1:10:3			Installed the driver now issue resolved	Onsite
23809	27-03-2024	NEHRU PLACE CSO	Ground Floor	ADMIN	C270320240141		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-03-2024 16:37	3/27/2024 4:47:13 PM	0:0:9:44			issue resolved	Onsite
23810	27-03-2024	OTHERS	VSNL	RCM	C270320240139		Telecome	Instrumen	IP	Network	LOW	Closed	27-03-2024 16:36	3/27/2024 5:47:43 PM	0:1:11:26			Restart the Phone now issue resolved	Onsite
23811	27-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270320240138		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-03-2024 16:36	3/27/2024 4:38:10 PM	0:0:2:0			issue resolved after delete mail temp	Onsite
23812	27-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C270320240137		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	27-03-2024 16:36	3/27/2024 4:47:04 PM	0:0:11:3			issue resolved	Onsite
23813	27-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	BUSINESS/	C270320240140		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	27-03-2024 16:36	3/27/2024 4:38:31 PM	0:0:2:10			issue resolved after delete mail temp	Onsite
23814	27-03-2024	NEHRU PLACE CSO	Second Floor - D Block	PMG	C270320240135		Hardware	Laptop	Network Not Working	Lan Cable	LOW	Closed	27-03-2024 16:35	3/27/2024 4:46:54 PM	0:0:11:30			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23815	27-03-2024	OTHERS	VSNL	KCC/MLCC/	C270320240136		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 16:35	3/27/2024 5:47:25 PM	0:1:11:58			Re-Installed the PDF now issue	Onsite
23816	27-03-2024	OTHERS	VSNL	KCC/MLCC/	C270320240134		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 16:34	3/27/2024 5:47:09 PM	0:1:12:51			now issue resolved	Onsite
23817	27-03-2024	OTHERS	VSNL	KCC/MLCC/	C270320240133		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 16:33	3/27/2024 5:47:00 PM	0:1:13:22			now issue resolved	Onsite
23818	27-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270320240132		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-03-2024 16:30	3/27/2024 4:37:49 PM	0:0:7:0			issue resolved after reconfigure the	Onsite
23819	27-03-2024	OTHERS	VSNL	O-M	C270320240131		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	27-03-2024 16:30	3/27/2024 5:46:50 PM	0:1:16:4			Remove the paper now issue resolved	Onsite
23820	27-03-2024	DWARKA	G 2 Dashrathpurti DSK Near Dashrathpuri	BUSINESS/	C270320240130		Hardware	PC	System Password issue	Others	LOW	Closed	27-03-2024 16:30	3/27/2024 4:37:24 PM	0:0:7:20			issue resolved after rejoin the user on	Onsite
23821	27-03-2024	SAKET	Adchini	BUSINESS/	C270320240129		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-03-2024 16:29	3/27/2024 9:58:22 PM	0:5:28:26			File printing issue	Onsite
23822	27-03-2024	SAKET	Adchini	CUSTOME	C270320240127		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 16:28	3/27/2024 9:57:14 PM	0:5:28:53			LAN not work	Onsite
23823	27-03-2024	SAKET	Adchini	SAFETY	C270320240128		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-03-2024 16:28	3/27/2024 9:57:49 PM	0:5:28:55			printer not work	Onsite
23824	27-03-2024	SAKET	Adchini	Recovery	C270320240126		Hardware	System	Other Software	proxy	LOW	Closed	27-03-2024 16:27	3/27/2024 9:56:36 PM	0:5:28:47			VPN not work	Onsite
23825	27-03-2024	SAKET	Fatehpur Beri CC	O-M	C270320240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 16:20	3/27/2024 4:23:51 PM	0:0:2:56			Mail password changed	Onsite
23826	27-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C270320240124		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	27-03-2024 16:19	3/27/2024 4:49:34 PM	0:0:30:11			after clean temp file issue resolved	Remote
23827	27-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C270320240123		Hardware	USB	USB not Detected	USB Driver	MEDIUM	Closed	27-03-2024 16:15	3/27/2024 4:48:54 PM	0:0:33:50			After change usb slot issue resolved	Onsite
23828	27-03-2024	SARITA VIHAR	Badarpur Building No 6	BUSINESS/	C270320240122		Hardware	System	Other Software	New	MEDIUM	Closed	27-03-2024 16:14	3/27/2024 4:47:48 PM	0:0:33:43			Sap p96 icon created issue resolved	Remote
23829	27-03-2024	SARITA VIHAR	Kalindi Colony	OM-DIV	C270320240121		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	27-03-2024 16:11	3/27/2024 4:47:27 PM	0:0:36:6			after clean temp file and change	Remote
23830	27-03-2024	SARITA VIHAR	Jasola Grid	OM-DIV	C270320240120		Hardware	Printer	Connectivity Issue	Others	MEDIUM	Closed	27-03-2024 16:10	3/27/2024 4:46:31 PM	0:0:36:19			After uncheck offline tick to online	Remote
23831	27-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C270320240119		Hardware	System	Other Software	software	MEDIUM	Closed	27-03-2024 16:09	3/27/2024 4:46:04 PM	0:0:36:28			After reinstall win rar issue resolved	Remote
23832	27-03-2024	NIZAMUDDIN	Kilokri	OM-DIV	C270320240118		Hardware	System	Other Software	software	MEDIUM	Closed	27-03-2024 16:08	3/27/2024 4:45:40 PM	0:0:37:23			After reinstall chrome issue resolved	Remote
23833	27-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C270320240117		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	27-03-2024 16:07	3/27/2024 4:45:13 PM	0:0:38:7			After crimp RJ45 connector issue	Onsite
23834	27-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C270320240116		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	27-03-2024 16:06	3/27/2024 4:44:35 PM	0:0:37:49			Mail configured call closed	Remote
23835	27-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C270320240114		Hardware	E-Mail	Email _Lotus	Other	MEDIUM	Closed	27-03-2024 16:04	3/27/2024 4:43:35 PM	0:0:39:30			After change color unread mail black	Remote
23836	27-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C270320240115		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	27-03-2024 16:04	3/27/2024 4:44:12 PM	0:0:40:4			After clean temp file and increase cpu	Remote
23837	27-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C270320240112		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-03-2024 16:02	3/27/2024 4:44:22 PM	0:0:41:37			Keyboard Replaced.	Onsite
23838	27-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C270320240113		Hardware	System	Other Software	Adobe	MEDIUM	Closed	27-03-2024 16:02	3/27/2024 4:42:43 PM	0:0:39:46			After reinstall adobe software issue	Remote
23839	27-03-2024	SARITA VIHAR	Shaheen Bagh	OM-DIV	C270320240109		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	27-03-2024 16:02	3/27/2024 4:41:55 PM	0:0:39:32			after clean ram and reinsert then	Onsite
23840	27-03-2024	NEHRU PLACE	Okhla 3,Near HDFC Bank	KCC/MLCC/	C270320240111		Hardware	PC	TFT	Color	LOW	Closed	27-03-2024 16:02	3/27/2024 4:36:03 PM	0:0:33:24			VGA cable port change	Onsite
23841	27-03-2024	OTHERS	Police Colony	Enforcem	C270320240110		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	27-03-2024 16:02	3/27/2024 4:04:33 PM	0:0:2:4			RAM issue	Onsite
23842	27-03-2024	NEHRU PLACE	20 No Building	KCC/MLCC/	C270320240108		Hardware	PC	TFT	Color	LOW	Closed	27-03-2024 16:01	3/27/2024 4:35:49 PM	0:0:33:53			VGA cable port change	Onsite
23843	27-03-2024	SARITA VIHAR	Sriniwaspuri	OM-DIV	C270320240106		Hardware	System	MS Office	File Not	MEDIUM	Closed	27-03-2024 16:01	3/27/2024 4:40:40 PM	0:0:39:7			After change file extension to excel	Remote
23844	27-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C270320240104		Hardware	PC	Network Not Working	Other	MEDIUM	Closed	27-03-2024 16:01	3/27/2024 4:39:48 PM	0:0:38:40			After shutdown VPN then network	Remote
23845	27-03-2024	OTHERS	Andrews Ganj	Enforcem	C270320240107		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-03-2024 16:01	3/27/2024 4:04:46 PM	0:0:2:56			Printer issue	Onsite
23846	27-03-2024	OTHERS	Andrews Ganj	Enforcem	C270320240105		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 16:01	3/27/2024 4:05:01 PM	0:0:3:36			sap issue	Onsite
23847	27-03-2024	OTHERS	Andrews Ganj	Enforcem	C270320240103		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 16:00	3/27/2024 4:05:16 PM	0:0:4:22			sap issue	Onsite
23848	27-03-2024	OTHERS	HUDCO Grid	PROTECTI	C270320240102		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 16:00	3/27/2024 4:05:35 PM	0:0:5:4			mail issue	Onsite
23849	27-03-2024	OTHERS	HUDCO Grid	PROTECTI	C270320240101		Network	Link	Link Connectivity Issue	Link	LOW	Closed	27-03-2024 15:59	3/27/2024 4:05:53 PM	0:0:5:56			Network issue	Onsite
23850	27-03-2024	SAKET	Fatehpur Beri CC	O-M	C270320240100		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 15:57	3/27/2024 4:23:25 PM	0:0:25:39			Voice converted to LAN connectivity	Onsite
23851	27-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C270320240099		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 15:48	3/27/2024 4:39:49 PM	0:0:51:45			Join ADS Now working fine	Remote
23852	27-03-2024	JANAK PURI	Desu Colony Sagar Pur Institutional Area	CIVIL	C270320240098		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 15:47	3/27/2024 4:40:01 PM	0:0:52:29			Join ADS Now working fine	Remote
