

## MMR REPORT FOR THE MONTH OF AUGUST-2019



## Service Level Agreement (SLA) adherence report

| Number | Unit     | Description   | Category                  | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status  | Remarks |
|--------|----------|---|---------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|---------|---------|
| 37216  | E - 14A3 | For my flat.,I have already paid the amount of Rs.1085 directly in the office and got the receipt. S... | Accounts                  | 01-01-1970 | ASOWS Accounts        | 31-08-2019 09:24:18 PM | 01-09-2019 12:49:44 PM | L1               | 2 hours ,49 minutes | Closed  |         |
| 37215  | K - 14A4 | Please allow Guadium bus Route - 8 to ply on outer road to drop my daughter at K Block. My daughter ... | Traffic Regulation        | 01-01-1970 | APMS Manager          | 31-08-2019 08:55:55 PM | 31-08-2019 08:55:55 PM | L1               | 10 days,15 hours    | Open    |         |
| 37214  | -        | Please find attached herewith a photo indicating the dumping of leftovers on the landing of staircas... | Garbage Disposal          | 01-01-1970 | APMS Manager          | 31-08-2019 07:44:15 PM | 31-08-2019 07:44:15 PM | L3               | 10 days,16 hours    | Open    |         |
| 37213  | I - 14A3 | The service (goods) left in I-block is not working properly. While moving between floors, it makes ...  | Lifts                     | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 06:06:09 PM | 06-09-2019 10:51:26 AM | L3               | 10 days,18 hours    | On hold |         |
| 37212  | N - 702  | ELCB tripped.   | Electrical-ELCB Tripping  | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:25:56 PM | 31-08-2019 04:30:39 PM | L1               | 1 hour ,5 minutes   | Closed  |         |
| 37211  | D - 1203 | Calling bell problem.   | Electrical                | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:22:55 PM | 31-08-2019 04:28:39 PM | L1               | 1 hour ,6 minutes   | Closed  |         |
| 37210  | L - 203  | Tube light problem.   | Electrical-Tube Light     | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:22:04 PM | 31-08-2019 04:27:49 PM | L1               | 1 hour ,5 minutes   | Closed  |         |
| 37209  | C - 1704 | To be fix tap .   | Plumbing-Accessories fix  | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:21:06 PM | 31-08-2019 04:26:45 PM | L1               | 1 hour ,5 minutes   | Closed  |         |
| 37208  | B - 14B1 | MCB tripped.  | Electrical-M C B Tripping | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:19:19 PM | 31-08-2019 04:26:15 PM | L1               | 1 hour ,7 minutes   | Closed  |         |

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|--------|----------|------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|--------------------|--------|---------|
| 37207  | L - 2001 | Fan not working.             | Electrical - Fan problem       | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:18:20 PM | 31-08-2019 04:25:26 PM | L1               | 1 hour ,7 minutes  | Closed |         |
| 37206  | K - 14A3 | Need to fix hand shower.     | Plumbing - Hand shower         | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:17:32 PM | 31-08-2019 04:21:51 PM | L1               | 1 hour ,4 minutes  | Closed |         |
| 37205  | G - 304  | Door lock problem.           | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:16:14 PM | 31-08-2019 04:21:09 PM | L1               | 1 hour ,5 minutes  | Closed |         |
| 37204  | M - 1501 | Need a gas technician.       | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 31-08-2019 03:15:21 PM | 31-08-2019 04:20:24 PM | L1               | 1 hour ,5 minutes  | Closed |         |
| 37203  | G - 1501 | Need to replace tube light.  | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:08:23 PM | 31-08-2019 04:18:00 PM | L1               | 1 hour ,10 minutes | Closed |         |
| 37202  | C - 303  | Wash basin blockage.         | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:06:15 PM | 31-08-2019 04:15:58 PM | L1               | 1 hour ,9 minutes  | Closed |         |
| 37201  | B - 603  | Need to replace tube light . | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:03:36 PM | 31-08-2019 04:15:13 PM | L1               | 1 hour ,12 minutes | Closed |         |
| 37200  | B - 603  | Drain pipe blockage.         | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:02:42 PM | 31-08-2019 04:14:29 PM | L1               | 1 hour ,12 minutes | Closed |         |
| 37199  | I - 1503 | Need an electrician.         | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 03:01:35 PM | 31-08-2019 04:13:04 PM | L1               | 1 hour ,12 minutes | Closed |         |
| 37198  | K - 202  | Need to replace tube light.  | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 02:56:00 PM | 31-08-2019 04:12:14 PM | L1               | 1 hour ,16 minutes | Closed |         |
| 37197  | I - 1703 | Drain pipe blockage.         | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019 02:54:30 PM | 31-08-2019 04:10:43 PM | L1               | 1 hour ,16 minutes | Closed |         |

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|--------|----------|---|------------------------------|------------|-----------------------|---------------------------|---------------------------|------------------|----------------------|-----------|---------|
| 37196  | A - 14B2 | Need a gas technician.  | LPG Gas Refill / Repair      | 01-01-1970 | Sarovar maintenance   | 31-08-2019<br>02:52:19 PM | 31-08-2019<br>04:09:57 PM | L1               | 1 hour ,17 minutes   | Closed    |         |
| 37195  | C - 304  | Need to fix geyser pipe.  | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019<br>02:51:17 PM | 31-08-2019<br>04:09:07 PM | L1               | 1 hour ,18 minutes   | Closed    |         |
| 37194  | N - 1501 | Need to fix tube light .  | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019<br>02:49:24 PM | 31-08-2019<br>04:07:03 PM | L1               | 1 hour ,18 minutes   | Closed    |         |
| 37193  | M - 1904 | Health faucet leaking.  | Plumbing-Health Faucet       | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019<br>02:47:57 PM | 31-08-2019<br>04:05:57 PM | L1               | 1 hour ,18 minutes   | Closed    |         |
| 37192  | B - 1701 | Tap leakage. Please send plumber.   | Plumbing-Tap Leakages        | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019<br>10:12:07 AM | 31-08-2019<br>12:03:06 PM | L1               | 1 hour ,51 minutes   | Closed    |         |
| 37191  | C - 14A1 | Geyser switch in Master Bedroom gone bad. Kindly assist post 12 pm. Thanks. | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk | 31-08-2019<br>01:36:12 AM | 31-08-2019<br>04:32:17 PM | L1               | 14 hours ,56 minutes | Closed    |         |
| 37190  | G - 14B3 | It is tripping every few minutes. Please attend as a priority               | Electrical-ELCB Tripping     | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019<br>06:34:32 PM | 31-08-2019<br>10:23:25 AM | L2               | 15 hours ,49 minutes | Closed    |         |
| 37189  | -        | Due to Heavy rain cellar I,J and central lawn areas are flooded             | Plumbing - Water leakage     | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019<br>05:44:31 PM | 30-08-2019<br>05:51:54 PM | L1               | 7 minutes            | Closed    |         |
| 37188  | -        | Due to heavy rain cellar I,J and central lawn areas fladded                 | Plumbing - Water leakage     | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019<br>04:07:56 PM | 30-08-2019<br>05:40:08 PM | L1               | 11 days,20 hours     | Cancelled |         |
| 37187  | N - 1702 | Need an electrician.  | Electrical                   | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019<br>03:54:31 PM | 30-08-2019<br>04:01:44 PM | L1               | 7 minutes            | Closed    |         |
| 37186  | H - 14A1 | ELCB tripped.   | Electrical-ELCB Tripping     | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019<br>03:51:41 PM | 30-08-2019<br>04:00:25 PM | L1               | 9 minutes            | Closed    |         |

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|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|-------------------|--------|---------|
| 37185  | B - 704  | Need an electrician.                                    | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 03:50:20 PM | 30-08-2019 03:59:30 PM | L1               | 9 minutes         | Closed |         |
| 37184  | H - 1003 | Calling bell problem.                                   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 03:47:45 PM | 30-08-2019 03:57:10 PM | L1               | 10 minutes        | Closed |         |
| 37183  | F - 801  | Switch got struck.                                      | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 03:43:37 PM | 30-08-2019 03:56:12 PM | L1               | 13 minutes        | Closed |         |
| 37182  | D - 14A2 | Hi, Can you send a plumber to fix tap.<br>Regards, Uday | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:30:31 PM | 30-08-2019 03:34:06 PM | L1               | 1 hour ,4 minutes | Closed |         |
| 37181  | J - 14B2 | To be fix hand shower.                                  | Plumbing - Hand shower         | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:12:43 PM | 30-08-2019 02:50:31 PM | L1               | 38 minutes        | Closed |         |
| 37180  | G - 1104 | Kitchen sink blockage .                                 | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:09:26 PM | 30-08-2019 02:49:57 PM | L1               | 40 minutes        | Closed |         |
| 37179  | L - 104  | Flush water continuously leaking.                       | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:08:01 PM | 30-08-2019 02:49:13 PM | L1               | 41 minutes        | Closed |         |
| 37178  | K - 14A3 | Health faucet leakage.                                  | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:06:43 PM | 30-08-2019 02:48:19 PM | L1               | 42 minutes        | Closed |         |
| 37177  | I - 201  | Tap leakage.  | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:04:42 PM | 30-08-2019 02:46:18 PM | L1               | 42 minutes        | Closed |         |
| 37176  | L - 502  | Utility blockage.                                       | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:03:10 PM | 30-08-2019 02:45:20 PM | L1               | 42 minutes        | Closed |         |
| 37175  | D - 1103 | Need a plumber.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:02:15 PM | 30-08-2019 02:39:17 PM | L1               | 37 minutes        | Closed |         |

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| 37174  | I - 1703 | Utility blockage.   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 02:01:21 PM | 30-08-2019 02:36:24 PM | L1               | 35 minutes          | Closed |         |
| 37173  | L - 104  | Hand shower pipe leakage .  | Plumbing - Hand shower         | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 01:59:36 PM | 30-08-2019 02:34:57 PM | L1               | 35 minutes          | Closed |         |
| 37172  | C - 1804 | Commode blockage.   | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 01:57:25 PM | 30-08-2019 02:33:13 PM | L1               | 36 minutes          | Closed |         |
| 37171  | J - 1904 | Utility blockage.   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 01:56:06 PM | 30-08-2019 02:31:54 PM | L1               | 35 minutes          | Closed |         |
| 37170  | -        | Dear team, There is a seepage problem in 1703 d block. Pls help me resolve and it is effecting the 1... | Seepage / Civil Works          | 01-01-1970 | APMS Manager          | 30-08-2019 01:27:54 PM | 30-08-2019 01:27:54 PM | L1               | 11 days,23 hours    | Open   |         |
| 37169  | A - 1203 | Some problem with the door bell.  | Electrical-Switch Not Working  | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 12:43:16 PM | 30-08-2019 03:36:52 PM | L1               | 2 hours ,53 minutes | Closed |         |
| 37168  | J - 502  | need plumber to fix handshower  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 30-08-2019 08:40:12 AM | 30-08-2019 12:21:28 PM | L1               | 3 hours ,41 minutes | Closed |         |
| 37167  | -        | Someone has tampered with the goods/service lift CCTV of B block. I am attaching the picture. please... | Elevators                      | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 04:13:48 PM | 29-08-2019 04:13:48 PM | L3               | 12 days,20 hours    | Open   |         |
| 37166  | D - 402  | To be filled with janathapaste near kitchen plat form.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 03:00:17 PM | 29-08-2019 04:04:51 PM | L1               | 1 hour ,4 minutes   | Closed |         |
| 37165  | N - 2002 | Wash basin blockage.  | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:57:25 PM | 29-08-2019 04:03:40 PM | L1               | 1 hour ,6 minutes   | Closed |         |

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|--------|----------|--------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|--------------------|--------|---------|
| 37164  | N - 1902 | Door locked.                   | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:56:28 PM | 29-08-2019 04:03:02 PM | L1               | 1 hour ,7 minutes  | Closed |         |
| 37163  | D - 904  | Need to change flush button.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:55:02 PM | 29-08-2019 04:02:00 PM | L1               | 1 hour ,7 minutes  | Closed |         |
| 37162  | B - 604  | Water leakage.                 | Plumbing - Water leakage       | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:51:48 PM | 29-08-2019 04:01:18 PM | L1               | 1 hour ,10 minutes | Closed |         |
| 37161  | C - 1601 | Kitchen sink blockage .        | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:47:50 PM | 29-08-2019 04:00:12 PM | L1               | 1 hour ,13 minutes | Closed |         |
| 37160  | N - 401  | Need to fix tube light.        | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:45:48 PM | 29-08-2019 03:59:33 PM | L1               | 1 hour ,14 minutes | Closed |         |
| 37159  | A - 904  | To be change health faucet .   | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:43:13 PM | 29-08-2019 03:59:04 PM | L1               | 1 hour ,16 minutes | Closed |         |
| 37158  | D - 1203 | Kitchen sink leakage.          | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:39:51 PM | 29-08-2019 03:58:30 PM | L1               | 1 hour ,19 minutes | Closed |         |
| 37157  | D - 204  | Fan problem.                   | Electrical - Fan problem       | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:38:29 PM | 29-08-2019 03:57:37 PM | L1               | 1 hour ,19 minutes | Closed |         |
| 37156  | C - 2002 | Drill work.                    | Carpentry-Drilling             | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:37:44 PM | 29-08-2019 03:54:19 PM | L1               | 1 hour ,17 minutes | Closed |         |
| 37155  | D - 1102 | Kitchen sink blockage.         | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:35:45 PM | 29-08-2019 03:53:46 PM | L1               | 1 hour ,18 minutes | Closed |         |
| 37154  | K - 102  | Need to replace fan capacitor. | Electrical - Fan problem       | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:35:01 PM | 29-08-2019 03:53:05 PM | L1               | 1 hour ,18 minutes | Closed |         |

