Issue/ Ticket raised through platform or email

Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	05-02-25	Sushant	Wadilube Inst	Issue in platform throwing error	Deployment was in In-progress post issue was resolved	05-02-25	0	Closed	
2	08-02-25	Sushant	Wadilube Inst	Terminal access issue	access gropup assigned in alpeta	08-02-25	0	Closed	
3	10-02-25	Sushant	Wadilube Inst	Terminal access issue	access gropup assigned in alpeta	10-02-25	0	Closed	
4	12-02-25	Sushant	Wadilube Inst	FRS issue not able to login through face	Validity check disabled	12-02-25	0	Closed	
5	12-02-25	Sushant	Wadilube Inst	FRS issue not able to login through face	Validity check disabled	12-02-25	0	Closed	
6	17-02-2025	Sushant	Wadilube Inst	Access Card Issue	Alpeta service restarted to resolve	17-02-2025	0	Closed	
7	17-02-2025	Sushant	Wadilube Inst	Card operation issue (Wrong card mapping)	Proper card rectified in alpeta	17-02-2025	0	Closed	
8	19-02-2025	Sushant	Wadilube Inst	FRS issue not able to login through face	Validity check disabled	19-02-2025	0	Closed	
9	20-02-2025	Sushant	Wadilube Inst	Enrolment	Time Out Issue	20-02-2025	0	Closed	
10	21-02-2025	Sushant	Wadilube Inst	Enrollment unable to submit	Profile created in alpeta	21-02-2025	0	Closed	
11	21-02-2025	Sushant	Wadilube Inst	FRS reader Issue	Validity check disabled	21-02-2025	0	Closed	
12	26-02-2025	Sushant	Wadilube Inst	OTP Issue (BPCL Officer ID)	Connected with EI and recified	26-02-2025	0	Closed	

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Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	01-02-25	Sulaj	Uran LPG	FRS issue not able to login through face	Validity check disabled	01-02-25	0	Closed	
2	01-02-25	Sulaj	Uran LPG	Terminal access issue	access gropup assigned in alpeta	01-02-25	0	Closed	
3	03-02-25	Sulaj	Uran LPG	VMS - access issue in Platform	Access assigned in platform	03-02-25	0	Closed	
4	03-02-25	Sulaj	Uran LPG	FRS issue not able to login through face	Validity check disabled	03-02-25	0	Closed	
5	05-02-25	Sulaj	Uran LPG	Issue in platform throwing error	Deployment was In-progress post issue was resolved	05-02-25	0	Closed	
6	05-02-25	Sulaj	Uran LPG	FRS issue not able to login through face	Validity check disabled	05-02-25	0	Closed	
7	06-02-25	Sulaj	Uran LPG	Terminal access issue	access gropup assigned in alpeta	06-02-25	0	Closed	
8	13-02-2025	Sulaj	Uran LPG	VMS Card issue (Not able to submit new visitor request)	Deployment was in In-progress post issue was resolved	13-02-2025	0	Closed	
9	15-02-2025	Sulaj	Uran LPG	Access Card Issue	Access issue resolved	15-02-2025	0	Closed	
10	19-02-2025	Sulaj	Uran LPG	FRS issue not able to login through face	Access group issue resolved	19-02-2025	0	Closed	
11	24-02-2025	Sulaj	Uran LPG	Access Card Issue	Alpeta service restarted to resolve	24-02-2025	0	Closed	
12	27-02-2025	Sulaj	Uran LPG	Enrollment unable to submit	Profile created in alpeta	27-02-2025	0	Closed	
13	07-03-25	Sulaj	Uran LPG	Terminal access issue	access gropup assigned in alpeta	07-03-25	0	Closed	

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Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	10-02-25	Anil	Manmad Inst	Card operation issue	Duplicate card (Issue resolved)	10-02-25	0	Closed	
2	17-02-2025	Anil	Manmad Inst	Access Card Issue	Alpeta service restarted to resolve	17-02-2025	0	Closed	
3	20-02-2025	Anil	Manmad Inst	Visitor form issue	Access issue resolved	20-02-2025	0	Closed	
4	02-28-25	grajashekar@bharatpetroleum.in	Manmad Inst	Unable to Access IOWMS Platform	User tried logging in UAT URL SO Shared production URL	02-28-25	0	Solved	459006

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Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	04-02-25	Sudipta	BGB BGB Lube Pl	FRS issue not able to login through face	Validity check disabled	04-02-25	0	Closed	
2	06-02-25	Sudipta	BGB BGB Lube Pl	VMS Testing	VMS testing in platform	06-02-25	0	Closed	
3	10-02-25	Sudipta	BGB BGB Lube Pl	ADV onboarding issue	Trained to site supervisor on ADV Onboarding	10-02-25	0	Closed	
4	25-02-2025	Sudipta	BGB BGB Lube Pl	FRS issue not able to login through face	Validity check disabled	25-02-2025	0	Closed	
5	03-03-25	Sudipta	BGB BGB Lube Pl	FRS issue not able to login through face	Validity check disabled	03-03-25	0	Closed	