23853	27-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C270320240097		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 15:46	3/27/2024 4:40:11 PM	0:0:53:19			Join ADS Now working fine	Remote
23854	27-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C270320240096		Hardware	PC	Hanging/Slow processing	Hanging/S	LOW	Closed	27-03-2024 15:46	3/27/2024 4:41:09 PM	0:0:54:51			Run Diagnostic and clean temp files	Onsite
23855	27-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C270320240095		Hardware	System	Other Software	proxy	LOW	Closed	27-03-2024 15:45	3/27/2024 4:40:43 PM	0:0:55:10			Change proxy setting now working	Onsite
23856	27-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C270320240094		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 15:44	3/27/2024 4:39:32 PM	0:0:54:47			Join ADS Now working fine	Remote
23857	27-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	BUSINESS/	C270320240093		Hardware	Laptop	Hardware Issue	Ticket	LOW	Closed	27-03-2024 15:42	3/27/2024 3:45:34 PM	0:0:3:24			web ex meeting install in laptop &	Onsite
23858	27-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	BUSINESS/	C270320240092		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 15:40	3/27/2024 3:45:13 PM	0:0:4:18			Sap server add P96 done Printer	Onsite
23859	27-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C270320240091		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	27-03-2024 15:38	3/27/2024 3:44:46 PM	0:0:6:16			PC booting problem not powered on ,	Onsite
23860	27-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	O-M	C270320240090		Hardware	PC	TFT	IF HW	LOW	Closed	27-03-2024 15:36	3/27/2024 3:44:22 PM	0:0:7:41			VGA Cable replaced now display	Onsite
23861	27-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C270320240089		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 15:35	3/27/2024 3:43:39 PM	0:0:8:39			Lotus mail locked out unlock from	Onsite
23862	27-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C270320240088		Hardware	PC	System Password issue	Password	LOW	Closed	27-03-2024 15:28	3/27/2024 3:48:50 PM	0:0:19:50			Issue has been resolved after reset	Onsite
23863	27-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C270320240087		Hardware	PC	System Password issue	Password	LOW	Closed	27-03-2024 15:27	3/27/2024 3:48:19 PM	0:0:20:35			Issue has been resolved after reset	Onsite
23864	27-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C270320240086		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-03-2024 15:20	3/28/2024 5:13:40 PM	1:1:53:4			Please do the needful.	Onsite
23865	27-03-2024	DWARKA	C2C Pocket 12 Janakpuri	CHD	C270320240084		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	27-03-2024 15:17	3/27/2024 3:45:54 PM	0:0:28:38			Issue has been resolved after changed	Onsite
23866	27-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C270320240085		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	27-03-2024 15:17	3/27/2024 3:47:53 PM	0:0:30:10			Issue has been resolved after clear the	Onsite
23867	27-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C270320240083		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	27-03-2024 15:14	3/27/2024 3:23:30 PM	0:0:8:56			Trace Patch cable works but switch	Onsite
23868	27-03-2024	NIZAMUDDIN	Lajpat Nagar 3	PLANNING	C270320240082		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 15:12	3/27/2024 3:24:26 PM	0:0:11:31			New archived created.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23869	27-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C270320240081		Hardware	PC	Not working at all	No power	LOW	Closed	27-03-2024 15:11	3/27/2024 3:24:02 PM	0:0:12:14			Power cable reconnect then start pc.	Onsite
23870	27-03-2024	PALAM	C2 D,Dabri More Palam Commercial Office	CIVIL	C270320240080		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	27-03-2024 15:11					LAN Not Working Issue	Onsite
23871	27-03-2024	NIZAMUDDIN	Lajpat Nagar 2	O-M	C270320240079		Hardware	Laptop	System Password issue	Password	LOW	Closed	27-03-2024 15:11	3/27/2024 3:23:29 PM	0:0:12:9			System password reset done.	Onsite
23872	27-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C270320240078		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 15:09	3/27/2024 3:23:02 PM	0:0:13:9			Mail open run as administrator then	Onsite
23873	27-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270320240077		Hardware	Printer	Paper Pickup	Paper Not	LOW	Closed	27-03-2024 15:09	3/27/2024 3:22:21 PM	0:0:13:11			Paper tray fit into printer.	Onsite
23874	27-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	BUSINESS/	C270320240076		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-03-2024 15:08	3/27/2024 3:21:58 PM	0:0:13:24			Paper remove from printer.	Onsite
23875	27-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C270320240074		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 15:08	3/27/2024 3:21:38 PM	0:0:13:34			Mail archived & compacted.	Remote
23876	27-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C270320240075		Hardware	Laptop	Restart Problem	OS/Syste	LOW	Closed	27-03-2024 15:08	3/27/2024 3:44:59 PM	0:0:36:51			Issue has been resolved after repair	Onsite
23877	27-03-2024	DWARKA	SEC 12,PKT 4,Dwarka Complaint Center	O-M	C270320240073		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 15:06	3/27/2024 3:44:26 PM	0:0:37:30			Issue has been resolved after	Onsite
23878	27-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	Data	C270320240072		Hardware	KEYBOAR	Not working	Sent to	LOW	Closed	27-03-2024 14:46	3/27/2024 3:34:04 PM	0:0:48:1			replaced keyboard from nehru place	Onsite
23879	27-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CPC	C270320240071		Hardware	Scanner	Scaning issue	Abnormal	LOW	Closed	27-03-2024 14:45	3/27/2024 3:33:36 PM	0:0:48:2			reinstalled the scanner software issue	Onsite
23880	27-03-2024	R.K.PURAM	Shanti Niketan,Near NDMC Market	BUSINESS/	C270320240070		Network	Link	Link Connectivity Issue	Power Cut	LOW	Closed	27-03-2024 14:44	3/27/2024 3:33:11 PM	0:0:48:14			change the power cable issue	Onsite
23881	27-03-2024	R.K.PURAM	R K Puram Sec 1,West Block	CMG	C270320240069		Hardware	Laptop	System Password issue	Password	LOW	Closed	27-03-2024 14:43	3/27/2024 3:32:44 PM	0:0:49:5			removed from ADS and rejoin the pc	Onsite
23882	27-03-2024	R.K.PURAM	Bhikaiji Cama Place	OM-EHV	C270320240068		Hardware	PC	System Password issue	Password	LOW	Closed	27-03-2024 14:42	3/27/2024 3:32:12 PM	0:0:49:31			removed from ADS and join the pc on	Onsite
23883	27-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	QUALITY	C270320240067		Hardware	System	Other Software	Adobe	LOW	Closed	27-03-2024 14:41	3/27/2024 3:28:44 PM	0:0:47:15			reinstalled the acrobat issue resolved	Onsite
23884	27-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C270320240066		Network	LAN Issue	LAN Issue	Others	LOW	Re-Assign	27-03-2024 14:29					Lan Cable not working.Pls resolve	Onsite
23885	27-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C270320240065		Telecome	Instrumen	SIP	Network	LOW	Closed	27-03-2024 14:23	3/27/2024 3:32:37 PM	0:1:9:20			SIP phone lan cable loose.	Onsite
23886	27-03-2024	HAUZ KHAAS	O Office Near Laxman Public School	O-M	C270320240064		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 14:22	3/27/2024 3:32:11 PM	0:1:9:34			Network slow working.	Onsite
23887	27-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270320240063		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 14:21	3/27/2024 3:31:35 PM	0:1:10:10			ESS password locked.	Onsite
23888	27-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270320240062		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 14:20	3/27/2024 3:31:00 PM	0:1:10:31			SAP P92 configured.	Onsite
23889	27-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270320240061		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-03-2024 14:19	3/27/2024 3:29:45 PM	0:1:10:21			Printer driver installed.	Onsite
23890	27-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C270320240060		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-03-2024 14:18	3/27/2024 3:29:10 PM	0:1:10:23			Lotus software repaired.	Onsite
23891	27-03-2024	PALAM	Dabri Indoor Complaint Center Near Dada	OM-DIV	C270320240059		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 14:03	3/27/2024 2:15:05 PM	0:0:11:26			Lan Cable not working.Pls resolve	Onsite
23892	27-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270320240058		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	27-03-2024 13:47	3/27/2024 2:32:43 PM	0:0:44:57			Re-installed the driver now issue	Remote
23893	27-03-2024	ALAKNANDA	G Block Kalkaji	O-M	C270320240057		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 13:46	3/27/2024 2:32:20 PM	0:0:45:24			Archive all the mail now issue	Remote