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|--------|----------|--|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 37153  | E - 301  | Need to fix geyser pipe.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:30:29 PM | 29-08-2019 03:51:51 PM | L1               | 1 hour ,21 minutes   | Closed |         |
| 37152  | F - 601  | Need to fix power point.   | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 29-08-2019 02:28:43 PM | 29-08-2019 03:35:15 PM | L1               | 1 hour ,7 minutes    | Closed |         |
| 37151  | G - 101  | The representative after an initial assessment hasn't come back yet. An entire phase and components... | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 04:16:13 PM | 29-08-2019 03:48:00 PM | L3               | 23 hours ,31 minutes | Closed |         |
| 37150  | I - 703  | Utility blockage .   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:28:22 PM | 28-08-2019 03:27:12 PM | L1               | 59 minutes           | Closed |         |
| 37149  | F - 14A2 | Need to fix health faucet .  | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:26:46 PM | 28-08-2019 03:20:02 PM | L1               | 54 minutes           | Closed |         |
| 37148  | N - 701  | Kitchen sink blockage.   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:25:45 PM | 28-08-2019 03:19:01 PM | L1               | 54 minutes           | Closed |         |
| 37147  | G - 801  | Flush water pressure slowly getting.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:24:02 PM | 28-08-2019 03:18:09 PM | L1               | 54 minutes           | Closed |         |
| 37146  | B - 14B1 | Need a gas technician.   | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 28-08-2019 02:21:48 PM | 28-08-2019 03:16:19 PM | L1               | 55 minutes           | Closed |         |
| 37145  | A - 701  | Kitchen sink blockage.   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:20:28 PM | 28-08-2019 03:15:25 PM | L1               | 55 minutes           | Closed |         |
| 37144  | C - 1603 | Health faucet gun leaking.   | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:19:19 PM | 28-08-2019 03:14:32 PM | L1               | 55 minutes           | Closed |         |

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| 37143  | K - 501  | Tube light switch got struck.   | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:18:01 PM | 28-08-2019 03:13:36 PM | L1               | 55 minutes           | Closed |         |
| 37142  | N - 1204 | Fan switch got struck .   | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:16:54 PM | 28-08-2019 03:11:59 PM | L1               | 55 minutes           | Closed |         |
| 37141  | M - 201  | Need to check socket point.   | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 02:13:17 PM | 28-08-2019 03:06:01 PM | L1               | 53 minutes           | Closed |         |
| 37140  | A - 304  | Need to drill sink near for purifier outlet pipe.   | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 11:47:45 AM | 28-08-2019 03:25:21 PM | L1               | 3 hours ,38 minutes  | Closed |         |
| 37139  | F - 101  | i need a carpenter to do check my almirah bolts. i had called one yesterday he had asked me to raise... | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 11:33:42 AM | 28-08-2019 03:21:44 PM | L1               | 3 hours ,48 minutes  | Closed |         |
| 37138  | F - 101  | I need a carpenter to put tower bolts in my almirah.  | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 28-08-2019 10:18:11 AM | 28-08-2019 10:51:35 AM | L1               | 33 minutes           | Closed |         |
| 37137  | J - 502  | hand shower fix.  | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 27-08-2019 04:52:22 PM | 28-08-2019 10:04:17 AM | L2               | 17 hours ,12 minutes | Closed |         |
| 37136  | E - 14A3 | Need plumber asap   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 27-08-2019 03:34:46 PM | 27-08-2019 06:21:16 PM | L1               | 2 hours ,47 minutes  | Closed |         |
| 37135  | I - 1002 | Balcony blockage.   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 27-08-2019 12:25:54 PM | 27-08-2019 02:09:32 PM | L1               | 1 hour ,44 minutes   | Closed |         |
| 37134  | J - 1601 | To be fix geyser pipe.  | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 27-08-2019 12:24:23 PM | 27-08-2019 02:08:06 PM | L1               | 1 hour ,44 minutes   | Closed |         |



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| 37133  | I - 1603 | Sink blockage.  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk       | 27-08-2019 12:18:56 PM | 27-08-2019 02:07:29 PM | L1               | 1 hour ,49 minutes | Closed |         |
| 37132  | A - 104  | Tap leaking.  | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk       | 27-08-2019 12:11:34 PM | 27-08-2019 02:06:29 PM | L1               | 1 hour ,55 minutes | Closed |         |
| 37131  | I - 803  | Hand shower pipe gun leaking.   | Plumbing - Hand shower         | 01-01-1970 | APMS Sarovar-Helpdesk       | 27-08-2019 12:10:34 PM | 27-08-2019 02:04:37 PM | L1               | 1 hour ,54 minutes | Closed |         |
| 37130  | B - 804  | Tap leaking.  | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk       | 27-08-2019 12:09:10 PM | 27-08-2019 02:02:36 PM | L1               | 1 hour ,53 minutes | Closed |         |
| 37129  | D - 1902 | Despite paying the july bills on time it is showing as an arrear in august. Also there has been late... | Accounts                       | 01-01-1970 | ASOWS Accounts              | 27-08-2019 08:25:02 AM | 27-08-2019 10:39:30 AM | L1               | 39 minutes         | Closed |         |
| 37128  | D - 1902 | There is a lot of internal seepage in the master bedroom which needs to be looked and fixed. Pls che... | Civil/Project-Seepage          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 27-08-2019 08:23:50 AM | 08-09-2019 10:38:54 AM | L1               | 15 days,4 hours    | Open   |         |
| 37127  | C - 14A2 | Hi, the walls near bathrooms in master and guest bedroom are showing of prominent signs of rising da... | Civil/Project-Seepage          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 26-08-2019 06:59:45 PM | 28-08-2019 11:01:53 PM | L1               | 15 days,17 hours   | Open   |         |
| 37126  | G - 1203 | Need a plumber  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk       | 26-08-2019 05:14:40 PM | 26-08-2019 05:55:19 PM | L1               | 41 minutes         | Closed |         |
| 37125  | K - 604  | Need an electrician.  | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 26-08-2019 05:13:12 PM | 26-08-2019 05:23:40 PM | L1               | 10 minutes         | Closed |         |
| 37124  | C - 14A4 | Need a plumber  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk       | 26-08-2019 05:12:43 PM | 26-08-2019 05:21:56 PM | L1               | 9 minutes          | Closed |         |

| Number | Unit     | Description                              | Category                   | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|--|----------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 37123  | J - 502  | need to fix tubelight.                   | Electrical-Tube Light      | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 05:11:22 PM | 27-08-2019 02:31:55 PM | L1               | 6 hours ,20 minutes | Closed |         |
| 37122  | C - 14A3 | Need a plumber                           | Plumbing                   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 05:11:21 PM | 26-08-2019 05:12:21 PM | L1               | 1 minute            | Closed |         |
| 37121  | I - 1104 | Need a plumber                           | Plumbing                   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 05:10:58 PM | 26-08-2019 05:21:16 PM | L1               | 11 minutes          | Closed |         |
| 37120  | J - 603  | Postbox door to open.                    | Carpentry                  | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 04:59:03 PM | 26-08-2019 05:10:38 PM | L1               | 11 minutes          | Closed |         |
| 37119  | D - 1603 | Need an electrician.                     | Electrical                 | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 01:07:53 PM | 26-08-2019 03:57:01 PM | L2               | 2 hours ,50 minutes | Closed |         |
| 37118  | E - 102  | Need an electrician.                     | Electrical                 | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 01:04:03 PM | 26-08-2019 03:44:23 PM | L2               | 2 hours ,40 minutes | Closed |         |
| 37117  | D - 204  | Water leakage from Fire sprinkler point. | Fire & Safety              | 01-01-1970 | Fire & Safety (APMS)  | 26-08-2019 12:17:33 PM | 26-08-2019 03:53:25 PM | L1               | 3 hours ,36 minutes | Closed |         |
| 37116  | L - 902  | Utility blockage.                        | Plumbing                   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:52:26 AM | 26-08-2019 03:56:20 PM | L1               | 4 hours ,4 minutes  | Closed |         |
| 37115  | H - 1801 | Flush leakage.                           | Plumbing - Commode leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:51:22 AM | 26-08-2019 02:40:58 PM | L2               | 2 hours ,49 minutes | Closed |         |
| 37114  | D - 1102 | Need an electrician.                     | Electrical                 | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:50:36 AM | 26-08-2019 12:16:11 PM | L1               | 26 minutes          | Closed |         |
| 37113  | A - 404  | Need a plumber                           | Plumbing                   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:50:12 AM | 26-08-2019 03:52:39 PM | L1               | 4 hours ,2 minutes  | Closed |         |

| Number | Unit     | Description                     | Category   | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---------------------------------|------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 37112  | B - 1901 | need a plumber.                 | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:49:42 AM | 26-08-2019 03:52:57 PM | L1               | 4 hours ,3 minutes  | Closed |         |
| 37111  | B - 1901 | Need a carpentry service.       | Carpentry  | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:49:18 AM | 26-08-2019 02:42:56 PM | L1               | 2 hours ,53 minutes | Closed |         |
| 37110  | A - 1003 | Need an electrician.            | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:48:50 AM | 26-08-2019 01:06:28 PM | L1               | 1 hour ,18 minutes  | Closed |         |
| 37109  | I - 102  | Tube light to be fix.           | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:24:31 AM | 26-08-2019 11:48:34 AM | L1               | 24 minutes          | Closed |         |
| 37108  | M - 201  | Need a carpentry service.       | Carpentry  | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:23:56 AM | 26-08-2019 11:47:00 AM | L1               | 24 minutes          | Closed |         |
| 37107  | F - 304  | Need a carpentry service.       | Carpentry  | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:23:08 AM | 26-08-2019 11:48:08 AM | L1               | 25 minutes          | Closed |         |
| 37106  | I - 702  | No water supply in arrow point. | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:22:15 AM | 26-08-2019 02:43:29 PM | L1               | 3 hours ,21 minutes | Closed |         |
| 37105  | H - 304  | Need a plumber                  | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:10:23 AM | 26-08-2019 11:46:42 AM | L1               | 36 minutes          | Closed |         |
| 37104  | K - 1903 | No water supply in flush.       | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:08:26 AM | 26-08-2019 11:46:22 AM | L1               | 38 minutes          | Closed |         |
| 37103  | B - 1903 | Washbasin blockage              | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 11:07:50 AM | 26-08-2019 03:44:48 PM | L1               | 4 hours ,37 minutes | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 37102  | -        | There are lot of mosquitos at home and in play area. please do pest control asap as the no. of dengu... | Pest Control-community         | 01-01-1970 | APMS Manager          | 26-08-2019 09:05:52 AM | 26-08-2019 09:05:52 AM | L3               | 16 days,3 hours      | Open   |         |
| 37101  | K - 202  | Bathroom Tap not working properly   | Plumbing-Trap Chocking / Seals | 01-01-1970 | APMS Sarovar-Helpdesk | 26-08-2019 12:44:20 AM | 27-08-2019 10:27:29 AM | L3               | 1 day,9 hours        | Closed |         |
| 37100  | A - 102  | sink is blocked   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 10:05:52 PM | 26-08-2019 04:50:41 PM | L3               | 18 hours ,45 minutes | Closed |         |
| 37099  | B - 704  | Need to fix door stoppers   | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 03:37:28 PM | 25-08-2019 03:41:10 PM | L1               | 4 minutes            | Closed |         |
| 37098  | E - 904  | Geyser pipe damage.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 03:36:50 PM | 25-08-2019 03:40:55 PM | L1               | 4 minutes            | Closed |         |
| 37097  | I - 903  | Flush tank leakage.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 03:36:16 PM | 25-08-2019 03:40:14 PM | L1               | 4 minutes            | Closed |         |
| 37096  | G - 703  | Flush tank leakage.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 03:35:41 PM | 25-08-2019 03:39:55 PM | L1               | 4 minutes            | Closed |         |
| 37095  | D - 14B4 | Balcony tap leakage.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 03:34:50 PM | 25-08-2019 03:39:39 PM | L1               | 5 minutes            | Closed |         |
| 37094  | J - 1903 | Wash basin blockage.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 25-08-2019 03:33:54 PM | 25-08-2019 03:39:25 PM | L1               | 6 minutes            | Closed |         |
| 37093  | C - 1704 | Need a Gas technician   | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 25-08-2019 03:31:55 PM | 31-08-2019 05:24:57 PM | L2               | 6 days,1 hour        | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging            | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|------------------|--------|---------|
| 37092  | N - 103  | Helath faucet leakage.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk       | 25-08-2019 03:30:55 PM | 25-08-2019 03:38:46 PM | L1               | 8 minutes        | Closed |         |
| 37091  | B - 2002 | Need an electrician   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 25-08-2019 03:29:46 PM | 25-08-2019 03:38:30 PM | L1               | 9 minutes        | Closed |         |
| 37090  | K - 1603 | kitchen utility blockage.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk       | 25-08-2019 03:29:06 PM | 25-08-2019 03:38:07 PM | L1               | 9 minutes        | Closed |         |
| 37089  | M - 1004 | Flush tank leakage.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk       | 25-08-2019 03:28:35 PM | 25-08-2019 03:37:50 PM | L1               | 9 minutes        | Closed |         |
| 37088  | -        | Dear Team, Just now in I block one of the passenger lift got stuck with 8-10 people in it. It could ... | Lifts                          | 01-01-1970 | APMS Sarovar-Helpdesk       | 25-08-2019 11:01:48 AM | 26-08-2019 04:38:13 PM | L1               | 1 day,5 hours    | Closed |         |
| 37087  | D - 704  | Required grouting in bathroom.  | Civil/Project-Grouting         | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 25-08-2019 10:09:49 AM | 03-09-2019 10:29:49 AM | L1               | 9 days           | Closed |         |
| 37086  | D - 14A3 | Kitchen utility water blocked and foul smell from the drain   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk       | 24-08-2019 06:27:46 PM | 28-08-2019 11:08:11 AM | L3               | 3 days,16 hours  | Closed |         |
| 37085  | D - 14A3 | Water leaking from D-14B3 bathroom floor into D14A3 MBR and bathroom wall.                              | Civil/Project-Seepage          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 24-08-2019 06:23:53 PM | 30-08-2019 11:34:02 AM | L1               | 17 days,18 hours | Open   |         |
| 37084  | N - 403  | The electricity bill and gas bill is very high. The meter readings and the readings in the bill is n... | Utilities Billing              | 01-01-1970 | APMS Manager                | 24-08-2019 05:58:45 PM | 31-08-2019 03:34:58 PM | L1               | 2 days,12 hours  | Closed |         |
| 37083  | C - 901  | Bed room door locked.   | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk       | 24-08-2019 03:11:18 PM | 24-08-2019 03:42:30 PM | L1               | 31 minutes       | Closed |         |