Issue/ Ticket raised through platform or email

Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	04-02-25	Amit	Cherlapalli Ins	Enrollment Issue	Time Out Issue	04-02-25	0	Closed	
2	04-02-25	Amit	Cherlapalli Ins	Enrollment unable to submit	Profile created in alpeta	04-02-25	0	Closed	
3	05-02-25	Amit	Cherlapalli Ins	Enrollment unable to submit	Profile created in alpeta	05-02-25	0	Closed	
4	13/02/25	Amit	Cherlapalli Ins	VMS Card issue (Not able to submit new visitor request)	Deployment was in In-progress post issue was resolved	13/02/25	0	Closed	
5	15/02/25	Amit	Cherlapalli Ins	Access Card Issue	Alpeta service restarted to resolve	15/02/25	0	Closed	
6	21/02/25	Amit	Cherlapalli Ins	Enrollment unable to submit	Profile created in alpeta	21/02/25	0	Closed	
7	24/02/25	Amit	Cherlapalli Ins	Access Card Issue	Alpeta service restarted to resolve	24/02/25	0	Closed	
8	28/02/25	Amit	Cherlapalli Ins	Enrollment unable to submit	Profile created in alpeta	28/02/25	0	Closed	

Issue/ Ticket raised through platform or email

Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	04-02-25	Palash	Durgapur LPG	FRS issue not able to login through face	Validity check disabled	04-02-25	0	Closed	
2	05-02-25	Palash	Durgapur LPG	Issue in platform throwing error	Deployment was in In-progress post issue was resolved	05-02-25	0	Closed	
3	06-02-25	Palash	Durgapur LPG	VMS Testing	VMS testing in platform	06-02-25	0	Closed	
4	14-02-2025	Palash	Durgapur LPG	VMS Form Issue	Site access Issue	14-02-2025	0	Closed	
5	14-02-2025	Palash	Durgapur LPG	Access Card Issue	Alpeta service restarted to resolve	14-02-2025	0	Closed	
6	15-02-2025	Palash	Durgapur LPG	Access Card Issue	Alpeta service restarted to resolve	15-02-2025	0	Closed	
7	17-02-2025	Palash	Durgapur LPG	FRS issue not able to login through face	Validity check disabled	17-02-2025	0	Closed	
8	18-02-2025	Palash	Durgapur LPG	FRS issue not able to login through face	Access group issue resolved	18-02-2025	0	Closed	
9	18-02-2025	Palash	Durgapur LPG	Invaild access card (Card creation issue)	Created a card through alpeta	18-02-2025	0	Closed	
10	19-02-2025	Palash	Durgapur LPG	FRS issue not able to login through face	Access group issue resolved	19-02-2025	0	Closed	
11	21-02-2025	Palash	Durgapur LPG	Card operation issue	Access issue resolved	21-02-2025	0	Closed	
12	24-02-2025	Palash	Durgapur LPG	Access Card Issue	Alpeta service restarted to resolve	24-02-2025	0	Closed	
13	28-02-2025	Palash	Durgapur LPG	FRS issue not able to login through face	Validity check disabled	28-02-2025	0	Closed	

Issue/ Ticket raised through platform or email

Sr.No	Ticket created - Date	Issue Raised by	Site Name	Issue Type	Resolution	Ticket closed - Date	Requester wait time - Business hours (days)	Status	Ticket ID (Portal)
1	13/02/25	Prabhjot	Piyala Instal	VMS Testing	VMS testing in platform	13/02/25	0	Closed	
2	15/02/25	Prabhjot	Piyala Instal	FRS issue not able to login through face	access gropup assigned in alpeta	15/02/25	0	Closed	
3	17/02/25	Prabhjot	Piyala Instal	Enrollment unable to submit	Profile created in alpeta	17/02/25	0	Closed	
4	17/02/25	Prabhjot	Piyala Instal	FRS issue not able to login through face	Validity check disabled	17/02/25	0	Closed	
5	05-03-25	Prabhjot	Piyala Instal	Visitor management from site access area not found	Platform refreshed post issue resolved	05-03-25	0	Closed	
6	07-01-25	deepeshkumarsin@bharatpetroleum.in	Piyala Instal	Unable to see any content on the website	Policy is not added in user management	07-01-25	0	Closed	438723
7	14/01/25	deepeshkumarsin@bharatpetroleum.in	Piyala Instal	RE: [EXT] Elevate Your Experience! Share Your Feedback Now for Ticket #438723	Policy is not added in user management	14/01/25	1	Closed	441418