23894	27-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270320240055		Hardware	System	Other Software	New	LOW	Closed	27-03-2024 13:45	3/27/2024 2:30:40 PM	0:0:45:28			SAP P92 password reset now issue	Remote
23895	27-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C270320240056		Hardware	System	MS Office	Software	LOW	Closed	27-03-2024 13:45	3/27/2024 2:31:48 PM	0:0:45:50			MS Office re-installed now issue	Remote
23896	27-03-2024	ALAKNANDA	G Block Kalkaji	O-M	C270320240054		Hardware	Laptop	KEYPAD	Setting	LOW	Closed	27-03-2024 13:44	3/27/2024 2:29:58 PM	0:0:45:41			Update the driver now issue resolved	Onsite
23897	27-03-2024	ALAKNANDA	A 12 Kalkaji	O-M	C270320240053		Hardware	PC	Network Not Working	Lan Cable	LOW	Closed	27-03-2024 13:43	3/27/2024 2:29:31 PM	0:0:46:11			Change the patch cable now issue	Onsite
23898	27-03-2024	MUNDKA	F Block,DSIDC Store,Nangloi No 4,Near	OM-DIV	C270320240052		Hardware	PC	System Password issue	Password	LOW	Closed	27-03-2024 13:39	3/27/2024 1:41:12 PM	0:0:1:36			done issue resolved	Onsite
23899	27-03-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C270320240051		Hardware	Printer	Paper Pickup	Others	LOW	Closed	27-03-2024 13:07	3/27/2024 2:00:07 PM	0:0:52:28			Printer software reinstallation.	Onsite
23900	27-03-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C270320240050		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	27-03-2024 13:06	3/27/2024 2:00:38 PM	0:0:54:14			Jam Paper Removed.	Onsite
23901	27-03-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C270320240049		Network	Link	Link Connectivity Issue	Others	LOW	Closed	27-03-2024 13:05	3/27/2024 2:01:05 PM	0:0:55:48			FLT done.	Onsite
23902	27-03-2024	PALAM	Mangla Puri Complaint Center	OM-DIV	C270320240048		Hardware	PC	Not working at all	Others	LOW	Closed	27-03-2024 13:04	3/27/2024 2:01:24 PM	0:0:57:7			PC P.M. & Audit.	Onsite
23903	27-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C270320240047		Hardware	MOUSE	Not working	Other	LOW	Closed	27-03-2024 12:48	3/27/2024 12:49:23 PM	0:0:0:42			change the mouse	Onsite
23904	27-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	OM-DIV	C270320240046		Hardware	PC	Hardware Issue	Sent to	LOW	Closed	27-03-2024 12:48	3/27/2024 12:49:42 PM	0:0:1:41			check the pc and log the call	Onsite
23905	27-03-2024	NEHRU PLACE CSO	First Floor - E Block	MMG	C270320240045		Hardware	E-Mail	Email _Lotus	Lotus	LOW	Closed	27-03-2024 12:47	3/27/2024 12:49:04 PM	0:0:1:16			As requested, Device ID	Remote
23906	27-03-2024	TAGORE GARDEN	Vishal Grid Raja Garden Near Shivaji College	O-M	C270320240044		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	27-03-2024 12:47	3/27/2024 12:54:35 PM	0:0:7:26			check the pc and log the call	Onsite
23907	27-03-2024	TAGORE GARDEN	Mukherji Park Complaint Center	O-M	C270320240043		Hardware	PC	Network Not Working	Other	LOW	Closed	27-03-2024 12:46	3/27/2024 12:55:03 PM	0:0:8:48			resolve with the help of scada team	Onsite
23908	27-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C270320240041		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 12:24	3/27/2024 12:40:49 PM	0:0:16:37			issue resolved	Remote
23909	27-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	OM-EHV	C270320240042		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	27-03-2024 12:24	3/27/2024 12:41:07 PM	0:0:16:10			reconnected issue resolved	Remote
23910	27-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C270320240040		Hardware	System	Other Software	software	HIGH	Closed	27-03-2024 12:16	3/27/2024 12:59:00 PM	0:0:42:18			host file changed	Onsite
23911	27-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C270320240039		Telecome	Instrumen	IP	Others	LOW	Closed	27-03-2024 12:16	3/27/2024 12:16:53 PM	0:0:0:46			after ip phone replaced and	Onsite
23912	27-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C270320240038		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-03-2024 12:08	3/28/2024 5:14:10 PM	1:5:5:23			lan cable not working need to	Onsite
23913	27-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C270320240037		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-03-2024 12:05	3/28/2024 5:14:38 PM	1:5:9:38			lan cable not working need to	Onsite
23914	27-03-2024	SAKET	Malviya Nagar	BUSINESS/	C270320240036		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 12:04	3/27/2024 12:23:46 PM	0:0:19:19			webx installed	Onsite
23915	27-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C270320240035		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-03-2024 12:03	3/28/2024 5:14:23 PM	1:5:10:34			lan cable not working need to	Onsite
23916	27-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C270320240034		Hardware	System	MS Office	Others	HIGH	Closed	27-03-2024 11:54	3/27/2024 12:59:37 PM	0:1:4:53			Ms office reinstall	Onsite
23917	27-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C270320240032		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	27-03-2024 11:53	3/27/2024 11:57:04 AM	0:0:3:25			Bulk Mail request has been created.	Remote
23918	27-03-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C270320240033		Hardware	PC	TFT	Others	HIGH	Closed	27-03-2024 11:53	3/27/2024 12:59:58 PM	0:1:6:12			Vga cable changed	Onsite
23919	27-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C270320240031		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	27-03-2024 11:52	3/27/2024 1:00:32 PM	0:1:7:58			Print A4 size setting	Onsite
23920	27-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C270320240030		Hardware	PC	Hanging/Slow processing	Virus issue	HIGH	Closed	27-03-2024 11:51	3/27/2024 12:57:59 PM	0:1:6:15			full pc scan cline up run	Onsite
23921	27-03-2024	VIKAS PURI	LIG Hastal Complaint Center	OM-DIV	C270320240029		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 11:47	3/27/2024 12:24:45 PM	0:0:36:56			LAN issue resolved as reqd.	Onsite
23922	27-03-2024	VIKAS PURI	Shiv Vihar Complaint Center,JJ Colony Shiv	OM-DIV	C270320240028		Hardware	PC	Not working at all	No power	LOW	Closed	27-03-2024 11:47	3/27/2024 12:25:15 PM	0:0:38:5			Power issue resolved as reqd.	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23923	27-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C270320240027		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Re-Assign	27-03-2024 11:34					LAN cable not working	Onsite
23924	27-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	Enforcem	C270320240025		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 11:29	3/27/2024 5:11:55 PM	0:5:42:6			Call Close By Sanjay & Subhash	Onsite
23925	27-03-2024	SAKET	C Dot Grid	O-M	C270320240026		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-03-2024 11:29	3/27/2024 12:23:02 PM	0:0:53:4			LAN reconnected from N/W switch	Onsite
23926	27-03-2024	SAKET	C Dot Grid	O-M	C270320240023		Hardware	Laptop	Not working at all	Others	LOW	Closed	27-03-2024 11:28	3/27/2024 12:22:13 PM	0:0:53:38			Windows startup repair	Onsite
23927	27-03-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C270320240022		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 11:28	3/27/2024 5:12:23 PM	0:5:44:3			Call Close By Sanjay & Subhash	Onsite
23928	27-03-2024	MOHAN GARDEN	BSES Vipin Garden Complaint Center,Near	OM-DIV	C270320240024		Network	LAN Issue	LAN Issue	Others	LOW	Closed	27-03-2024 11:28	3/27/2024 5:12:08 PM	0:5:43:25			Call Close By Sanjay & Subhash	Onsite
23929	27-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C270320240021		Hardware	Printer	Image Issue	Light	LOW	Closed	27-03-2024 11:27	3/27/2024 11:43:32 AM	0:0:16:32			Issue forwarded to Vendor for	Onsite
23930	27-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C270320240020		Hardware	E-Mail	Email _Lotus	Mumbai	LOW	Closed	27-03-2024 11:26	3/27/2024 11:44:46 AM	0:0:18:23			Password issue resolved as reqd.	Remote
23931	27-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C270320240019		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 11:25	3/27/2024 11:44:06 AM	0:0:19:0			Archive issue resolved as reqd.	Remote
23932	27-03-2024	NEHRU PLACE	20 No Building	IT	C270320240018		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	27-03-2024 11:09	3/27/2024 2:43:00 PM	0:3:33:3			ip configure done	Onsite
23933	27-03-2024	NEHRU PLACE	20 No Building	IT	C270320240017		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	27-03-2024 11:09	3/27/2024 2:42:51 PM	0:3:33:27			ip configure done	Onsite
23934	27-03-2024	NEHRU PLACE	20 No Building	IT	C270320240016		Hardware	Laptop	Network Not Working	IP Issue	LOW	Closed	27-03-2024 11:08	3/27/2024 2:42:32 PM	0:3:33:49			ip configure done	Onsite
23935	27-03-2024	NEHRU PLACE	20 No Building	Energy	C270320240015		Hardware	System	Other Software	software	LOW	Closed	27-03-2024 10:59	3/27/2024 2:42:14 PM	0:3:42:55			teamviware re-install	Onsite
23936	27-03-2024	NEHRU PLACE	20 No Building	Energy	C270320240014		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 10:58	3/27/2024 2:41:43 PM	0:3:43:33			dienotes run & clean to task manager	Onsite