| Number | Unit     | Description                 | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|-----------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 37082  | M - 1004 | Faucet gun leaking.         | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 03:02:52 PM | 24-08-2019 03:06:03 PM | L1               | 4 minutes  | Closed |         |
| 37081  | L - 1801 | To be remove R.O.           | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 03:01:19 PM | 24-08-2019 03:41:50 PM | L1               | 40 minutes | Closed |         |
| 37080  | J - 1704 | To be fix door stopper.     | Carpentry-Door Stopper / Latch | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:59:13 PM | 24-08-2019 03:41:11 PM | L1               | 42 minutes | Closed |         |
| 37079  | K - 603  | To be fix switch board.     | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:58:14 PM | 24-08-2019 03:38:21 PM | L1               | 40 minutes | Closed |         |
| 37078  | N - 401  | Tube light not working.     | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:55:56 PM | 24-08-2019 03:36:55 PM | L1               | 41 minutes | Closed |         |
| 37077  | E - 701  | Door lock problem.          | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:53:02 PM | 24-08-2019 03:35:56 PM | L1               | 42 minutes | Closed |         |
| 37076  | B - 14B2 | Health faucet pipe leaking. | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:51:44 PM | 24-08-2019 03:22:43 PM | L1               | 31 minutes | Closed |         |
| 37075  | L - 1801 | Final readings .            | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:45:14 PM | 24-08-2019 03:21:18 PM | L1               | 36 minutes | Closed |         |
| 37074  | I - 14B1 | Need a carpentry service.   | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:40:22 PM | 24-08-2019 03:18:44 PM | L1               | 38 minutes | Closed |         |
| 37073  | D - 101  | Sink blockage .             | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:36:18 PM | 24-08-2019 03:18:00 PM | L1               | 42 minutes | Closed |         |
| 37072  | K - 14A2 | To be check fan point.      | Electrical - Fan problem       | 01-01-1970 | APMS Sarovar-Helpdesk | 24-08-2019 02:35:11 PM | 24-08-2019 03:15:32 PM | L1               | 40 minutes | Closed |         |

| Number | Unit     | Description   | Category                     | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging            | Status  | Remarks |
|--------|----------|---|------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|------------------|---------|---------|
| 37071  | B - 1901 | To be remove fan.   | Electrical - Fan problem     | 01-01-1970 | APMS Sarovar-Helpdesk       | 24-08-2019 02:34:17 PM | 24-08-2019 03:10:06 PM | L1               | 36 minutes       | Closed  |         |
| 37070  | D - 1102 | To be fix curtain rod.  | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk       | 24-08-2019 02:33:00 PM | 24-08-2019 03:07:27 PM | L1               | 34 minutes       | Closed  |         |
| 37069  | -        | Dear Sir, Ladies changing room health faucet pipe was water leakage. Regards Team-CH                    | Plumbing-Health Faucet       | 01-01-1970 | Sharad ASOWS tech exec1     | 24-08-2019 02:09:05 PM | 10-09-2019 11:31:14 AM | L3               | 17 days,22 hours | On hold |         |
| 37068  | F - 101  | I need y fan speed to be checked  | Electrical - Fan problem     | 01-01-1970 | APMS Sarovar-Helpdesk       | 24-08-2019 11:36:49 AM | 24-08-2019 12:35:00 PM | L1               | 59 minutes       | Closed  |         |
| 37067  | F - 101  | I need a carpenter urgently to fix my almirah.  | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk       | 24-08-2019 11:35:55 AM | 26-08-2019 04:30:28 PM | L1               | 2 days,4 hours   | Closed  |         |
| 37066  | M - 203  | M203- My monthly maintenance paid through online on 21st August is not reflected and I haven't recei... | Utilities Billing            | 01-01-1970 | ASOWS Accounts              | 24-08-2019 07:43:57 AM | 01-09-2019 12:50:38 PM | L1               | 3 days,3 hours   | Closed  |         |
| 37065  | E - 1801 | I have paid this months maintenance. Can you please confirm.  | Accounts                     | 01-01-1970 | ASOWS Accounts              | 23-08-2019 07:59:56 PM | 01-09-2019 12:51:55 PM | L1               | 2 days,17 hours  | Closed  |         |
| 37064  | G - 804  | Tiles are broken in Living Room   | Civil/Project-Tiles          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 23-08-2019 03:43:51 PM | 23-08-2019 03:43:51 PM | L1               | 18 days,20 hours | Open    |         |
| 37063  | K - 603  | Switch strucked.  | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk       | 23-08-2019 02:46:02 PM | 23-08-2019 03:10:06 PM | L1               | 24 minutes       | Closed  |         |
| 37062  | H - 14B3 | ELCB tripped.   | Electrical-ELCB Tripping     | 01-01-1970 | APMS Sarovar-Helpdesk       | 23-08-2019 02:45:00 PM | 23-08-2019 03:09:26 PM | L1               | 24 minutes       | Closed  |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging          | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------|--------|---------|
| 37061  | J - 2003 | To be remove A.C stabilizer   | AC rooting                     | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:42:58 PM | 23-08-2019 03:07:42 PM | L1               | 25 minutes     | Closed |         |
| 37060  | F - 203  | Flush tank leakage.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:37:37 PM | 23-08-2019 02:58:05 PM | L1               | 21 minutes     | Closed |         |
| 37059  | I - 1102 | Need a plumber.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:36:44 PM | 23-08-2019 02:57:16 PM | L1               | 21 minutes     | Closed |         |
| 37058  | B - 14B1 | Trap blockage.  | Plumbing - Bottle trap         | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:35:41 PM | 23-08-2019 02:56:14 PM | L1               | 21 minutes     | Closed |         |
| 37057  | C - 501  | Need an electrician.  | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:34:37 PM | 23-08-2019 02:53:50 PM | L1               | 19 minutes     | Closed |         |
| 37056  | C - 501  | R.o problem.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:31:14 PM | 23-08-2019 02:51:39 PM | L1               | 20 minutes     | Closed |         |
| 37055  | D - 1802 | Need an electritian.  | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:26:00 PM | 23-08-2019 02:49:30 PM | L1               | 23 minutes     | Closed |         |
| 37054  | B - 203  | Have to fix door stopper.   | Carpentry-Door Stopper / Latch | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 02:24:30 PM | 23-08-2019 02:48:15 PM | L1               | 24 minutes     | Closed |         |
| 37053  | I - 14A3 | Since the lift fan has not been fixed as requested in complaint number 36340, I am opening a new com... | Lifts                          | 01-01-1970 | APMS Sarovar-Helpdesk | 23-08-2019 11:55:16 AM | 24-08-2019 12:32:30 PM | L1               | 1 day          | Closed |         |
| 37052  | F - 1602 | balcony door jammed. huge noise when opening. may break . urgently rollers to be replaceramdas770223... | UPVC-                          | 01-01-1970 | APMS Manager          | 22-08-2019 07:50:40 PM | 24-08-2019 12:48:50 PM | L1               | 1 day,16 hours | Closed |         |



| Number | Unit     | Description               | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 37051  | L - 801  | Need to fix door lock.    | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 04:25:50 PM | 22-08-2019 04:26:38 PM | L1               | 1 minute            | Closed |         |
| 37050  | F - 604  | Need to check tube light. | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 04:13:58 PM | 22-08-2019 04:24:21 PM | L1               | 11 minutes          | Closed |         |
| 37049  | L - 1801 | Need to check tube light. | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 04:09:15 PM | 22-08-2019 04:23:28 PM | L1               | 14 minutes          | Closed |         |
| 37048  | N - 301  | Need a plumber.           | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 03:49:19 PM | 22-08-2019 03:53:21 PM | L1               | 4 minutes           | Closed |         |
| 37047  | E - 904  | Gas bill is high.         | Utilities Billing              | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:43:57 PM | 23-08-2019 12:03:02 PM | L1               | 6 hours ,20 minutes | Closed |         |
| 37046  | L - 14A3 | Wash basin blockage.      | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:33:20 PM | 22-08-2019 03:37:48 PM | L1               | 1 hour ,4 minutes   | Closed |         |
| 37045  | H - 14B3 | Wash basin blockage.      | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:32:36 PM | 22-08-2019 03:31:15 PM | L1               | 59 minutes          | Closed |         |
| 37044  | D - 902  | Need a carpentry service. | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:31:19 PM | 22-08-2019 03:30:12 PM | L1               | 59 minutes          | Closed |         |
| 37043  | D - 902  | To be fix geyser pipe.    | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:30:31 PM | 22-08-2019 03:06:06 PM | L1               | 36 minutes          | Closed |         |
| 37042  | J - 14B3 | Seat cover screws .       | Plumbing - Seat cover screw    | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:28:12 PM | 22-08-2019 03:05:33 PM | L1               | 37 minutes          | Closed |         |
| 37041  | E - 502  | To be change faucet pipe. | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:27:01 PM | 22-08-2019 03:03:53 PM | L1               | 36 minutes          | Closed |         |

| Number | Unit     | Description  | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|--|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 37040  | A - 1104 | Utility blockage .   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:25:58 PM | 22-08-2019 03:03:08 PM | L1               | 38 minutes           | Closed |         |
| 37039  | G - 2002 | Sink blockage,   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:23:33 PM | 22-08-2019 03:02:14 PM | L1               | 39 minutes           | Closed |         |
| 37038  | F - 14B3 | Need to check calling bell.  | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:21:01 PM | 22-08-2019 03:01:07 PM | L1               | 40 minutes           | Closed |         |
| 37037  | F - 601  | Need a carpentry service.  | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:19:55 PM | 22-08-2019 03:00:09 PM | L1               | 41 minutes           | Closed |         |
| 37036  | E - 2003 | Sink blockage.   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:15:57 PM | 22-08-2019 02:57:37 PM | L1               | 42 minutes           | Closed |         |
| 37035  | N - 1802 | Need to drill work.  | Carpentry-Drilling             | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 02:14:41 PM | 22-08-2019 02:46:57 PM | L1               | 32 minutes           | Closed |         |
| 37034  | L - 1604 | The commode is leaking   | Plumbing - Commode leakage     | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 12:27:41 PM | 22-08-2019 03:47:12 PM | L1               | 3 hours ,20 minutes  | Closed |         |
| 37033  | F - 2003 | Balcony is choked. Please send the choke removing wire along with the plumber.                         | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 22-08-2019 11:54:41 AM | 23-08-2019 12:08:35 PM | L1               | 1 day                | Closed |         |
| 37032  | -        | Hi, There is one more car parked near the lift entrance of K block -2. This is not a marked parking... | parking management             | 01-01-1970 | APMS Manager          | 21-08-2019 07:10:03 PM | 22-08-2019 09:38:14 AM | L1               | 14 hours ,28 minutes | Closed |         |
| 37031  | J - 502  | tubelight not working.   | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 06:25:02 PM | 22-08-2019 11:06:47 AM | L1               | 2 hours ,6 minutes   | Closed |         |