23937	27-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C270320240013		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	27-03-2024 10:55	3/27/2024 5:12:51 PM	0:6:17:8			Call Close By Sanjay & Subhash	Onsite
23938	27-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C270320240012		Hardware	System	Other Software	Browser	LOW	Closed	27-03-2024 10:35	3/27/2024 10:41:33 AM	0:0:5:57			chrome updated issue resolved	Remote
23939	27-03-2024	MUNDKA	S/Stn Building At Swarn Park(Behind	OM-DIV	C270320240011		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-03-2024 10:11	3/27/2024 10:26:09 AM	0:0:14:21			keyboard usb driver reinstalled now	Onsite
23940	27-03-2024	SAKET	CGRF Court Pushp Vihar Sector 5	LEGAL	C270320240010		Hardware	System	MS Office	Software	LOW	Closed	27-03-2024 09:58	3/27/2024 10:52:52 AM	0:0:54:20			MS Office re-installed	Onsite
23941	27-03-2024	SAKET	BRPL Lab Pushp Vihar Sector 7	Energy	C270320240009		Hardware	Scanner	Scaning issue	Paper	LOW	Closed	27-03-2024 09:55	3/27/2024 10:52:02 AM	0:0:56:24			Scanner Cleaned	Onsite
23942	27-03-2024	SAKET	Chhatarpur CC	O-M	C270320240008		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	27-03-2024 09:53	3/27/2024 10:51:18 AM	0:0:57:34			LAN is not working	Onsite
23943	27-03-2024	MUNDKA	S/Stn Building No 1 Tikri Kalan At Rohtak	OM-DIV	C270320240007		Hardware	PC	Not working at all	Others	LOW	Closed	27-03-2024 09:51	3/27/2024 10:33:30 AM	0:0:41:41			window licence expire not able to	Onsite
23944	27-03-2024	DWARKA	C2C Pocket 12 Janakpuri	BUSINESS/	C270320240006		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	27-03-2024 09:46	3/27/2024 9:47:27 AM	0:0:1:25			Issue has been resolved after changed	Onsite
23945	27-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C270320240005		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-03-2024 09:39	3/27/2024 9:43:50 AM	0:0:4:5			printer lan port reinsert and	Onsite
23946	27-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C270320240004		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	27-03-2024 09:38	3/27/2024 9:43:35 AM	0:0:4:50			printer lan port reinsert and	Onsite
23947	27-03-2024	SAKET	Adchini	DSK	C270320240003		Hardware	Printer	Image Issue	Light	LOW	Closed	27-03-2024 09:18	3/27/2024 9:37:08 AM	0:0:18:41			Printer Cartridge cleaned	Onsite
23948	27-03-2024	SAKET	Adchini	CHD	C270320240002		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	27-03-2024 09:15	3/27/2024 9:20:17 AM	0:0:4:41			Compact the mail	Onsite
23949	27-03-2024	SAKET	Adchini	DSK	C270320240001		Hardware	System	Other Software	Adobe	LOW	Closed	27-03-2024 09:14	3/27/2024 9:19:51 AM	0:0:5:39			PDF file Default program changed as	Onsite
23950	28-03-2024	NAJAF GARH	NJF Manager O&M Office 220 KV Grid	OM-DIV	C280320240162		Hardware	PC	Restart Problem	RAM Issue	MEDIUM	Closed	28-03-2024 17:41	3/28/2024 5:48:57 PM	0:0:7:52			RAM SLOT CLEAN AND RAM	Onsite
23951	28-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C280320240161		Hardware	Laptop	Network Not Working	Lan Cable	MEDIUM	Closed	28-03-2024 17:36	3/28/2024 5:47:13 PM	0:0:10:48			PATCH CABLE CHANGE AND PROBLEM	Onsite
23952	28-03-2024	NAJAF GARH	Delhi Gate Complaint Center,Near Najafgarh	BUSINESS/	C280320240160		Hardware	PC	Not working at all	No power	MEDIUM	Closed	28-03-2024 17:35	3/28/2024 5:46:41 PM	0:0:11:30			POWER CABLE CHANGE AND	Onsite
23953	28-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	BUSINESS/	C280320240159		Hardware	Laptop	Hanging/Slow processing	Temp	MEDIUM	Closed	28-03-2024 17:33	3/28/2024 5:45:49 PM	0:0:11:52			TEMP,PRFETCH AND CLEAN FILE	Onsite
23954	28-03-2024	NEHRU PLACE CSO	Second Floor - B Block	CORPORA	C280320240158		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 17:26	3/28/2024 5:29:35 PM	0:0:2:51			issue resolved	Onsite
23955	28-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	Recovery	C280320240157		Telecome	Instrumen	IP	Network	LOW	Closed	28-03-2024 17:25	3/28/2024 5:34:08 PM	0:0:8:40			after lan cable reconnect issue	Onsite
23956	28-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C280320240156		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 17:24	3/28/2024 5:33:22 PM	0:0:8:43			after all mail archived issue resolved	Onsite
23957	28-03-2024	KHANPUR	Durga Vihar, A 68	OM-DIV	C280320240155		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-03-2024 17:23	3/28/2024 5:32:47 PM	0:0:9:17			after flt done issue resolved	Onsite
23958	28-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C280320240153		Hardware	PC	Hanging/Slow processing	RAM Issue	HIGH	Closed	28-03-2024 17:20	3/28/2024 5:31:50 PM	0:0:11:33			after ram upgrade issue resolved	Onsite
23959	28-03-2024	KHANPUR	RPS Colony Near Mother Dairy	OM-DIV	C280320240154		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-03-2024 17:20	3/28/2024 5:32:02 PM	0:0:11:13			after printer driver reinstall issue	Onsite
23960	28-03-2024	KHANPUR	Batra,Near Batra Hospital	OM-EHV	C280320240151		Hardware	PC	Not working at all	No power	LOW	Closed	28-03-2024 17:18	3/28/2024 5:31:18 PM	0:0:13:14			after pc ram clean and reconnect all	Onsite
23961	28-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C280320240152		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 17:18	3/28/2024 5:29:21 PM	0:0:10:51			issue resolved	Onsite
23962	28-03-2024	NEHRU PLACE CSO	Ground Floor	DSK	C280320240148		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 17:17	3/28/2024 5:28:57 PM	0:0:11:48			issue resolved	Onsite
23963	28-03-2024	KHANPUR	Pul Prahladpur Near Indian Oil Petrol Pump	BUSINESS/	C280320240149		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-03-2024 17:17	3/28/2024 5:30:16 PM	0:0:12:50			after printer driver reinstall issue	Onsite
23964	28-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C280320240150		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 17:17	3/28/2024 5:29:07 PM	0:0:11:17			issue resolved	Onsite
23965	28-03-2024	NEHRU PLACE CSO	First Floor - C Block	CES	C280320240147		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 17:16	3/28/2024 5:28:47 PM	0:0:12:4			issue resolved	Onsite
23966	28-03-2024	NAJAF GARH	Njafgarh Commercial,220 KV Grid	DSS	C280320240146		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	28-03-2024 17:09	3/28/2024 5:44:23 PM	0:0:34:31			REMOVED THE PAPER AND PROBLEM	Onsite
23967	28-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C280320240144		Hardware	System	Other Software	Browser	LOW	Closed	28-03-2024 17:07	3/28/2024 5:21:54 PM	0:0:14:30			Issue resolved as reqd.	Onsite
23968	28-03-2024	VIKAS PURI	D Block Vikaspuri Near Arya Samaj Mandir	KCC/MLCC	C280320240145		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-03-2024 17:07	3/28/2024 5:22:40 PM	0:0:14:41			Issue resolved as reqd.	Remote
23969	28-03-2024	NAJAF GARH	Bhartal Office,Near Dada Mota Mandir	OM-DIV	C280320240143		Hardware	PC	TFT	Color	MEDIUM	Closed	28-03-2024 17:04	3/28/2024 5:43:09 PM	0:0:38:40			VGA CABLE CHANGE AND PROBLEM	Onsite
23970	28-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280320240142		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-03-2024 17:02	3/28/2024 5:28:35 PM	0:0:26:30			issue resolved	Onsite
23971	28-03-2024	NEHRU PLACE CSO	First Floor - C Block	C-M	C280320240141		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 17:01	3/28/2024 5:28:26 PM	0:0:26:58			issue resolved	Onsite
23972	28-03-2024	NEHRU PLACE CSO	First Floor - D Block	PMG	C280320240139		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-03-2024 16:59	3/28/2024 5:28:14 PM	0:0:28:50			issue resolved	Onsite
23973	28-03-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C280320240140		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:59	3/28/2024 5:22:14 PM	0:0:22:34			Issue resolved as reqd.	Remote
23974	28-03-2024	VIKAS PURI	G Block Vikaspuri Near PVR Cinema	LEGAL	C280320240136		Hardware	Printer	Paper Pickup	Paper Tray	LOW	Closed	28-03-2024 16:58	3/28/2024 5:22:28 PM	0:0:23:56			Issue resolved as reqd.	Onsite
23975	28-03-2024	NEHRU PLACE CSO	First Floor - E Block	IT	C280320240137		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-03-2024 16:58	3/28/2024 5:27:50 PM	0:0:29:13			issue resolved	Onsite
23976	28-03-2024	NEHRU PLACE CSO	First Floor - A Block	CES	C280320240138		Hardware	Laptop	Network Not Working	Network	LOW	Closed	28-03-2024 16:58	3/28/2024 5:28:05 PM	0:0:29:24			issue resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
23977	28-03-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C280320240135		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:57	3/28/2024 5:21:29 PM	0:0:23:49			Archive issue resolved	Remote
23978	28-03-2024	NEHRU PLACE CSO	First Floor - B Block	HR	C280320240134		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-03-2024 16:53	3/28/2024 4:55:51 PM	0:0:2:22			Issue Resolved	Onsite
23979	28-03-2024	NEHRU PLACE CSO	Third Floor - A Block	BUSINESS/	C280320240133		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-03-2024 16:52	3/28/2024 4:55:43 PM	0:0:2:47			Issue Resolved	Onsite