| Number | Unit     | Description                        | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|------------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 37030  | J - 502  | under sink leakage.                | Plumbing - Water leakage       | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 06:24:27 PM | 22-08-2019 10:20:29 AM | L2               | 15 hours ,56 minutes | Closed |         |
| 37029  | F - 102  | MCB tripped ,it has been resolved. | Electrical-M C B Tripping      | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:42:53 PM | 21-08-2019 03:47:16 PM | L1               | 5 minutes            | Closed |         |
| 37028  | H - 804  | Need an electrician.               | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:41:17 PM | 21-08-2019 03:48:32 PM | L1               | 7 minutes            | Closed |         |
| 37027  | D - 204  | Need to replace tube light.        | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:39:49 PM | 21-08-2019 03:46:06 PM | L1               | 7 minutes            | Closed |         |
| 37026  | H - 403  | Geyser switch problem.             | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:38:46 PM | 21-08-2019 03:45:35 PM | L1               | 7 minutes            | Closed |         |
| 37025  | N - 2002 | Need an electrician.               | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:37:41 PM | 21-08-2019 03:44:53 PM | L1               | 7 minutes            | Closed |         |
| 37024  | M - 14B4 | Wash basin leakage.                | Plumbing-Wash Basin leakage    | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:08:43 PM | 21-08-2019 03:26:30 PM | L1               | 18 minutes           | Closed |         |
| 37023  | D - 14A4 | Flush tank leaking.                | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:07:38 PM | 21-08-2019 03:23:57 PM | L1               | 16 minutes           | Closed |         |
| 37022  | A - 503  | Sink blockage.                     | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:06:18 PM | 21-08-2019 03:23:16 PM | L1               | 17 minutes           | Closed |         |
| 37021  | J - 904  | Sink leakage.                      | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:03:22 PM | 21-08-2019 03:22:34 PM | L1               | 19 minutes           | Closed |         |
| 37020  | A - 2004 | Utility blockage .                 | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:02:29 PM | 21-08-2019 03:21:09 PM | L1               | 19 minutes           | Closed |         |

| Number | Unit     | Description                             | Category                     | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---|------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 37019  | B - 802  | Kitchen utility blockage.               | Plumbing-Utility Blockage    | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 03:01:31 PM | 21-08-2019 03:20:33 PM | L1               | 19 minutes          | Closed |         |
| 37018  | A - 404  | Kitchen tap leakage.                    | Plumbing-Tap Leakages        | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 02:59:42 PM | 21-08-2019 03:19:55 PM | L1               | 20 minutes          | Closed |         |
| 37017  | N - 803  | Kitchen tap leakage.                    | Plumbing-Tap Leakages        | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 02:58:55 PM | 21-08-2019 03:19:18 PM | L1               | 21 minutes          | Closed |         |
| 37016  | A - 301  | Need to fix gas pipe.                   | Gas pipe                     | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 02:57:54 PM | 21-08-2019 03:18:39 PM | L1               | 21 minutes          | Closed |         |
| 37015  | E - 801  | Faucet leakage.                         | Plumbing-Health Faucet       | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 02:56:18 PM | 21-08-2019 03:16:38 PM | L1               | 20 minutes          | Closed |         |
| 37014  | J - 1601 | Wash basin blockage.                    | Plumbing-Wash Basin Blockage | 01-01-1970 | APMS Sarovar-Helpdesk | 21-08-2019 02:34:15 PM | 21-08-2019 03:12:25 PM | L1               | 38 minutes          | Closed |         |
| 37013  | D - 14A2 | Hi, Can you please send an electrician. | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 03:52:03 PM | 21-08-2019 09:39:15 AM | L1               | 2 hours ,47 minutes | Closed |         |
| 37012  | K - 1102 | Tube light problem .                    | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 03:43:04 PM | 20-08-2019 03:53:35 PM | L1               | 10 minutes          | Closed |         |
| 37011  | K - 603  | Need an electrician.                    | Electrical                   | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 03:40:07 PM | 20-08-2019 03:52:44 PM | L1               | 12 minutes          | Closed |         |
| 37010  | M - 1203 | Tube light problem.                     | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 03:38:59 PM | 20-08-2019 03:51:35 PM | L1               | 13 minutes          | Closed |         |
| 37009  | M - 1501 | Tube light problem.                     | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 03:38:04 PM | 20-08-2019 03:48:52 PM | L1               | 10 minutes          | Closed |         |

| Number | Unit     | Description                   | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|-------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 37008  | F - 1001 | Switch got struck.            | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 03:36:44 PM | 20-08-2019 03:48:04 PM | L1               | 12 minutes | Closed |         |
| 37007  | K - 1102 | Health faucet problem.        | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:35:42 PM | 20-08-2019 03:00:39 PM | L1               | 25 minutes | Closed |         |
| 37006  | E - 202  | Flush not working.            | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:31:11 PM | 20-08-2019 02:58:46 PM | L1               | 27 minutes | Closed |         |
| 37005  | I - 102  | To be fix gas pipe.           | Gas pipe                       | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:29:43 PM | 20-08-2019 02:57:04 PM | L1               | 28 minutes | Closed |         |
| 37004  | F - 403  | Need a carpentry service.     | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:28:45 PM | 20-08-2019 02:56:04 PM | L1               | 28 minutes | Closed |         |
| 37003  | K - 1603 | R.O leaking.                  | Plumbing - Water leakage       | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:27:47 PM | 20-08-2019 02:54:38 PM | L1               | 27 minutes | Closed |         |
| 37002  | D - 201  | W.C leakage.                  | Plumbing - Commode leakage     | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:25:51 PM | 20-08-2019 02:53:18 PM | L1               | 28 minutes | Closed |         |
| 37001  | J - 14A3 | To be fix health faucet gun.  | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:25:03 PM | 20-08-2019 02:52:34 PM | L1               | 27 minutes | Closed |         |
| 37000  | M - 1203 | Washing machine pipe leaking. | Plumbing - Washing machine     | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:23:37 PM | 20-08-2019 02:51:55 PM | L1               | 28 minutes | Closed |         |
| 36999  | H - 1104 | Washroom blockage.            | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:22:30 PM | 20-08-2019 02:50:34 PM | L1               | 28 minutes | Closed |         |
| 36998  | M - 301  | To be fix health faucet gun.  | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:21:36 PM | 20-08-2019 02:49:50 PM | L1               | 28 minutes | Closed |         |

| Number | Unit     | Description  | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|--|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 36997  | I - 1101 | Sink leakage .                                       | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:20:22 PM | 20-08-2019 02:48:44 PM | L1               | 28 minutes           | Closed |         |
| 36996  | M - 102  | Tap leaking.   | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:19:36 PM | 20-08-2019 02:47:23 PM | L1               | 28 minutes           | Closed |         |
| 36995  | H - 1602 | Washroom blockage.                                   | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:18:48 PM | 20-08-2019 02:45:21 PM | L1               | 27 minutes           | Closed |         |
| 36994  | J - 602  | Washroom blockage.                                   | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:16:38 PM | 20-08-2019 02:44:40 PM | L1               | 28 minutes           | Closed |         |
| 36993  | K - 1001 | To be fix health faucet pipe .                       | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 02:15:31 PM | 20-08-2019 02:43:44 PM | L1               | 28 minutes           | Closed |         |
| 36992  | -        | Plumbing drain line blockage between B and C blocks. | Common Areas-Plumbing          | 01-01-1970 | APMS Sarovar-Helpdesk | 20-08-2019 09:45:50 AM | 21-08-2019 03:18:07 PM | L1               | 14 hours ,33 minutes | Closed |         |
| 36991  | I - 302  | washroom pipes                                       | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 05:44:26 PM | 21-08-2019 03:15:42 PM | L1               | 1 day,21 hours       | Closed |         |
| 36990  | -        | Indoor pool balance tank got pin hole.               | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 03:36:05 PM | 11-09-2019 09:03:10 AM | L3               | 22 days,17 hours     | Closed |         |
| 36989  | K - 1603 | Need a plumber.                                      | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 03:03:44 PM | 19-08-2019 03:45:00 PM | L1               | 42 minutes           | Closed |         |
| 36988  | G - 503  | Wash basin blockage .                                | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 03:02:42 PM | 19-08-2019 03:43:44 PM | L1               | 41 minutes           | Closed |         |
| 36987  | H - 903  | Need a plumber.                                      | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 03:01:44 PM | 19-08-2019 03:43:03 PM | L1               | 42 minutes           | Closed |         |

| Number | Unit     | Description                    | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|--------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36986  | E - 302  | Need to fix health faucet .    | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 03:00:42 PM | 19-08-2019 03:42:05 PM | L1               | 42 minutes | Closed |         |
| 36985  | G - 1204 | Switch got strucked            | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:59:45 PM | 19-08-2019 03:41:14 PM | L1               | 42 minutes | Closed |         |
| 36984  | D - 304  | Need to check socket point.    | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:58:06 PM | 19-08-2019 03:38:41 PM | L1               | 40 minutes | Closed |         |
| 36983  | F - 701  | Sink leakage.                  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:51:21 PM | 19-08-2019 03:37:50 PM | L1               | 46 minutes | Closed |         |
| 36982  | A - 404  | To be fix washing machine pipe | Plumbing - Washing machine     | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:49:46 PM | 19-08-2019 03:36:04 PM | L1               | 47 minutes | Closed |         |
| 36981  | J - 1904 | Need to remove gas pipe.       | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 19-08-2019 02:47:58 PM | 19-08-2019 03:35:11 PM | L1               | 48 minutes | Closed |         |
| 36980  | D - 1501 | Need an electrician.           | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:47:11 PM | 19-08-2019 03:33:05 PM | L1               | 46 minutes | Closed |         |
| 36979  | M - 504  | Utility blockage.              | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:45:52 PM | 19-08-2019 03:31:23 PM | L1               | 46 minutes | Closed |         |
| 36978  | E - 1001 | Need to replace holder .       | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:44:44 PM | 19-08-2019 03:31:56 PM | L1               | 47 minutes | Closed |         |
| 36977  | E - 1102 | Need a gas technician.         | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 19-08-2019 02:40:45 PM | 19-08-2019 03:30:43 PM | L1               | 50 minutes | Closed |         |
| 36976  | C - 802  | Tap leakage .                  | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk | 19-08-2019 02:39:23 PM | 19-08-2019 03:26:07 PM | L1               | 47 minutes | Closed |         |

| Number | Unit     | Description   | Category                     | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---|------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36975  | A - 1604 | Wash basin blockage.  | Plumbing-Wash Basin Blockage | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 02:37:54 PM | 19-08-2019 03:24:38 PM | L1               | 47 minutes          | Closed |         |
| 36974  | B - 902  | Tube problem.   | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 02:36:47 PM | 19-08-2019 03:23:58 PM | L1               | 47 minutes          | Closed |         |
| 36973  | J - 14B3 | Switch got struck.  | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 02:35:48 PM | 19-08-2019 03:17:36 PM | L1               | 42 minutes          | Closed |         |
| 36972  | A - 1104 | Utility blockage.   | Plumbing-Utility Blockage    | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 02:32:00 PM | 19-08-2019 03:16:05 PM | L1               | 44 minutes          | Closed |         |
| 36971  | M - 14B1 | To be fix geyser pipe.  | Plumbing-Geyser Fixing       | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 02:30:29 PM | 19-08-2019 03:04:17 PM | L1               | 34 minutes          | Closed |         |
| 36970  | F - 1504 | The roof above my parking area for F1504 is dripping with clay. This causes permanent damage to car ... | Civil/Project-Seepage        | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 19-08-2019 11:26:44 AM | 19-08-2019 11:26:44 AM | L1               | 23 days,1 hour      | Open   |         |
| 36969  | F - 1504 | Sink near dining area is blocked.   | Plumbing - Bottle trap       | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 11:24:52 AM | 19-08-2019 02:23:11 PM | L1               | 2 hours ,59 minutes | Closed |         |
| 36968  | E - 1502 | the commode in washroom is moving. it's not leaking as of now but will soon happen. hence request im... | Plumbing - Commode leakage   | 01-01-1970 | APMS Sarovar-Helpdesk       | 19-08-2019 10:02:21 AM | 19-08-2019 02:29:06 PM | L1               | 4 hours ,27 minutes | Closed |         |
| 36967  | H - 1002 | Flush tank leakage.   | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 18-08-2019 04:51:22 PM | 18-08-2019 04:54:58 PM | L1               | 3 minutes           | Closed |         |
| 36966  | J - 1902 | Drain blockage  | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 18-08-2019 04:50:10 PM | 18-08-2019 04:54:38 PM | L1               | 4 minutes           | Closed |         |



| Number | Unit     | Description                    | Category   | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|--------------------------------|------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36965  | L - 1504 | utility blockage.              | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 04:48:41 PM | 18-08-2019 04:54:11 PM | L1               | 6 minutes  | Closed |         |
| 36964  | G - 14B2 | utility drain blockage.        | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 04:48:01 PM | 18-08-2019 04:53:08 PM | L1               | 5 minutes  | Closed |         |
| 36963  | I - 703  | Smell problem                  | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 04:46:36 PM | 18-08-2019 04:52:41 PM | L1               | 6 minutes  | Closed |         |
| 36962  | D - 704  | Wc screws need to check        | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 04:42:35 PM | 18-08-2019 04:52:24 PM | L1               | 10 minutes | Closed |         |
| 36961  | J - 104  | kitchen sink leakage.          | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 04:41:49 PM | 18-08-2019 04:51:57 PM | L1               | 10 minutes | Closed |         |
| 36960  | J - 501  | Need to check calling bell.    | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:28:12 PM | 18-08-2019 03:32:19 PM | L1               | 4 minutes  | Closed |         |
| 36959  | B - 14B1 | Require AC routing information | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:27:21 PM | 18-08-2019 03:31:55 PM | L1               | 4 minutes  | Closed |         |
| 36958  | B - 1501 | Need to replace Tube light     | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:26:31 PM | 18-08-2019 03:31:34 PM | L1               | 5 minutes  | Closed |         |
| 36957  | M - 1701 | Need to check Tube light       | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:24:34 PM | 18-08-2019 03:31:16 PM | L1               | 7 minutes  | Closed |         |
| 36956  | N - 1501 | Need to check exhaust fan.     | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:23:58 PM | 18-08-2019 03:30:44 PM | L1               | 7 minutes  | Closed |         |
| 36955  | K - 404  | MBR Tube light problem.        | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:23:12 PM | 18-08-2019 03:30:30 PM | L1               | 7 minutes  | Closed |         |

| Number | Unit     | Description  | Category                     | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status      | Remarks |
|--------|----------|--|------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|-------------|---------|
| 36954  | H - 1002 | Fan Regulator problem.   | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:22:00 PM | 18-08-2019 03:30:03 PM | L1               | 8 minutes            | Closed      |         |
| 36953  | K - 1003 | MBR bathroom switch struck.  | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:20:48 PM | 18-08-2019 03:29:39 PM | L1               | 9 minutes            | Closed      |         |
| 36952  | I - 901  | Need to replace false ceiling bulbs                                | Electrical                   | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 03:14:50 PM | 18-08-2019 03:29:19 PM | L1               | 15 minutes           | Closed      |         |
| 36951  | D - 402  | Leakage at car parking   | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk | 18-08-2019 01:45:44 PM | 22-08-2019 10:18:55 AM | L3               | 23 days,22 hours     | In progress |         |
| 36950  | -        | Dear Sir, Restaurant kitchen flow trap was damage. Regards Team-Ch | Plumbing                     | 01-01-1970 | Sarovar maintenance   | 17-08-2019 04:55:31 PM | 17-08-2019 04:59:49 PM | L1               | 24 days,19 hours     | On hold     |         |
| 36949  | -        | bad smell  | Plumbing-Accessories fix     | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 04:02:23 PM | 18-08-2019 10:25:17 AM | L1               | 18 hours ,23 minutes | Closed      |         |
| 36948  | E - 201  | Need to replace ceiling light.                                     | Electrical                   | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 04:01:54 PM | 17-08-2019 04:03:28 PM | L1               | 2 minutes            | Closed      |         |
| 36947  | E - 1904 | Fan switch strucked.   | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 03:59:10 PM | 18-08-2019 10:27:06 AM | L1               | 18 hours ,28 minutes | Closed      |         |
| 36946  | L - 1003 | Need to replace tube light .                                       | Electrical-Tube Light        | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 03:47:43 PM | 17-08-2019 03:57:09 PM | L1               | 10 minutes           | Closed      |         |
| 36945  | H - 14B2 | Need an electrician.   | Electrical - Fan problem     | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 03:46:34 PM | 17-08-2019 03:55:40 PM | L1               | 9 minutes            | Closed      |         |
| 36944  | B - 1503 | To be replace socket.  | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 03:43:46 PM | 17-08-2019 03:52:33 PM | L1               | 9 minutes            | Closed      |         |

| Number | Unit     | Description                     | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging            | Status    | Remarks |
|--------|----------|---------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------------|-----------|---------|
| 36943  | I - 1503 | Ceilling fan problem.           | Electrical - Fan problem       | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 03:41:43 PM | 17-08-2019 03:51:42 PM | L1               | 10 minutes       | Closed    |         |
| 36942  | I - 203  | Washing machine leaking.        | Plumbing - Washing machine     | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:56:10 PM | 17-08-2019 03:40:15 PM | L1               | 44 minutes       | Closed    |         |
| 36941  | L - 301  | Utility blockage.               | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:53:15 PM | 17-08-2019 03:32:45 PM | L1               | 39 minutes       | Closed    |         |
| 36940  | I - 703  | Floor trap leaking.             | Plumbing - Water leakage       | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:51:02 PM | 17-08-2019 03:32:06 PM | L1               | 41 minutes       | Closed    |         |
| 36939  | I - 1903 | Need to fix health faucet pipe. | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:50:04 PM | 17-08-2019 03:29:45 PM | L1               | 39 minutes       | Closed    |         |
| 36938  | H - 1903 | Kitchen sink near leaking.      | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:48:49 PM | 17-08-2019 03:27:41 PM | L1               | 39 minutes       | Closed    |         |
| 36937  | A - 403  | Kitchen sink blockage .         | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:40:24 PM | 17-08-2019 03:25:43 PM | L1               | 45 minutes       | Closed    |         |
| 36936  | J - 602  | Need to fix door lock.          | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:39:41 PM | 17-08-2019 03:24:40 PM | L1               | 45 minutes       | Closed    |         |
| 36935  | B - 203  | Need to fix door lock.          | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:36:46 PM | 17-08-2019 02:38:39 PM | L1               | 24 days,22 hours | Cancelled |         |
| 36934  | B - 203  | Need to fix door stopper.       | Carpentry-Door Stopper / Latch | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:35:48 PM | 17-08-2019 03:23:51 PM | L1               | 48 minutes       | Closed    |         |
| 36933  | K - 903  | Kitchen sink leakage .          | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:34:45 PM | 17-08-2019 03:22:39 PM | L1               | 48 minutes       | Closed    |         |

| Number | Unit     | Description                  | Category                     | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|------------------------------|------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36932  | H - 14A4 | Health faucet leaking.       | Plumbing-Health Faucet       | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:33:24 PM | 17-08-2019 03:20:01 PM | L1               | 47 minutes | Closed |         |
| 36931  | G - 603  | Hand shower pipe leaking.    | Plumbing - Hand shower       | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:30:06 PM | 17-08-2019 03:19:19 PM | L1               | 49 minutes | Closed |         |
| 36930  | E - 1704 | Need a plumber.              | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:27:03 PM | 17-08-2019 03:15:49 PM | L1               | 48 minutes | Closed |         |
| 36929  | B - 901  | Need to fix washing machine. | Plumbing - Washing machine   | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:26:03 PM | 17-08-2019 03:14:55 PM | L1               | 48 minutes | Closed |         |
| 36928  | M - 14B1 | Geyser leaking.              | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:24:38 PM | 17-08-2019 03:14:08 PM | L1               | 50 minutes | Closed |         |
| 36927  | J - 14A3 | W.C leakage.                 | Plumbing-WC Leakage          | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:23:24 PM | 17-08-2019 03:11:43 PM | L1               | 48 minutes | Closed |         |
| 36926  | M - 704  | Need to fix cup board door.  | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:22:32 PM | 17-08-2019 03:09:35 PM | L1               | 47 minutes | Closed |         |
| 36925  | B - 1503 | Need to fix tower bolt.      | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:20:57 PM | 17-08-2019 03:08:36 PM | L1               | 48 minutes | Closed |         |
| 36924  | K - 14B1 | Faucet leaking.              | Plumbing-Health Faucet       | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:19:07 PM | 17-08-2019 03:08:00 PM | L1               | 49 minutes | Closed |         |
| 36923  | E - 1601 | Wash basin blockage.         | Plumbing-Wash Basin Blockage | 01-01-1970 | APMS Sarovar-Helpdesk | 17-08-2019 02:17:32 PM | 17-08-2019 02:57:01 PM | L1               | 40 minutes | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging           | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|-----------------|--------|---------|
| 36922  | -        | rain water inlet grill replaced in -1 parking area near g1803 car parking is dangerous for kids. As ... | Civil                          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 15-08-2019 08:23:32 PM | 21-08-2019 10:42:46 AM | L1               | 5 days,14 hours | Closed |         |
| 36921  | L - 1901 | Cats in Colors Cats move around in evenings around open tables next to pool. They climb tables , eat... | Club House                     | 01-01-1970 | Sarovar Clubhouse (APMS)    | 15-08-2019 06:47:33 PM | 24-08-2019 02:10:25 PM | L3               | 3 days,5 hours  | Closed |         |
| 36920  | L - 1901 | Slow water drain in kid room Wash basin.  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk       | 15-08-2019 06:42:17 PM | 17-08-2019 09:49:20 AM | L3               | 1 day,15 hours  | Closed |         |
| 36919  | E - 1502 | the seat and seat cover are not firm in washroom. it will soon break and seems like a screw is missi... | Plumbing - Seat cover          | 01-01-1970 | APMS Sarovar-Helpdesk       | 15-08-2019 03:31:50 PM | 17-08-2019 12:53:58 PM | L3               | 1 day,21 hours  | Closed |         |
| 36918  | -        | There is a car parked near L block -1 to -2 ramp from a long time. This does not look like a parking... | parking management             | 01-01-1970 | G Jayaraju                  | 15-08-2019 03:24:36 PM | 21-08-2019 11:35:30 AM | L1               | 5 days,20 hours | Closed |         |
| 36917  | F - 1002 | Water is dripping from the ceiling in the drawing room  | Civil/Project-Seepage          | 01-01-1970 | Manager-Fire&Safety;        | 15-08-2019 09:31:14 AM | 24-08-2019 05:05:51 PM | L1               | 9 days,7 hours  | Closed |         |
| 36916  | I - 202  | MCB tripping.   | Electrical-M C B Tripping      | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 03:46:50 PM | 14-08-2019 03:48:22 PM | L1               | 2 minutes       | Closed |         |
| 36915  | H - 402  | MCB tripping.   | Electrical-M C B Tripping      | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 03:46:07 PM | 14-08-2019 03:47:45 PM | L1               | 1 minute        | Closed |         |
| 36914  | D - 403  | Kitchen tap leaking.  | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 02:34:25 PM | 14-08-2019 03:03:40 PM | L1               | 29 minutes      | Closed |         |
| 36913  | G - 14A4 | Flush continuously leaking.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 11:46:56 AM | 14-08-2019 12:30:32 PM | L1               | 44 minutes      | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36912  | A - 404  | Utility blockage.   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 11:45:57 AM | 14-08-2019 12:29:06 PM | L1               | 44 minutes          | Closed |         |
| 36911  | C - 502  | Health faucet leaking.  | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 11:44:58 AM | 14-08-2019 12:25:17 PM | L1               | 41 minutes          | Closed |         |
| 36910  | B - 401  | Switch got struck.  | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 11:43:49 AM | 14-08-2019 12:24:35 PM | L1               | 41 minutes          | Closed |         |
| 36909  | I - 1901 | Switch got struck.  | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk       | 14-08-2019 11:42:52 AM | 14-08-2019 12:22:51 PM | L1               | 40 minutes          | Closed |         |
| 36908  | N - 2003 | There is water seepage in western wall in children's bedroom. Refer to Complaint#27714 raised last y... | Civil/Project-Seepage          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 13-08-2019 09:36:02 PM | 21-08-2019 11:19:33 AM | L1               | 7 days,13 hours     | Closed |         |
| 36907  | -        | photo enclosed  | Garbage Disposal               | 01-01-1970 | APMS Manager                | 13-08-2019 07:46:50 PM | 14-08-2019 11:29:01 AM | L1               | 2 hours ,29 minutes | Closed |         |
| 36906  | -        | A photo indicating the dumping of leftovers on the landing of staircase at b block, 2nd floor after ... | Garbage Disposal               | 01-01-1970 | APMS Manager                | 13-08-2019 07:43:24 PM | 13-08-2019 07:43:24 PM | L3               | 28 days,16 hours    | Open   |         |
| 36905  | B - 1201 | Tiles broken in master bed room   | Civil/Project-Tiles            | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 13-08-2019 05:40:13 PM | 22-08-2019 05:31:48 PM | L1               | 8 days,23 hours     | Closed |         |
| 36904  | K - 1904 | Kitchen sink blockage .   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 03:29:43 PM | 13-08-2019 03:30:28 PM | L1               | 1 minute            | Closed |         |
| 36903  | N - 502  | Water leaking.  | Plumbing - Water leakage       | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 03:23:49 PM | 13-08-2019 03:25:56 PM | L1               | 2 minutes           | Closed |         |