23980	28-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C280320240132		Hardware	OTHERS	VPN ISSUE	Configurat	LOW	Closed	28-03-2024 16:52	3/28/2024 4:55:23 PM	0:0:3:7			Issue Resolved	Onsite
23981	28-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C280320240131		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:51	3/28/2024 4:55:14 PM	0:0:3:48			Issue Resolved	Onsite
23982	28-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C280320240130		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 16:50	3/28/2024 4:54:35 PM	0:0:3:53			Issue Resolved	Onsite
23983	28-03-2024	NEHRU PLACE CSO	Third Floor - A Block	CORPORA	C280320240129		Hardware	Laptop	New OS Insatallation	New OS	LOW	Closed	28-03-2024 16:49	3/28/2024 4:54:14 PM	0:0:4:15			Issue Resolved	Onsite
23984	28-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C280320240128		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-03-2024 16:48	3/28/2024 4:54:06 PM	0:0:5:14			Issue Resolved	Onsite
23985	28-03-2024	NEHRU PLACE CSO	Second Floor - A Block , CEO Cell	ADMIN	C280320240127		Hardware	Laptop	Other Issue	Others	LOW	Closed	28-03-2024 16:48	3/28/2024 4:53:56 PM	0:0:5:54			Issue Resolved	Onsite
23986	28-03-2024	JAFFERPUR	Jaffarpur Commercial,220 KV Grid	BUSINESS/	C280320240126		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 16:43	3/28/2024 4:47:15 PM	0:0:3:42			Create ADS user.	Onsite
23987	28-03-2024	JAFFERPUR	JFP MANAGER O&M 66 KV Grid Rawta	BUSINESS/	C280320240125		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:38	3/28/2024 4:44:58 PM	0:0:6:0			New mail archive create.	Onsite
23988	28-03-2024	JAFFERPUR	Mitraon Complain Centre,Mitraon Village	BUSINESS/	C280320240123		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	28-03-2024 16:36	3/28/2024 4:44:29 PM	0:0:8:28			Lide 120 new Scanner installation.	Onsite
23989	28-03-2024	JAFFERPUR	JFP BSK 66 KV Grid Rawta More,Near Rao	BUSINESS/	C280320240124		Hardware	MOUSE	Not working	Hardware	LOW	Closed	28-03-2024 16:36	3/28/2024 4:44:43 PM	0:0:7:47			Mouse replaced.	Onsite
23990	28-03-2024	OTHERS	Andrews Ganj	Enforcem	C280320240122		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 16:34	3/28/2024 4:36:08 PM	0:0:1:15			SAP Issue	Onsite
23991	28-03-2024	OTHERS	Andrews Ganj	Enforcem	C280320240121		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:33	3/28/2024 4:36:23 PM	0:0:2:31			mail issue	Onsite
23992	28-03-2024	OTHERS	Andrews Ganj	Enforcem	C280320240120		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:33	3/28/2024 4:36:42 PM	0:0:3:25			mail issue	Onsite
23993	28-03-2024	OTHERS	Andrews Ganj	Enforcem	C280320240119		Hardware	System	MS Office	Software	LOW	Closed	28-03-2024 16:32	3/28/2024 4:36:57 PM	0:0:4:49			MS office issue	Onsite
23994	28-03-2024	OTHERS	Andrews Ganj	Enforcem	C280320240118		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 16:28	3/28/2024 4:37:38 PM	0:0:9:4			mail issue	Onsite
23995	28-03-2024	OTHERS	PLA Court	Enforcem	C280320240117		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-03-2024 16:27	3/28/2024 4:35:49 PM	0:0:7:54			Printer issue	Onsite
23996	28-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C280320240116		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-03-2024 16:12	3/28/2024 4:35:08 PM	0:0:22:53			after replace local replica issue	Remote
23997	28-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	CHD	C280320240115		Hardware	Printer	Paper Pickup	Paper Jam	HIGH	Closed	28-03-2024 16:11	3/28/2024 5:01:48 PM	0:0:50:45			Removed the paper and problem	Onsite
23998	28-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C280320240114		Hardware	PC	Restart Problem	Heating	HIGH	Closed	28-03-2024 16:09	3/28/2024 5:01:04 PM	0:0:51:22			Cooling paste applied in cpu processor	Onsite
23999	28-03-2024	NAGLOI	Building No 2 Guru Har Krishan Nagar,Near	O-M	C280320240113		Hardware	PC	Not working at all	No power	HIGH	Closed	28-03-2024 16:08	3/28/2024 4:51:04 PM	0:0:42:23			Laptop power cable change and	Onsite
24000	28-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	DSS	C280320240112		Hardware	KEYBOAR	Not working	Hardware	HIGH	Closed	28-03-2024 16:07	3/28/2024 4:42:45 PM	0:0:35:4			keyboard changed	Onsite
24001	28-03-2024	NAGLOI	Baprola Complaint Center Rajiv Ratan Awas	O-M	C280320240111		Hardware	PC	Restart Problem	RAM Issue	LOW	Closed	28-03-2024 16:05	3/28/2024 4:40:45 PM	0:0:35:39			ram reconnect other slot	Onsite
24002	28-03-2024	SAKET	Jonapur CC	O-M	C280320240110		Hardware	UPS	Backup	No Power	LOW	Closed	28-03-2024 16:04	3/28/2024 4:10:49 PM	0:0:5:57			UPS Power on issue at Aya Nagar CC	Remote
24003	28-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280320240109		Hardware	MOUSE	Not working	Other	MEDIUM	Closed	28-03-2024 16:04	3/28/2024 4:28:31 PM	0:0:23:52			after change usb slot issue resolved	Onsite
24004	28-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280320240108		Hardware	PC	Not working at all	No power	MEDIUM	Closed	28-03-2024 16:03	3/28/2024 4:27:57 PM	0:0:23:59			after fix power cable issue resolved	Onsite
24005	28-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280320240107		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-03-2024 16:03	3/28/2024 4:27:36 PM	0:0:24:35			after rename workspace then check	Remote
24006	28-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280320240106		Hardware	PC	Not working at all	Others	LOW	Closed	28-03-2024 16:02	3/28/2024 4:40:46 PM	0:0:37:57			PC PM & Audit.	Onsite
24007	28-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C280320240105		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-03-2024 16:00	3/28/2024 4:26:36 PM	0:0:25:58			after kill multiple process running in	Remote
24008	28-03-2024	SAKET	Adchini	O-M	C280320240103		Hardware	Laptop	Hanging/Slow processing	Temp	LOW	Closed	28-03-2024 15:59	3/28/2024 4:07:27 PM	0:0:8:0			Laptop performance enhanced(B-1	Remote
24009	28-03-2024	SARITA VIHAR	New Friends Colony	BUSINESS/	C280320240104		Hardware	Printer	Paper Pickup	Paper Jam	MEDIUM	Closed	28-03-2024 15:59	3/28/2024 4:25:23 PM	0:0:25:47			after remove printer and replace	Remote
24010	28-03-2024	SARITA VIHAR	I Block Saurabh Vihar	OM-DIV	C280320240102		Hardware	PC	Network Not Working	Lan Cable	MEDIUM	Closed	28-03-2024 15:57	3/28/2024 4:36:08 PM	0:0:38:36			after crimp RJ45 connector on both	Onsite
24011	28-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280320240101		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-03-2024 15:56	3/28/2024 4:24:30 PM	0:0:28:8			after uncheck offline to online printer	Remote
24012	28-03-2024	NIZAMUDDIN	Kilokri	OM-EHV	C280320240100		Hardware	Printer	Connectivity Issue	Printer	MEDIUM	Closed	28-03-2024 15:46	3/28/2024 4:24:01 PM	0:0:37:6			After reconfigure issue resolved	Remote
24013	28-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C280320240099		Hardware	System	Other Software	New	MEDIUM	Closed	28-03-2024 15:45	3/28/2024 4:18:22 PM	0:0:32:48			after recreate dtm exe issue resolved	Remote
24014	28-03-2024	PUNJABI BAGH	BSES Office Road No 43 West PJB,Near S M	MMG	C280320240098		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 15:44	3/28/2024 4:20:56 PM	0:0:36:40			Sap P 96 server add done & analyzer	Onsite
24015	28-03-2024	PUNJABI BAGH	BSES Office Bhagwan Das Road Near Punjabi	Store	C280320240096		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 15:43	3/28/2024 4:20:26 PM	0:0:36:54			Sap login error , Sap software repair	Onsite
24016	28-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C280320240097		Hardware	E-Mail	Email _Lotus	Mail	MEDIUM	Closed	28-03-2024 15:43	3/28/2024 4:17:51 PM	0:0:34:2			after clear stuck mails and compact	Remote
24017	28-03-2024	PUNJABI BAGH	BSES Commercial Office,Road No 22 East	Recovery	C280320240095		Hardware	Printer	Hardware Issue	Ticket	LOW	Closed	28-03-2024 15:42	3/28/2024 4:20:03 PM	0:0:37:27			Printer panel replaced by vendor now	Onsite
24018	28-03-2024	PUNJABI BAGH	BSES O Office,A 6 Paschim Vihar	O-M	C280320240094		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-03-2024 15:41	3/28/2024 4:19:46 PM	0:0:38:11			lotus mail account is locked out -	Onsite
24019	28-03-2024	NEHRU PLACE	Lajpat Nagar 4,Amar Colony	O-M	C280320240093		Hardware	PC	System Password issue	Password	LOW	Closed	28-03-2024 15:38	3/28/2024 4:11:46 PM	0:0:33:43			Password reset done.	Onsite
24020	28-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280320240092		Hardware	PC	Not working at all	RAM Issue	LOW	Closed	28-03-2024 15:37	3/28/2024 4:11:25 PM	0:0:34:17			After RAM Cleaning reinsert the RAM.	Onsite
24021	28-03-2024	NIZAMUDDIN	Lajpat Nagar 2	Billing	C280320240091		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-03-2024 15:36	3/28/2024 4:10:27 PM	0:0:33:54			Printer reinstalled with drivers.	Onsite