| Number | Unit     | Description  | Category                       | Logged By  | Assigned To           | Logged On                 | Last Updated On           | Escalation Level | Aging            | Status | Remarks |
|--------|----------|--|--------------------------------|------------|-----------------------|---------------------------|---------------------------|------------------|------------------|--------|---------|
| 36902  | G - 603  | Need a gas technician.                               | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 13-08-2019<br>02:37:31 PM | 13-08-2019<br>03:20:38 PM | L1               | 43 minutes       | Closed |         |
| 36901  | N - 14A2 | Wash basin blockage.                                 | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:35:59 PM | 13-08-2019<br>03:18:59 PM | L1               | 43 minutes       | Closed |         |
| 36900  | N - 1603 | To be fix door stopper.                              | Carpentry-Door Stopper / Latch | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:35:07 PM | 13-08-2019<br>03:16:57 PM | L1               | 41 minutes       | Closed |         |
| 36899  | -        | Traveling cable need to replace for I block P2 Lift. | Elevators                      | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:34:23 PM | 06-09-2019<br>10:27:25 AM | L1               | 23 days,19 hours | Closed |         |
| 36898  | B - 804  | Tap leakage.   | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:34:15 PM | 13-08-2019<br>03:16:23 PM | L1               | 42 minutes       | Closed |         |
| 36897  | L - 902  | Need a gas technician.                               | Gas pipe                       | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:33:18 PM | 13-08-2019<br>03:15:47 PM | L1               | 42 minutes       | Closed |         |
| 36896  | K - 101  | Wash basin blockage.                                 | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:31:54 PM | 13-08-2019<br>03:14:34 PM | L1               | 43 minutes       | Closed |         |
| 36895  | K - 2004 | To be fix tap.                                       | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:30:15 PM | 13-08-2019<br>03:12:07 PM | L1               | 42 minutes       | Closed |         |
| 36894  | G - 1901 | Bed room door locked.                                | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:28:41 PM | 13-08-2019<br>03:10:54 PM | L1               | 42 minutes       | Closed |         |
| 36893  | G - 603  | To be fix w.c connector pipe.                        | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:27:42 PM | 13-08-2019<br>03:10:20 PM | L1               | 43 minutes       | Closed |         |
| 36892  | L - 1904 | Need a carpentry service.                            | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 13-08-2019<br>02:26:05 PM | 13-08-2019<br>03:08:59 PM | L1               | 42 minutes       | Closed |         |

| Number | Unit     | Description   | Category                      | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging            | Status | Remarks |
|--------|----------|---|-------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|------------------|--------|---------|
| 36891  | C - 1003 | Need a plumber.   | Plumbing                      | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 02:22:15 PM | 13-08-2019 03:06:53 PM | L1               | 44 minutes       | Closed |         |
| 36890  | E - 1803 | Tap leakage.  | Plumbing-Tap Leakages         | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 02:21:08 PM | 13-08-2019 03:00:57 PM | L1               | 39 minutes       | Closed |         |
| 36889  | H - 104  | Utility blockage.   | Plumbing-Utility Blockage     | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 02:20:05 PM | 13-08-2019 02:57:16 PM | L1               | 37 minutes       | Closed |         |
| 36888  | A - 1503 | To be fix push buttons.   | Plumbing-Flushing Water       | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 02:18:40 PM | 13-08-2019 02:56:37 PM | L1               | 38 minutes       | Closed |         |
| 36887  | A - 1202 | Need a gas technician.  | LPG Gas Refill / Repair       | 01-01-1970 | Sarovar maintenance         | 13-08-2019 02:13:22 PM | 13-08-2019 02:54:03 PM | L1               | 41 minutes       | Closed |         |
| 36886  | K - 703  | Switch got struck.  | Electrical - Socket/Switches  | 01-01-1970 | APMS Sarovar-Helpdesk       | 13-08-2019 02:12:19 PM | 13-08-2019 02:52:02 PM | L1               | 40 minutes       | Closed |         |
| 36885  | -        | Civil Work in C Block, Unceasing for 2+ Months Sirs Somewhere in Block C, there is some civil wor...    | Civil                         | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 13-08-2019 01:39:33 PM | 13-08-2019 01:39:33 PM | L1               | 28 days,22 hours | Open   |         |
| 36884  | -        | The pipes above E 803 parking is leaking again. Please fix ASAP as my car is getting spoiled. the ...   | Plumbing - Leakage on Ceiling | 01-01-1970 | APMS Sarovar-Helpdesk       | 12-08-2019 08:35:10 PM | 14-08-2019 04:36:08 PM | L3               | 1 day,19 hours   | Closed |         |
| 36883  | E - 14A3 | Please replace letter box lock and provide new set of keys,as the current one is lost. The cost of R... | Carpentry                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 12-08-2019 06:44:32 PM | 29-08-2019 09:44:34 AM | L2               | 12 days,10 hours | Closed |         |
| 36882  | E - 14A3 | Hi, Need to install dth connection.   | Sritel (Internet, Landline)   | 01-01-1970 | Sritel Support              | 12-08-2019 06:16:53 PM | 08-09-2019 09:23:38 PM | L1               | 10 days,3 hours  | Closed |         |



| Number | Unit     | Description   | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 36881  | -        | please send a plumber to arrest water leaking in our flat | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 03:56:08 PM | 13-08-2019 09:38:59 AM | L1               | 17 hours ,42 minutes | Closed |         |
| 36880  | E - 701  | Sink blockage.  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:52:13 PM | 12-08-2019 03:21:28 PM | L1               | 29 minutes           | Closed |         |
| 36879  | F - 1904 | Tap blockage.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:51:18 PM | 12-08-2019 03:20:05 PM | L1               | 29 minutes           | Closed |         |
| 36878  | M - 704  | Need a carpentry service.                                 | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:48:28 PM | 12-08-2019 03:18:00 PM | L1               | 30 minutes           | Closed |         |
| 36877  | L - 902  | Wash basin blockage .                                     | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:46:47 PM | 12-08-2019 03:16:32 PM | L1               | 30 minutes           | Closed |         |
| 36876  | D - 303  | Tube light not working.                                   | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:44:54 PM | 12-08-2019 03:15:41 PM | L1               | 31 minutes           | Closed |         |
| 36875  | L - 1501 | Flush continuously leaking.                               | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:43:50 PM | 12-08-2019 03:14:26 PM | L1               | 31 minutes           | Closed |         |
| 36874  | B - 504  | To be fix health faucet.                                  | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:42:58 PM | 12-08-2019 03:12:01 PM | L1               | 30 minutes           | Closed |         |
| 36873  | I - 1503 | Wash basin blockage.                                      | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:41:56 PM | 12-08-2019 03:11:18 PM | L1               | 30 minutes           | Closed |         |
| 36872  | I - 701  | Health faucet gun leakage.                                | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:41:03 PM | 12-08-2019 03:10:35 PM | L1               | 29 minutes           | Closed |         |
| 36871  | D - 404  | ELCB tripped.   | Electrical-ELCB Tripping       | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:31:32 PM | 12-08-2019 03:09:54 PM | L1               | 38 minutes           | Closed |         |

| Number | Unit     | Description  | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status    | Remarks |
|--------|----------|--|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|-----------|---------|
| 36870  | L - 902  | Need to fix door magnet.   | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:25:45 PM | 12-08-2019 03:09:05 PM | L1               | 44 minutes          | Closed    |         |
| 36869  | N - 804  | MCB got tripped.   | Electrical-M C B Tripping      | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:24:24 PM | 12-08-2019 03:08:34 PM | L1               | 44 minutes          | Closed    |         |
| 36868  | N - 502  | ELCB got tripped.  | Electrical-ELCB Tripping       | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:23:28 PM | 12-08-2019 03:07:56 PM | L1               | 44 minutes          | Closed    |         |
| 36867  | G - 14B4 | To be fix door stopper.  | Carpentry-Door Stopper / Latch | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:21:21 PM | 12-08-2019 03:05:54 PM | L1               | 44 minutes          | Closed    |         |
| 36866  | J - 1502 | Switch got struck.   | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 02:19:38 PM | 12-08-2019 03:03:34 PM | L1               | 44 minutes          | Closed    |         |
| 36865  | I - 603  | Need plumber   | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 11:30:41 AM | 12-08-2019 03:02:42 PM | L1               | 3 hours ,32 minutes | Closed    |         |
| 36864  | E - 14A3 | Most of. The switches are wired incorrectly in my flat. Please send an electrician after 5pm today (...) | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 12-08-2019 07:33:06 AM | 13-08-2019 09:33:21 AM | L2               | 1 day,2 hours       | Closed    |         |
| 36863  | C - 103  | we have received very high electricity bill of Rs 2991. please check the reading once and correct th...  | Utilities Billing              | 01-01-1970 | APMS Manager          | 11-08-2019 08:41:31 PM | 12-08-2019 12:23:35 PM | L1               | 3 hours ,23 minutes | Closed    |         |
| 36862  | C - 103  | we have received very high electricity bill for this month. pls check the meter reading once             | Electricity Meter Check        | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 08:40:25 PM | 11-08-2019 08:41:58 PM | L1               | 30 days,15 hours    | Cancelled |         |
| 36861  | D - 1601 | Need a carpenter.  | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:18:36 PM | 11-08-2019 04:24:38 PM | L1               | 6 minutes           | Closed    |         |

| Number | Unit     | Description                    | Category   | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|--------------------------------|------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36860  | J - 904  | Need to fix screw.             | Carpentry  | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:16:48 PM | 11-08-2019 04:24:14 PM | L1               | 8 minutes  | Closed |         |
| 36859  | N - 2003 | main door lock need to check   | Carpentry  | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:15:04 PM | 11-08-2019 04:23:58 PM | L1               | 8 minutes  | Closed |         |
| 36858  | I - 404  | Health faucet problem.         | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:14:10 PM | 11-08-2019 04:23:25 PM | L1               | 9 minutes  | Closed |         |
| 36857  | I - 704  | Bathroom blockage.             | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:12:22 PM | 11-08-2019 04:23:06 PM | L1               | 11 minutes | Closed |         |
| 36856  | N - 1504 | Need to fix health faucet gun. | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:07:40 PM | 11-08-2019 04:22:51 PM | L1               | 15 minutes | Closed |         |
| 36855  | A - 201  | MCB Tripped.                   | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:06:50 PM | 11-08-2019 04:22:35 PM | L1               | 16 minutes | Closed |         |
| 36854  | D - 504  | wash basin blockage.           | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:06:22 PM | 11-08-2019 04:22:11 PM | L1               | 16 minutes | Closed |         |
| 36853  | D - 601  | Wash basin blockage.           | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:05:32 PM | 11-08-2019 04:21:54 PM | L1               | 16 minutes | Closed |         |
| 36852  | B - 604  | Bathroom blockage.             | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:04:17 PM | 11-08-2019 04:21:39 PM | L1               | 17 minutes | Closed |         |
| 36851  | J - 1001 | Need to fix geyser pipe.       | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:03:40 PM | 11-08-2019 04:21:22 PM | L1               | 18 minutes | Closed |         |
| 36850  | D - 1701 | Need to fix wash basin tap.    | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:02:57 PM | 11-08-2019 04:20:58 PM | L1               | 18 minutes | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36849  | N - 1103 | Need to fix health faucet pipe.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:01:26 PM | 11-08-2019 04:20:07 PM | L1               | 19 minutes          | Closed |         |
| 36848  | E - 204  | Kitchen sink blockage.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 04:00:28 PM | 11-08-2019 04:19:45 PM | L1               | 19 minutes          | Closed |         |
| 36847  | H - 1603 | Need to fix washing machine   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 03:59:43 PM | 11-08-2019 04:17:34 PM | L1               | 18 minutes          | Closed |         |
| 36846  | -        | water blockage in the balcony   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 11-08-2019 08:28:14 AM | 11-08-2019 04:15:36 PM | L3               | 7 hours ,47 minutes | Closed |         |
| 36845  | -        | Sancta Maria School buses were asked to stop at J Block as the road in front of G & H blocks is bein... | General                        | 01-01-1970 | APMS Manager          | 11-08-2019 06:14:14 AM | 21-08-2019 11:52:32 AM | L1               | 3 days,20 hours     | Closed |         |
| 36844  | A - 401  | gas is leaking.   | Gas-Gas Leakage                | 01-01-1970 | APMS Sarovar-Helpdesk | 10-08-2019 09:49:59 PM | 11-08-2019 03:51:38 PM | L2               | 18 hours ,2 minutes | Closed |         |
| 36843  | -        | The elevators of I block are not stopping at the nearest floor. There is something wrong with the so... | Elevators                      | 01-01-1970 | APMS Sarovar-Helpdesk | 10-08-2019 08:39:50 PM | 06-09-2019 10:28:37 AM | L2               | 26 days,13 hours    | Closed |         |
| 36842  | J - 301  | Door problem.   | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 10-08-2019 03:07:16 PM | 10-08-2019 03:27:17 PM | L1               | 20 minutes          | Closed |         |
| 36841  | E - 503  | MCB tripped .   | Electrical-M C B Tripping      | 01-01-1970 | APMS Sarovar-Helpdesk | 10-08-2019 03:04:48 PM | 10-08-2019 03:26:10 PM | L1               | 22 minutes          | Closed |         |
| 36840  | H - 1102 | ELCB tripped.   | Electrical-ELCB Tripping       | 01-01-1970 | APMS Sarovar-Helpdesk | 10-08-2019 03:02:06 PM | 10-08-2019 03:25:25 PM | L1               | 23 minutes          | Closed |         |