24022	28-03-2024	SARITA VIHAR	Sukhdev Vihar	OM-DIV	C280320240090		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	28-03-2024 15:35	3/28/2024 4:14:52 PM	0:0:38:56			after clean temp file and hd clean up	Remote
24023	28-03-2024	SAKET	C Dot Grid	O-M	C280320240088		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-03-2024 15:35	3/28/2024 3:38:19 PM	0:0:2:47			FLT Done with N/W Team and call log	Onsite
24024	28-03-2024	SARITA VIHAR	Badarpur Building No 6	OM-DIV	C280320240086		Hardware	System	Other Software	software	MEDIUM	Closed	28-03-2024 15:35	3/28/2024 4:14:18 PM	0:0:39:14			after reinstall oracle issue resolved	Remote
24025	28-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C280320240089		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	28-03-2024 15:35	3/28/2024 4:09:48 PM	0:0:33:59			Activate dinotes then restart the mail.	Onsite
24026	28-03-2024	NEHRU PLACE	East Of Kailash,Near Sapna Cinema	DSS	C280320240087		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-03-2024 15:35	3/28/2024 4:09:00 PM	0:0:33:39			LAN cable reconnect.	Onsite
24027	28-03-2024	PUNJABI BAGH	A 4 Paschim Vihar Grid Office,Near Paschim	PROTECTI	C280320240084		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 15:34	3/28/2024 4:18:32 PM	0:0:43:58			Lotus mail install & config done with	Onsite
24028	28-03-2024	NEHRU PLACE	Kailash Colony Market	BUSINESS/	C280320240085		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-03-2024 15:34	3/28/2024 4:08:34 PM	0:0:33:47			Mail id unlocked done.	Remote
24029	28-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C280320240083		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-03-2024 15:27	3/28/2024 4:17:18 PM	0:0:50:9			Printer software installation.	Onsite
24030	28-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280320240082		Hardware	Laptop	Network Not Working	Other	LOW	Closed	28-03-2024 15:26	3/28/2024 3:27:17 PM	0:0:0:36			resolved	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
24031	28-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	O-M	C280320240080		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-03-2024 15:25	3/28/2024 4:16:42 PM	0:0:51:19			New Archive create.	Onsite
24032	28-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280320240081		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	28-03-2024 15:25	3/28/2024 3:27:34 PM	0:0:1:45			cal log to vendor	Onsite
24033	28-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C280320240079		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	28-03-2024 15:23	3/28/2024 4:16:07 PM	0:0:52:14			New Archive create.	Onsite
24034	28-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C280320240078		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	28-03-2024 15:18	3/28/2024 3:24:52 PM	0:0:6:22			Resolved	Onsite
24035	28-03-2024	UTTAM NAGAR	BSES BSK , Bindapur Near DDA Flat Uttam	O-M	C280320240077		Hardware	PC	Restart Problem	Others	LOW	Closed	28-03-2024 15:17	3/28/2024 3:25:09 PM	0:0:7:35			Resolved	Onsite
24036	28-03-2024	VIKAS PURI	Bses Cash Counter No 819,Bal Udyan Uttam	O-M	C280320240076		Hardware	PC	Network Not Working	No Power	LOW	Closed	28-03-2024 15:16	3/28/2024 3:25:25 PM	0:0:9:0			Resolved	Onsite
24037	28-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C280320240075		Hardware	PC	Network Not Working	Other	LOW	Closed	28-03-2024 15:15	3/28/2024 3:25:39 PM	0:0:10:1			Resolved	Onsite
24038	28-03-2024	VIKAS PURI	H BLOCK Vikaspuri,Near Gurudwara	O-M	C280320240074		Hardware	PC	Network Not Working	Other	LOW	Closed	28-03-2024 15:15	3/28/2024 3:25:50 PM	0:0:10:30			Resolved	Onsite
24039	28-03-2024	NIZAMUDDIN	Defence Colony CC	O-M	C280320240073		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-03-2024 15:14	3/28/2024 3:50:58 PM	0:0:36:41			PC login id unlocked.	Onsite
24040	28-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280320240072		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 15:12	3/28/2024 3:50:31 PM	0:0:37:34			Network slow working.	Onsite
24041	28-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280320240070		Hardware	Scanner	Scaning issue	Others	LOW	Closed	28-03-2024 15:10	3/28/2024 4:13:04 PM	0:1:2:40			Scanner shut down for 10 minutes	Onsite
24042	28-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280320240071		Telecome	Instrumen	SIP	Lan Port	LOW	Closed	28-03-2024 15:10	3/28/2024 3:50:02 PM	0:0:39:19			Due to local lan problem.	Onsite
24043	28-03-2024	PALAM	Dwarka Sec 9 Complaint Center	OM-DIV	C280320240068		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-03-2024 15:09	3/28/2024 4:11:06 PM	0:1:1:53			Printer Patch cable crimp.	Onsite
24044	28-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280320240069		Hardware	PC	Hanging/Slow processing	Temp	MEDIUM	Closed	28-03-2024 15:09	3/28/2024 3:25:46 PM	0:0:15:50			after clean temp file and hd clean up	Remote
24045	28-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280320240067		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-03-2024 15:08	3/28/2024 3:49:16 PM	0:0:40:47			Dust problem now working.	Onsite
24046	28-03-2024	HAUZ KHAAS	A 1/27 Safdarjung Enclave	BUSINESS/	C280320240066		Hardware	PC	Network Not Working	PC	LOW	Closed	28-03-2024 15:07	3/28/2024 3:48:27 PM	0:0:40:55			LAN connector replaced.	Onsite
24047	28-03-2024	SARITA VIHAR	Pocket B Block	OM-DIV	C280320240065		Hardware	System	Other Software	New	MEDIUM	Closed	28-03-2024 15:07	3/28/2024 3:26:22 PM	0:0:19:3			User join on ads and provide all	Remote
24048	28-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C280320240064		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 15:00	3/28/2024 4:44:20 PM	0:1:43:58			Mail installation on another system	Remote
24049	28-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C280320240063		Hardware	System	Other Software	proxy	LOW	Closed	28-03-2024 14:59	3/28/2024 4:43:01 PM	0:1:43:25			Change proxy setting now working	Remote
24050	28-03-2024	JANAK PURI	B 32 Maya Puri,Janakpuri O Office	O-M	C280320240062		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:58	3/28/2024 4:42:40 PM	0:1:43:45			ADS JOIN NOW WORKING FINE	Remote
24051	28-03-2024	JANAK PURI	D Block Janakpuri Complaint Center and	O-M	C280320240061		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:58	3/28/2024 4:42:31 PM	0:1:44:10			ADS JOIN NOW WORKING FINE	Remote
24052	28-03-2024	JANAK PURI	C 3 Janakpuri Complaint Center	O-M	C280320240060		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:57	3/28/2024 4:42:12 PM	0:1:44:33			ADS JOIN NOW WORKING FINE	Remote
24053	28-03-2024	JANAK PURI	Sagar Pur Grid	O-M	C280320240059		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-03-2024 14:57	3/28/2024 4:41:41 PM	0:1:44:40			Done network troubleshooting steps	Onsite
24054	28-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C280320240058		Hardware	Anti virus	ANTI VIRUS	Virus Scan	LOW	Closed	28-03-2024 14:46	3/28/2024 3:41:22 PM	0:0:55:10			Update the antivirus now issue	Remote
24055	28-03-2024	ALAKNANDA	CR I Block Kali Mandir	BUSINESS/	C280320240057		Hardware	PC	Not working at all	Sent to	LOW	Closed	28-03-2024 14:44	3/28/2024 3:39:53 PM	0:0:54:56			Send the DVD writer to NHP	Onsite
24056	28-03-2024	ALAKNANDA	CR Park HR Office	HR	C280320240056		Hardware	E-Mail	Email _Lotus	Mail Gets	LOW	Closed	28-03-2024 14:44	3/28/2024 3:39:21 PM	0:0:55:7			Create new workspace now issue	Remote
24057	28-03-2024	ALAKNANDA	CR Park HR Office	HR	C280320240055		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-03-2024 14:43	3/28/2024 3:38:51 PM	0:0:55:37			Installed the printer driver now issue	Onsite
24058	28-03-2024	ALAKNANDA	Giri Nagar	MMG	C280320240053		Hardware	Printer	Paper Pickup	Paper	LOW	Closed	28-03-2024 14:42	3/28/2024 3:38:30 PM	0:0:56:4			Change the cartridge now issue	Onsite
24059	28-03-2024	SAKET	Adchini	DSK	C280320240054		Hardware	System	Other Software	Browser	LOW	Closed	28-03-2024 14:42	3/28/2024 3:22:40 PM	0:0:40:9			Adobe XI installed	Onsite
24060	28-03-2024	SAKET	Adchini	BUSINESS/	C280320240052		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 14:41	3/28/2024 3:22:16 PM	0:0:40:47			PDS N/W driver re-installed	Onsite
24061	28-03-2024	ALAKNANDA	Okhla Ph 1	O-M	C280320240051		Hardware	PC	Restart Problem	OS/Syste	LOW	Closed	28-03-2024 14:41	3/28/2024 3:38:03 PM	0:0:56:51			Installed the OS and all software now	Onsite
24062	28-03-2024	SAKET	Adchini	DSK	C280320240050		Hardware	PC	TFT	Power	LOW	Closed	28-03-2024 14:40	3/28/2024 3:21:41 PM	0:0:41:32			Power cable changed	Onsite
24063	28-03-2024	OTHERS	VSNL	KCC/MLCC	C280320240049		Network	LAN Issue	LAN Issue	New Lan	LOW	Closed	28-03-2024 14:35	3/28/2024 4:25:06 PM	0:1:49:9			Replaced Patched cable issue resolve	Remote
24064	28-03-2024	OTHERS	VSNL	KCC/MLCC	C280320240048		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:34	3/28/2024 4:23:14 PM	0:1:48:40			Share Folder issue resolve	Remote
24065	28-03-2024	OTHERS	VSNL	KCC/MLCC	C280320240047		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:32	3/28/2024 4:22:40 PM	0:1:49:54			New CAS Shortcut issue resolve	Remote
24066	28-03-2024	OTHERS	VSNL	KCC/MLCC	C280320240046		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:31	3/28/2024 4:22:03 PM	0:1:50:37			Oracle _reinstalled issue resolve	Remote
24067	28-03-2024	OTHERS	VSNL	O-M	C280320240045		Hardware	PC	Not working at all	Driver	LOW	Closed	28-03-2024 14:29	3/28/2024 4:21:11 PM	0:1:51:57			External LA Card Installed issue	Onsite
24068	28-03-2024	NEHRU PLACE	20 No Building	MMG	C280320240044		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:20	3/28/2024 2:32:24 PM	0:0:12:7			smart meter software installation	Onsite
24069	28-03-2024	NEHRU PLACE	20 No Building	Billing	C280320240043		Hardware	PC	System Password issue	Password	LOW	Closed	28-03-2024 14:15	3/28/2024 2:31:48 PM	0:0:16:37			after Re-join domain, issue resolved	Onsite
24070	28-03-2024	NEHRU PLACE	20 No Building	Energy	C280320240042		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	28-03-2024 14:14	3/28/2024 2:31:07 PM	0:0:16:52			Mail unlock done via notes support	Onsite
24071	28-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C280320240040		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:13	3/28/2024 2:26:07 PM	0:0:12:32			Issue has been resolved after	Onsite
24072	28-03-2024	NEHRU PLACE	20 No Building	O-M	C280320240041		Hardware	System	Other Software	New	LOW	Closed	28-03-2024 14:13	3/28/2024 2:30:37 PM	0:0:16:59			ADS Id login done	Onsite
24073	28-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Recovery	C280320240039		Telecome	Instrumen	SIP	Adaptor	LOW	Closed	28-03-2024 14:07	3/28/2024 2:25:22 PM	0:0:17:37			Issue has been resolved after changed	Onsite
24074	28-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C280320240038		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	28-03-2024 13:59	3/28/2024 2:24:38 PM	0:0:25:6			Issue has been resolved after reset	Onsite
24075	28-03-2024	DWARKA	C2C Pocket 12 Janakpuri	Data	C280320240037		Hardware	Printer	Connectivity Issue	Lan Port	LOW	Closed	28-03-2024 13:58	3/28/2024 2:24:23 PM	0:0:25:53			Issue has been resolved after reset	Onsite
24076	28-03-2024	DWARKA	C2C Pocket 12 Janakpuri	DSS	C280320240036		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	28-03-2024 13:54	3/28/2024 2:23:28 PM	0:0:29:16			Issue has been resolved after reboot	Onsite
24077	28-03-2024	MOHAN GARDEN	MGN O,Dwarka Sec 13 Office,Netaji	MMG	C280320240035		Network	Link	Link Connectivity Issue	Link	LOW	Closed	28-03-2024 13:48	3/28/2024 2:22:44 PM	0:0:33:51			Issue has been resolved after reboot	Onsite
24078	28-03-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C280320240034		Network	LAN Issue	LAN Issue	Others	LOW	Closed	28-03-2024 13:21	3/28/2024 2:09:35 PM	0:0:48:18			LAN issue resolved as reqd	Onsite
24079	28-03-2024	MOHAN GARDEN	Sewak Park Complaint Center,B Block Sewak	OM-DIV	C280320240033		Network	Link	Link Connectivity Issue	Power	LOW	Closed	28-03-2024 13:20	3/28/2024 2:08:33 PM	0:0:47:59			Power issue resolved as reqd	Onsite
24080	28-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C280320240032		Hardware	PC	Not working at all	Others	LOW	Closed	28-03-2024 12:27	3/28/2024 12:48:48 PM	0:0:21:41			issue resolved after run dignostic	Onsite
24081	28-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C280320240030		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 12:26	3/28/2024 12:48:16 PM	0:0:21:52			issue resolved after configure the mail	Onsite
24082	28-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C280320240031		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 12:26	3/28/2024 12:47:49 PM	0:0:21:3			issue resolved after join the ADS	Onsite
24083	28-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C280320240028		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 12:25	3/28/2024 12:47:36 PM	0:0:22:27			issue resolved after join the ADS	Onsite
24084	28-03-2024	DWARKA	G 8 Dwarka Sector 11 Store And	WORKSHO	C280320240029		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 12:25	3/28/2024 12:48:09 PM	0:0:22:38			issue resolved after configure the mail	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
24085	28-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280320240026		Hardware	PC	Restart Problem	Others	LOW	Closed	28-03-2024 12:24	3/28/2024 12:29:17 PM	0:0:5:15			scan the pc	Remote
24086	28-03-2024	TAGORE GARDEN	Tagore Garden Commercial Office,Near	BUSINESS/	C280320240027		Software	SAP-ISU	BI	Roles/Righ	LOW	Closed	28-03-2024 12:24	3/28/2024 12:28:13 PM	0:0:3:32			mail sent to sap team	Remote
24087	28-03-2024	TAGORE GARDEN	Khyala Sub Division Office Near 830 Bus	O-M	C280320240025		Network	Link	Link Connectivity Issue	Earthing	LOW	Closed	28-03-2024 12:21	3/28/2024 12:25:28 PM	0:0:3:54			rectify the earthing issue	Onsite
24088	28-03-2024	TAGORE GARDEN	TGR Manager O&M Office ,B 3 Paschim	MMG	C280320240024		Hardware	PC	Hardware Issue	Ticket	LOW	Closed	28-03-2024 12:19	3/28/2024 12:27:13 PM	0:0:7:22			check the pc and log the call	Onsite
24089	28-03-2024	SAKET	Adchini	SAFETY	C280320240023		Network	LAN Issue	LAN Issue	Lan Cable	LOW	Closed	28-03-2024 11:42	3/28/2024 12:23:18 PM	0:0:40:50			LAN not work	Onsite
24090	28-03-2024	SAKET	C Dot Grid	O-M	C280320240022		Network	LAN Issue	LAN Issue	RJ45	LOW	Closed	28-03-2024 11:41	3/28/2024 12:22:37 PM	0:0:41:5			Re Crimp RJ45 connector both side	Onsite
24091	28-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C280320240020		Hardware	System	Other Software	Browser	LOW	Closed	28-03-2024 11:39	3/28/2024 11:52:59 AM	0:0:13:44			chrome updated issue resolved	Remote
24092	28-03-2024	SAKET	Adchini	Recovery	C280320240021		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-03-2024 11:39	3/28/2024 12:21:54 PM	0:0:42:5			Paper not pick	Onsite
24093	28-03-2024	SAKET	Adchini	DSK	C280320240019		Hardware	System	Other Software	software	LOW	Closed	28-03-2024 11:39	3/28/2024 12:21:33 PM	0:0:42:27			DSK portal not login	Onsite
24094	28-03-2024	MUNDKA	Building No 1,Udyog Nagar, No 5, K Block At	OM-DIV	C280320240018		Hardware	PC	TFT	IF HW	LOW	Closed	28-03-2024 11:18	3/28/2024 11:37:56 AM	0:0:18:56			power cable faulty now replaced issue	Onsite
24095	28-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280320240017		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-03-2024 11:15	3/28/2024 11:48:09 AM	0:0:32:51			Print size ser.	Onsite
24096	28-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280320240016		Hardware	KEYBOAR	Not working	Hardware	LOW	Closed	28-03-2024 11:13	3/28/2024 11:48:36 AM	0:0:34:56			Keyboard replaced.	Onsite
24097	28-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C280320240015		Hardware	Printer	Paper Pickup	Others	LOW	Closed	28-03-2024 11:11	3/28/2024 11:49:01 AM	0:0:37:37			Cartridge replaced	Onsite
24098	28-03-2024	R.K.PURAM	Vasant Vihar,Near DPS School	O-M	C280320240013		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	28-03-2024 11:10	3/28/2024 12:15:08 PM	0:1:4:41			cleared the paper from printer issue	Onsite
24099	28-03-2024	R.K.PURAM	R K Puram Sec 9,Near Sangam Cinema	O-M	C280320240014		Hardware	Printer	Image Issue	Dark	LOW	Closed	28-03-2024 11:10	3/28/2024 12:15:23 PM	0:1:4:24			change the cartridge issue resolved	Onsite
24100	28-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C280320240011		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 11:09	3/28/2024 11:49:36 AM	0:0:40:28			New archive create.	Onsite
24101	28-03-2024	R.K.PURAM	Moti Bagh 2,Near NDMC Market	O-M	C280320240012		Hardware	Laptop	Restart Problem	Temp	LOW	Closed	28-03-2024 11:09	3/28/2024 12:14:44 PM	0:1:4:53			clear the trace file and restart the	Onsite
24102	28-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C280320240010		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	28-03-2024 11:06	3/28/2024 11:50:15 AM	0:0:43:17			Do mail archive & compact.	Onsite
24103	28-03-2024	PALAM	Sector 6 Dwarka Near DDA Nursery	OM-DIV	C280320240009		Hardware	MOUSE	Not working	Hardware	LOW	Closed	28-03-2024 10:45	3/28/2024 11:50:40 AM	0:1:5:18			Mouse replaced	Onsite
24104	28-03-2024	SAKET	MMTC CC	O-M	C280320240008		Hardware	System	Other Software	Adobe	LOW	Closed	28-03-2024 10:22	3/28/2024 11:01:08 AM	0:0:38:20			PDF file ext. changed	Onsite
24105	28-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280320240007		Hardware	System	Other Software	Browser	LOW	Closed	28-03-2024 10:18	3/28/2024 10:35:56 AM	0:0:17:56			chrome updated issue resolved	Onsite
24106	28-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280320240006		Hardware	Scanner	Scaning issue	Connectivi	LOW	Closed	28-03-2024 10:17	3/28/2024 10:35:36 AM	0:0:18:6			done scanner usb replaced now	Onsite
24107	28-03-2024	MUNDKA	A 1 Paschim Vihar,Peera Garhi	DSK	C280320240005		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	28-03-2024 10:15	3/28/2024 10:34:47 AM	0:0:19:25			done serial no issue resolved	Onsite