| Number | Unit     | Description   | Category                     | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging              | Status | Remarks |
|--------|----------|---|------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|--------------------|--------|---------|
| 36839  | G - 1802 | Need a carpentry servicie.  | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 03:00:06 PM | 10-08-2019 03:19:35 PM | L1               | 19 minutes         | Closed |         |
| 36838  | K - 1703 | Flush continuously leaking.   | Plumbing-Flushing Water      | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:53:11 PM | 10-08-2019 03:17:29 PM | L1               | 24 minutes         | Closed |         |
| 36837  | K - 1903 | Need to fix curtain brackets.   | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:52:02 PM | 10-08-2019 03:16:32 PM | L1               | 24 minutes         | Closed |         |
| 36836  | M - 1001 | Utility blockage.   | Plumbing-Utility Blockage    | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:50:50 PM | 10-08-2019 03:14:22 PM | L1               | 24 minutes         | Closed |         |
| 36835  | D - 804  | Utility blockage.   | Plumbing-Utility Blockage    | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:50:02 PM | 10-08-2019 03:13:39 PM | L1               | 23 minutes         | Closed |         |
| 36834  | E - 14B3 | Need a plumber.   | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:48:37 PM | 10-08-2019 03:12:11 PM | L1               | 24 minutes         | Closed |         |
| 36833  | C - 1003 | To be fix bottle trap.  | Plumbing                     | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:46:25 PM | 10-08-2019 03:09:55 PM | L1               | 23 minutes         | Closed |         |
| 36832  | A - 201  | Holder problem.   | Electrical                   | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:44:58 PM | 10-08-2019 03:09:14 PM | L1               | 25 minutes         | Closed |         |
| 36831  | -        | Request you to arrest the water seepage from the over head pipes above B-804 car parking. There is c... | Civil/Project-Seepage        | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 10-08-2019 02:37:53 PM | 16-08-2019 07:16:39 PM | L1               | 31 days,21 hours   | Open   |         |
| 36830  | F - 1702 | Switch got struck.  | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:27:50 PM | 10-08-2019 03:47:43 PM | L1               | 1 hour ,20 minutes | Closed |         |

| Number | Unit     | Description   | Category                      | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging              | Status  | Remarks |
|--------|----------|---|-------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|--------------------|---------|---------|
| 36829  | B - 203  | Switch got struck.  | Electrical - Socket/Switches  | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 02:23:58 PM | 10-08-2019 03:08:36 PM | L1               | 45 minutes         | Closed  |         |
| 36828  | -        | Someone has parked wrongly at D-104. Remove your vehicle right away. The vehicle number is              | parking management            | 01-01-1970 | APMS Manager                | 10-08-2019 12:54:18 PM | 10-08-2019 12:55:22 PM | L1               | 1 minute           | Closed  |         |
| 36827  | F - 2001 | tube light in washroom and room   | Electrical-Tube Light         | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 12:35:24 PM | 10-08-2019 02:20:55 PM | L1               | 1 hour ,45 minutes | Closed  |         |
| 36826  | E - 1204 | My parking slot is occupied by someone else for the last few months, find the attached picture.         | parking management            | 01-01-1970 | APMS Manager                | 10-08-2019 10:40:35 AM | 10-08-2019 12:21:10 PM | L1               | 1 hour ,41 minutes | Closed  |         |
| 36825  | -        | Block B corridor lights get switched off at 5:30 AM and it's pitch dark. The security is never avail... | Electrical - Corridor light   | 01-01-1970 | APMS Sarovar-Helpdesk       | 10-08-2019 05:40:38 AM | 13-08-2019 11:56:07 AM | L2               | 32 days,6 hours    | On hold |         |
| 36824  | F - 2002 | Room 2 paint is coment off due to seepage   | Civil/Project-Seepage         | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 09-08-2019 04:25:23 PM | 25-08-2019 11:57:29 AM | L1               | 32 days,20 hours   | Open    |         |
| 36823  | F - 201  | Leakage on ceiling.   | Plumbing - Leakage on Ceiling | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 09-08-2019 04:03:18 PM | 09-08-2019 04:15:34 PM | L1               | 32 days,20 hours   | On hold |         |
| 36822  | M - 1004 | Fan problem.  | Electrical - Fan problem      | 01-01-1970 | APMS Sarovar-Helpdesk       | 09-08-2019 03:05:56 PM | 09-08-2019 03:31:45 PM | L1               | 26 minutes         | Closed  |         |
| 36821  | M - 104  | To be fix tube light .  | Electrical-Tube Light         | 01-01-1970 | APMS Sarovar-Helpdesk       | 09-08-2019 03:04:42 PM | 09-08-2019 03:26:37 PM | L1               | 22 minutes         | Closed  |         |
| 36820  | C - 2004 | Tiles in the hall are all coming out.. pls help fix it  | Civil/Project-Tiles           | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 09-08-2019 02:51:50 PM | 21-08-2019 11:22:54 AM | L1               | 32 days,21 hours   | On hold |         |

| Number | Unit     | Description                 | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|-----------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36819  | D - 402  | Washroom blockage.          | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:50:38 PM | 09-08-2019 03:23:54 PM | L1               | 33 minutes | Closed |         |
| 36818  | A - 1903 | Wash room blockage.         | Plumbing-Bath Room Drain Block | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:49:42 PM | 09-08-2019 03:23:19 PM | L1               | 34 minutes | Closed |         |
| 36817  | L - 503  | Kitchen tap leaking.        | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:33:23 PM | 09-08-2019 03:22:23 PM | L1               | 49 minutes | Closed |         |
| 36816  | L - 503  | Need to replace tube light. | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:32:31 PM | 09-08-2019 03:21:04 PM | L1               | 49 minutes | Closed |         |
| 36815  | J - 1002 | Flush continuously leaking. | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:30:59 PM | 09-08-2019 03:20:28 PM | L1               | 50 minutes | Closed |         |
| 36814  | M - 603  | Wash basin blockage.        | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:29:52 PM | 09-08-2019 03:19:31 PM | L1               | 50 minutes | Closed |         |
| 36813  | L - 603  | Sink blockage.              | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:28:24 PM | 09-08-2019 03:18:00 PM | L1               | 50 minutes | Closed |         |
| 36812  | J - 502  | Health faucet pipe .        | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:27:29 PM | 09-08-2019 03:17:20 PM | L1               | 50 minutes | Closed |         |
| 36811  | D - 2003 | Switch got struck.          | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:26:06 PM | 09-08-2019 03:16:33 PM | L1               | 50 minutes | Closed |         |
| 36810  | E - 14A3 | Kitchen sink near leaking.. | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:23:47 PM | 09-08-2019 03:01:33 PM | L1               | 38 minutes | Closed |         |
| 36809  | B - 404  | Need to fix sink pipe.      | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 02:19:32 PM | 09-08-2019 02:59:37 PM | L1               | 40 minutes | Closed |         |

| Number | Unit     | Description   | Category                     | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---|------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36808  | J - 502  | under sink leakage. needs to be addressed urgently.   | Plumbing - Water leakage     | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 09:28:44 AM | 09-08-2019 02:57:57 PM | L1               | 5 hours ,29 minutes | Closed |         |
| 36807  | G - 1704 | need a carpenter urgently for drilling some nails on oriority.  | Carpentry-Drilling           | 01-01-1970 | APMS Sarovar-Helpdesk | 09-08-2019 07:59:31 AM | 09-08-2019 04:11:30 PM | L1               | 7 hours ,11 minutes | Closed |         |
| 36806  | -        | Certain barricades are obstructing 'peripheral vision' and making driving difficult. See picture att... | General                      | 01-01-1970 | APMS Manager          | 08-08-2019 03:16:10 PM | 21-08-2019 12:12:23 PM | L1               | 4 days,17 hours     | Closed |         |
| 36805  | B - 704  | To be fix health faucet stand.  | Plumbing-Health Faucet       | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 03:10:29 PM | 08-08-2019 03:24:14 PM | L1               | 14 minutes          | Closed |         |
| 36804  | D - 1203 | Need to replace socket.   | Electrical - Socket/Switches | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 03:05:07 PM | 08-08-2019 03:06:56 PM | L1               | 1 minute            | Closed |         |
| 36803  | K - 1901 | Need a carpentry service.   | Carpentry                    | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 02:31:11 PM | 08-08-2019 03:02:56 PM | L1               | 31 minutes          | Closed |         |
| 36802  | K - 1804 | Tap leaking.  | Plumbing-Tap Leakages        | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 02:30:09 PM | 08-08-2019 02:59:37 PM | L1               | 29 minutes          | Closed |         |
| 36801  | N - 1101 | To be fix health faucet gun.  | Plumbing-Health Faucet       | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 02:27:09 PM | 08-08-2019 02:58:55 PM | L1               | 31 minutes          | Closed |         |
| 36800  | F - 1203 | Flush tank leaking.   | Plumbing-Flushing Water      | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 02:26:08 PM | 08-08-2019 02:56:41 PM | L1               | 30 minutes          | Closed |         |
| 36799  | E - 1604 | Flush problem.  | Plumbing-Flushing Water      | 01-01-1970 | APMS Sarovar-Helpdesk | 08-08-2019 02:25:14 PM | 08-08-2019 02:55:54 PM | L1               | 30 minutes          | Closed |         |



| Number | Unit     | Description   | Category                  | Logged By  | Assigned To                 | Logged On                 | Last Updated On           | Escalation Level | Aging               | Status  | Remarks |
|--------|----------|---|---------------------------|------------|-----------------------------|---------------------------|---------------------------|------------------|---------------------|---------|---------|
| 36798  | B - 202  | ELCB got tripped.<br>ELCB got tripped.  | Electrical-ELCB Tripping  | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>02:23:20 PM | 08-08-2019<br>02:54:43 PM | L1               | 31 minutes          | Closed  |         |
| 36797  | H - 201  | Need a carpentry service.   | Carpentry                 | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>02:17:32 PM | 08-08-2019<br>02:53:10 PM | L1               | 36 minutes          | Closed  |         |
| 36796  | B - 504  | Commode smell problem.  | Plumbing                  | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>02:16:37 PM | 08-08-2019<br>02:51:43 PM | L1               | 35 minutes          | Closed  |         |
| 36795  | L - 801  | Need an electrician.  | Electrical                | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>02:14:16 PM | 08-08-2019<br>02:49:23 PM | L1               | 35 minutes          | Closed  |         |
| 36794  | J - 1202 | Need to replace tube light.   | Electrical-Tube Light     | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>02:09:46 PM | 08-08-2019<br>02:48:05 PM | L1               | 39 minutes          | Closed  |         |
| 36793  | -        | There is a lot of construction waste lying right outside Block A. The repair work of the road is ove...   | Civil                     | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 08-08-2019<br>12:52:46 PM | 16-08-2019<br>04:19:07 PM | L1               | 33 days,23 hours    | On hold |         |
| 36792  | -        | The bushes around the periphery are grown up and need a haircut urgently as are coming onto the ORR....   | Horticulture              | 01-01-1970 | APMS Manager                | 08-08-2019<br>12:48:56 PM | 14-08-2019<br>11:37:21 AM | L3               | 2 days,4 hours      | Closed  |         |
| 36791  | F - 101  | Hi Team, I had raised a complaint stating that I'm getting worms in my washrooms. Some pest control ...   | Pest Control-community    | 01-01-1970 | APMS Manager                | 08-08-2019<br>10:49:20 AM | 24-08-2019<br>11:39:07 AM | L3               | 34 days,1 hour      | Open    |         |
| 36790  | D - 1702 | The Geyser switch needs to be shifted as it is gathering water from rains and is causing the MCB to ...   | Electrical-M C B Tripping | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>10:23:32 AM | 11-09-2019<br>12:32:28 PM | L1               | 34 days,2 hours     | Closed  |         |
| 36789  | -        | Block B passenger lifts are mostly stuck on 20th Floor at 9:00am<br>Want to understand why lifts are f... | Elevators                 | 01-01-1970 | APMS Sarovar-Helpdesk       | 08-08-2019<br>09:08:17 AM | 08-08-2019<br>12:21:37 PM | L1               | 3 hours ,13 minutes | Closed  |         |

| Number | Unit     | Description  | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|--|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 36788  | M - 702  | Gas leakage at home. Please do something. We need to cook.   | Gas-Gas Leakage                | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 08:19:59 PM | 13-08-2019 09:44:45 AM | L3               | 5 days,12 hours      | Closed |         |
| 36787  | -        | Hi, Last couple of weeks I have been observing that the light in corridors of Block B are not on ea... | Electrical - Corridor light    | 01-01-1970 | Technical Manager     | 07-08-2019 07:56:58 PM | 13-08-2019 11:55:27 AM | L3               | 34 days,16 hours     | Open   |         |
| 36786  | I - 603  | Need to fix curtain rods   | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 07:21:28 PM | 08-08-2019 11:02:04 AM | L1               | 15 hours ,41 minutes | Closed |         |
| 36785  | H - 804  | Need an electrician.   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 03:11:16 PM | 07-08-2019 03:41:35 PM | L1               | 30 minutes           | Closed |         |
| 36784  | D - 1102 | Need an electrician.   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 03:10:08 PM | 07-08-2019 03:40:36 PM | L1               | 30 minutes           | Closed |         |
| 36783  | B - 904  | Utility blockage.  | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 03:05:38 PM | 07-08-2019 03:39:46 PM | L1               | 34 minutes           | Closed |         |
| 36782  | I - 301  | Tube light not working.  | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:57:50 PM | 07-08-2019 03:39:07 PM | L1               | 42 minutes           | Closed |         |
| 36781  | C - 102  | Door locked.   | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:57:02 PM | 07-08-2019 03:36:50 PM | L1               | 39 minutes           | Closed |         |
| 36780  | C - 1502 | Tube not working.  | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:55:25 PM | 07-08-2019 03:36:12 PM | L1               | 41 minutes           | Closed |         |
| 36779  | K - 304  | Flush leaking.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:54:20 PM | 07-08-2019 03:33:46 PM | L1               | 39 minutes           | Closed |         |