24108	28-03-2024	SAKET	MIG CC	O-M	C280320240004		Hardware	PC	Network Not Working	IP Issue	LOW	Closed	28-03-2024 10:04	3/28/2024 11:00:26 AM	0:0:56:24			IP Address configured	Onsite
24109	28-03-2024	SAKET	Pushp Vihar Substation No 12 Sector 7	O-M	C280320240003		Hardware	PC	New OS Insatallation	New OS	LOW	Closed	28-03-2024 09:59	3/28/2024 11:00:06 AM	0:1:0:7			Windows installed	Onsite
24110	28-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C280320240002		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	28-03-2024 09:37	3/28/2024 9:44:18 AM	0:0:6:23			driver updated issue resolved	Onsite
24111	28-03-2024	MUNDKA	Building No 1,Near Petrol Pump,Nangloi No	BUSINESS/	C280320240001		Hardware	Printer	Connectivity Issue	Hardware	LOW	Closed	28-03-2024 09:37	3/28/2024 9:43:55 AM	0:0:6:29			power switch off now issue resolved	Onsite
24112	29-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C290320240031		Hardware	System	Other Software	Browser	LOW	Closed	29-03-2024 17:37	3/29/2024 5:40:56 PM	0:0:3:31			Issue resolved as reqd.	Onsite
24113	29-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C290320240030		Hardware	PC	Hanging/Slow processing	Temp	LOW	Closed	29-03-2024 17:35	3/29/2024 5:40:43 PM	0:0:4:53			Issue resolved as reqd.	Onsite
24114	29-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290320240029		Hardware	Printer	Paper Pickup	Paper Jam	LOW	Closed	29-03-2024 15:38	3/29/2024 4:13:16 PM	0:0:34:56			Jam Paper removed.	Onsite
24115	29-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290320240028		Hardware	OTHERS	QMS ISSUE	Others	LOW	Closed	29-03-2024 15:08	3/29/2024 4:14:31 PM	0:1:6:18			Qms Machine restart.	Onsite
24116	29-03-2024	PALAM	G 2 Papankalan Grid Naserpur,Near	BUSINESS/	C290320240027		Hardware	E-Mail	Email _Lotus	Reset/Unl	LOW	Closed	29-03-2024 15:03	3/29/2024 4:14:58 PM	0:1:11:44			Mail account unlock.	Onsite
24117	29-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C290320240026		Hardware	PC	System Password issue	Others	LOW	Closed	29-03-2024 14:57	3/29/2024 3:08:47 PM	0:0:11:42			Login issue resolved	Onsite
24118	29-03-2024	MOHAN GARDEN	BSES Anand Vihar Complaint Center,Near	OM-DIV	C290320240025		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-03-2024 14:14	3/29/2024 2:37:16 PM	0:0:22:35			Lotus opening issue resolved.	Remote
24119	29-03-2024	VIKAS PURI	BSES GIS Office Nangli Jalib Village Janakpuri	GIS	C290320240024		Network	Link	Link Connectivity Issue	Ping Drop	LOW	Closed	29-03-2024 14:14	3/29/2024 2:36:40 PM	0:0:22:32			Network breaks issue resolved as	Onsite
24120	29-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290320240023		Hardware	UPS	Hardware Issue	Ticket	LOW	Closed	29-03-2024 13:54	3/29/2024 2:54:09 PM	0:0:59:10			Bypass the Power Supply and UPS	Onsite
24121	29-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290320240022		Hardware	System	Other Software	software	LOW	Closed	29-03-2024 13:51	3/29/2024 2:52:48 PM	0:1:1:45			Re-Installed the Chrome now issue	Onsite
24122	29-03-2024	ALAKNANDA	E Block GK 2	BUSINESS/	C290320240021		Hardware	Printer	Image Issue	Light	LOW	Closed	29-03-2024 13:49	3/29/2024 2:52:23 PM	0:1:2:39			Add to Billing printer now issue	Onsite
24123	29-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Data	C290320240020		Hardware	Printer	Connectivity Issue	Others	HIGH	Closed	29-03-2024 13:48	3/29/2024 1:57:02 PM	0:0:8:14			Print paper jam clean	Onsite
24124	29-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C290320240018		Hardware	System	Other Software	software	HIGH	Closed	29-03-2024 13:47	3/29/2024 1:58:11 PM	0:0:11:2			ms office reinstall	Onsite
24125	29-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	BUSINESS/	C290320240019		Hardware	Printer	Paper Pickup	Others	HIGH	Closed	29-03-2024 13:47	3/29/2024 1:57:41 PM	0:0:9:49			Print setting	Onsite
24126	29-03-2024	NAGLOI	Building No 1 Guru Har Krishan Nagar,Near	Recovery	C290320240017		Hardware	E-Mail	Email _Lotus	Other	HIGH	Closed	29-03-2024 13:46	3/29/2024 1:58:38 PM	0:0:12:31			mail archive	Onsite
24127	29-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C290320240014		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-03-2024 13:14	3/29/2024 1:15:15 PM	0:0:1:5			resolved	Onsite
24128	29-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C290320240016		Hardware	PC	Not working at all	Others	LOW	Closed	29-03-2024 13:14	3/29/2024 1:14:55 PM	0:0:0:21			laptop changed	Onsite
24129	29-03-2024	UTTAM NAGAR	Milap Nagar Complaint Center	O-M	C290320240015		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	29-03-2024 13:14	3/29/2024 1:15:05 PM	0:0:0:45			resolved	Onsite
24130	29-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C290320240011		Hardware	MOUSE	Not working	Other	LOW	Closed	29-03-2024 13:13	3/29/2024 1:15:41 PM	0:0:2:39			resolved	Onsite
24131	29-03-2024	MOHAN GARDEN	Mohan Garden Commercial Office, Near	BPI	C290320240012		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-03-2024 13:13	3/29/2024 1:15:34 PM	0:0:2:18			resolved	Onsite
24132	29-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C290320240013		Hardware	Printer	Connectivity Issue	Others	LOW	Closed	29-03-2024 13:13	3/29/2024 1:15:24 PM	0:0:1:36			resolved	Onsite
24133	29-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C290320240010		Hardware	E-Mail	Email _Lotus	Digest	LOW	Closed	29-03-2024 13:12	3/29/2024 1:15:47 PM	0:0:3:19			resolved	Onsite
24134	29-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C290320240009		Hardware	PC	Not working at all	Others	LOW	Closed	29-03-2024 13:12	3/29/2024 1:15:58 PM	0:0:3:46			resolved	Onsite
24135	29-03-2024	JANAK PURI	DSK G 8 Maya Enclave,JKP Commercial	DSK	C290320240008		Hardware	Scanner	Scaning issue	Others	LOW	Closed	29-03-2024 12:13	3/29/2024 1:27:44 PM	0:1:13:54			Reinstalled scanner driver now	Onsite
24136	29-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290320240007		Hardware	System	Other Software	New	LOW	Closed	29-03-2024 12:10	3/29/2024 1:27:05 PM	0:1:16:50			Activate windows now working fine	Remote
24137	29-03-2024	JANAK PURI	G 8 Maya Enclave,JKP Comm	BUSINESS/	C290320240006		Hardware	System	Other Software	proxy	LOW	Closed	29-03-2024 12:09	3/29/2024 1:26:28 PM	0:1:16:55			Change proxy setting now working	Remote
24138	29-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290320240005		Hardware	PC	System Password issue	Password	LOW	Closed	29-03-2024 11:12	3/29/2024 11:40:56 AM	0:0:28:0			issue resolved after clean the ram	Onsite

S.No.	Date	Division	Location	Department	Request ID	Initiator Name	Category	Problem Type	Problem Sub Type	Problem Area	Priority	Call Status	Issued Time	Closed Time	ToR(D:H:M:S)	Assign/Re-Assign/Clo	SLA Meet	Remarks	Request Mode
24139	29-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290320240003		Network	LAN Issue	LAN Issue	Others	LOW	Closed	29-03-2024 11:12	3/29/2024 11:40:09 AM	0:0:27:52			issue resolved after change the lan	Onsite
24140	29-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290320240004		Hardware	E-Mail	Email _Lotus	Other	LOW	Closed	29-03-2024 11:12	3/29/2024 11:40:38 AM	0:0:27:59			issue resolved after change the mail	Onsite
24141	29-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290320240002		Hardware	System	MS Office	Others	LOW	Closed	29-03-2024 11:11	3/29/2024 11:39:46 AM	0:0:28:27			issue resolved after repair the file	Onsite
24142	29-03-2024	JANAK PURI	C1 Janakpuri Grid Pankha Road,Near Mata	CIVIL	C290320240001		Hardware	Printer	Connectivity Issue	Printer	LOW	Closed	29-03-2024 11:10	3/29/2024 11:39:18 AM	0:0:28:19			issue resolved after reinstall the	Onsite
24143	30-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300320240007		Hardware	PC	Hanging/Slow processing	Hardware	LOW	Closed	30-03-2024 17:25	3/30/2024 5:26:50 PM	0:0:0:55			Issue Resolved	Onsite
24144	30-03-2024	NEHRU PLACE CSO	Third Floor - C Block	Finance	C300320240006		Hardware	PC	Network Not Working	PC	LOW	Closed	30-03-2024 17:25	3/30/2024 5:26:42 PM	0:0:1:16			Issue Resolved	Onsite
24145	30-03-2024	NEHRU PLACE CSO	Third Floor - D Block	IT	C300320240005		Hardware	Laptop	System Password issue	Others	LOW	Closed	30-03-2024 17:24	3/30/2024 5:26:26 PM	0:0:1:57			Issue Resolved	Onsite
24146	30-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C300320240003		Hardware	E-Mail	Email _Lotus	Mail	LOW	Closed	30-03-2024 11:34	3/30/2024 11:35:34 AM	0:0:1:3			done	Onsite
24147	30-03-2024	UTTAM NAGAR	Uttam Nagar Commercial Office,Near	BPI	C300320240004		Hardware	PC	Network Not Working	Other	LOW	Closed	30-03-2024 11:34	3/30/2024 11:35:23 AM	0:0:0:27			cable changed with new rj	Onsite
24148	30-03-2024	VIKAS PURI	Vikaspuri Commercial Office,Near Janakpuri	BPI	C300320240001		Hardware	PC	Network Not Working	Other	LOW	Closed	30-03-2024 11:33	3/30/2024 11:35:57 AM	0:0:2:11			router reboot	Onsite
24149	30-03-2024	UTTAM NAGAR	Chanakya Place Complaint Center	O-M	C300320240002		Hardware	PC	Network Not Working	No Power	LOW	Closed	30-03-2024 11:33	3/30/2024 11:35:45 AM	0:0:1:47			powwrr issue	Onsite