| Number | Unit     | Description                           | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|---------------------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36778  | A - 1204 | Wash basin leakage.                   | Plumbing-Wash Basin leakage    | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:53:28 PM | 07-08-2019 03:25:31 PM | L1               | 32 minutes | Closed |         |
| 36777  | C - 1103 | Need a carpentry service.             | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:52:02 PM | 07-08-2019 03:24:55 PM | L1               | 32 minutes | Closed |         |
| 36776  | B - 703  | To be fix E.W.C flooring screws.      | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:50:25 PM | 07-08-2019 03:23:46 PM | L1               | 33 minutes | Closed |         |
| 36775  | B - 901  | Need a carpentry service.             | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:48:08 PM | 07-08-2019 03:23:02 PM | L1               | 35 minutes | Closed |         |
| 36774  | I - 1204 | Kitchen sink blockage.                | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:44:31 PM | 07-08-2019 03:21:38 PM | L1               | 37 minutes | Closed |         |
| 36773  | A - 1002 | Need a gas technician.                | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 07-08-2019 02:43:41 PM | 07-08-2019 03:20:59 PM | L1               | 37 minutes | Closed |         |
| 36772  | M - 301  | Need to fix trap.                     | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:42:28 PM | 07-08-2019 03:17:44 PM | L1               | 35 minutes | Closed |         |
| 36771  | J - 103  | Bottle trap leakage.                  | Plumbing - Bottle trap         | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:40:07 PM | 07-08-2019 03:16:49 PM | L1               | 36 minutes | Closed |         |
| 36770  | B - 403  | Need to fix door lock &door; stopper. | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:38:53 PM | 07-08-2019 03:15:44 PM | L1               | 37 minutes | Closed |         |
| 36769  | F - 202  | Sink blockage .                       | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:35:50 PM | 07-08-2019 03:14:27 PM | L1               | 39 minutes | Closed |         |
| 36768  | L - 2001 | Need to fix cloth hanger.             | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:33:35 PM | 07-08-2019 03:13:36 PM | L1               | 40 minutes | Closed |         |

| Number | Unit     | Description   | Category                    | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging            | Status | Remarks |
|--------|----------|---|-----------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------------|--------|---------|
| 36767  | I - 1803 | Need to replace tube light.   | Electrical-Tube Light       | 01-01-1970 | APMS Sarovar-Helpdesk | 07-08-2019 02:30:08 PM | 07-08-2019 03:12:10 PM | L1               | 42 minutes       | Closed |         |
| 36766  | -        | none of the elevators in block b are working  | Elevators                   | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 04:41:29 PM | 08-08-2019 12:57:25 PM | L3               | 1 day,20 hours   | Closed |         |
| 36765  | L - 14A2 | Need to replace tube light.   | Electrical-Tube Light       | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 03:52:42 PM | 06-08-2019 03:58:37 PM | L1               | 6 minutes        | Closed |         |
| 36764  | D - 103  | Need to replace tube light.   | Electrical-Tube Light       | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 03:44:48 PM | 06-08-2019 03:58:04 PM | L1               | 14 minutes       | Closed |         |
| 36763  | -        | Dear Team, This is to inform you that main gate landline no-*2222 is not working. Pls look into the ... | Sritel (Internet, Landline) | 01-01-1970 | Sritel Support        | 06-08-2019 03:03:59 PM | 06-08-2019 03:03:59 PM | L1               | 35 days,21 hours | Open   |         |
| 36762  | B - 702  | Flush leakage.  | Plumbing-Flushing Water     | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 03:00:37 PM | 06-08-2019 03:31:58 PM | L1               | 31 minutes       | Closed |         |
| 36761  | N - 14A4 | To be fix seat cover screws .   | Plumbing-Accessories fix    | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:58:14 PM | 06-08-2019 03:20:58 PM | L1               | 22 minutes       | Closed |         |
| 36760  | B - 101  | Utility blockage .  | Plumbing-Utility Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:31:01 PM | 06-08-2019 02:54:14 PM | L1               | 23 minutes       | Closed |         |
| 36759  | H - 1604 | MCB got tripped.  | Electrical-M C B Tripping   | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:21:54 PM | 06-08-2019 02:53:13 PM | L1               | 32 minutes       | Closed |         |
| 36758  | J - 2004 | Geyser problem.   | Electrical                  | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:17:49 PM | 06-08-2019 02:52:16 PM | L1               | 35 minutes       | Closed |         |

| Number | Unit     | Description  | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|--|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36757  | A - 302  | Water pressure problem.                                | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:14:58 PM | 06-08-2019 02:48:27 PM | L1               | 34 minutes          | Closed |         |
| 36756  | I - 1603 | Need an electrician.                                   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:13:08 PM | 06-08-2019 02:46:31 PM | L1               | 33 minutes          | Closed |         |
| 36755  | I - 1603 | To be fix faucet stand.                                | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:12:15 PM | 06-08-2019 02:45:05 PM | L1               | 33 minutes          | Closed |         |
| 36754  | E - 1501 | Need a carpentry service.                              | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:08:14 PM | 06-08-2019 02:44:22 PM | L1               | 36 minutes          | Closed |         |
| 36753  | N - 1802 | Water blockage.  | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:06:14 PM | 06-08-2019 02:43:22 PM | L1               | 37 minutes          | Closed |         |
| 36752  | K - 304  | Need an electrician.                                   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 02:05:18 PM | 06-08-2019 02:42:17 PM | L1               | 37 minutes          | Closed |         |
| 36751  | D - 402  | Need a carpentry service.                              | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 09:42:31 AM | 07-08-2019 09:50:19 AM | L1               | 1 day               | Closed |         |
| 36750  | D - 402  | Need a plumber.  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 09:40:52 AM | 06-08-2019 10:32:53 AM | L1               | 52 minutes          | Closed |         |
| 36749  | D - 402  | Need an electrician.                                   | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 09:40:01 AM | 06-08-2019 10:31:44 AM | L1               | 51 minutes          | Closed |         |
| 36748  | E - 14A3 | Need access card for boom barrier                      | Security - Boom Barrier        | 01-01-1970 | G Jayaraju            | 06-08-2019 09:13:02 AM | 06-08-2019 02:45:38 PM | L1               | 5 hours ,32 minutes | Closed |         |
| 36747  | E - 14A3 | Need new letter box keys as the current keys are lost. | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 06-08-2019 09:01:59 AM | 06-08-2019 11:56:34 AM | L1               | 2 hours ,55 minutes | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To                    | Logged On                 | Last Updated On           | Escalation Level | Aging              | Status  | Remarks |
|--------|----------|---|--------------------------------|------------|--------------------------------|---------------------------|---------------------------|------------------|--------------------|---------|---------|
| 36746  | E - 14A3 | Please install intercom phone. I already purchased it | telephone                      | 01-01-1970 | APMS Manager                   | 05-08-2019<br>05:02:14 PM | 12-08-2019<br>07:32:00 AM | L1               | 6 days,14 hours    | Closed  |         |
| 36745  | D - 1503 | Balcony ceiling is leaking                            | Plumbing - Leakage on Ceiling  | 01-01-1970 | RAVI TEJA ASOWS<br>tech Exec 2 | 05-08-2019<br>04:55:12 PM | 06-08-2019<br>09:44:31 AM | L1               | 36 days,19 hours   | On hold |         |
| 36744  | J - 901  | To be fix bottle trap.                                | Plumbing - Bottle trap         | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:30:25 PM | 05-08-2019<br>04:24:31 PM | L1               | 54 minutes         | Closed  |         |
| 36743  | M - 14B4 | Wash basin blockage.                                  | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:29:26 PM | 05-08-2019<br>04:25:01 PM | L1               | 56 minutes         | Closed  |         |
| 36742  | F - 204  | To be open cup board door.                            | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:28:36 PM | 05-08-2019<br>04:25:37 PM | L1               | 57 minutes         | Closed  |         |
| 36741  | B - 901  | Need a plumber.                                       | Plumbing - Commode leakage     | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:26:50 PM | 05-08-2019<br>04:28:34 PM | L1               | 1 hour ,2 minutes  | Closed  |         |
| 36740  | B - 1104 | Flush leaking.  | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:24:10 PM | 05-08-2019<br>04:29:19 PM | L1               | 1 hour ,5 minutes  | Closed  |         |
| 36739  | D - 2001 | Need to fix towel rod &table;.                        | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:22:07 PM | 05-08-2019<br>04:31:00 PM | L1               | 1 hour ,9 minutes  | Closed  |         |
| 36738  | D - 14A4 | Sink blockage.  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:19:57 PM | 05-08-2019<br>04:31:33 PM | L1               | 1 hour ,12 minutes | Closed  |         |
| 36737  | K - 901  | Need a gas technician.                                | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance            | 05-08-2019<br>03:18:30 PM | 05-08-2019<br>04:34:25 PM | L1               | 1 hour ,16 minutes | Closed  |         |
| 36736  | A - 603  | Need to fix calling bell.                             | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk          | 05-08-2019<br>03:15:50 PM | 05-08-2019<br>04:42:32 PM | L1               | 1 hour ,27 minutes | Closed  |         |

| Number | Unit     | Description                               | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging               | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36735  | A - 603  | Need to change hand shower.               | Plumbing - Hand shower         | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 03:12:15 PM | 05-08-2019 04:43:18 PM | L1               | 1 hour ,31 minutes  | Closed |         |
| 36734  | H - 602  | Need to replace geyser.                   | Plumbing-Geyser Fixing         | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 03:10:04 PM | 05-08-2019 04:44:01 PM | L1               | 1 hour ,34 minutes  | Closed |         |
| 36733  | H - 1803 | Need a gas technician.                    | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 05-08-2019 03:07:55 PM | 05-08-2019 04:46:01 PM | L1               | 1 hour ,39 minutes  | Closed |         |
| 36732  | D - 1003 | Kitchen sink blockage.                    | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 03:05:47 PM | 05-08-2019 04:46:51 PM | L1               | 1 hour ,41 minutes  | Closed |         |
| 36731  | C - 1502 | Mail box lock have to broke.(keys missed) | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 03:03:24 PM | 05-08-2019 04:48:14 PM | L1               | 1 hour ,45 minutes  | Closed |         |
| 36730  | C - 14B2 | To be fix new gas pipe.                   | Gas pipe                       | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 02:59:28 PM | 05-08-2019 04:49:03 PM | L1               | 1 hour ,50 minutes  | Closed |         |
| 36729  | L - 1704 | Main door problem.                        | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 02:58:22 PM | 05-08-2019 04:55:58 PM | L1               | 1 hour ,57 minutes  | Closed |         |
| 36728  | J - 703  | Door lock problem.                        | Carpentry-Door Lock / Cylinder | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 02:57:28 PM | 05-08-2019 04:53:07 PM | L1               | 1 hour ,56 minutes  | Closed |         |
| 36727  | I - 1803 | Need to fix hanger.                       | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 02:56:41 PM | 05-08-2019 04:50:17 PM | L1               | 1 hour ,54 minutes  | Closed |         |
| 36726  | A - 1902 | Need to fix curtain rod.                  | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 02:52:27 PM | 05-08-2019 02:53:58 PM | L1               | 1 minute            | Closed |         |
| 36725  | B - 901  | Exhaust fan problem.                      | Electrical-Exhaust Fan         | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 12:21:07 PM | 05-08-2019 02:51:09 PM | L2               | 2 hours ,30 minutes | Closed |         |

| Number | Unit     | Description   | Category                  | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging                | Status | Remarks |
|--------|----------|---|---------------------------|------------|-----------------------|------------------------|------------------------|------------------|----------------------|--------|---------|
| 36724  | E - 1004 | Final readings.   | Electrical                | 01-01-1970 | APMS Sarovar-Helpdesk | 05-08-2019 12:18:14 PM | 05-08-2019 12:37:19 PM | L1               | 19 minutes           | Closed |         |
| 36723  | J - 1601 | My Alto K10 car Battery was stolen from the parking area. Had kept on my scooter so that I would ta...  | Lost & Found              | 01-01-1970 | APMS Manager          | 04-08-2019 08:17:58 PM | 05-08-2019 10:03:45 AM | L1               | 1 hour ,3 minutes    | Closed |         |
| 36722  | E - 1203 | Team, Please check balcony drain line for blockage and revert.  | Plumbing-Utility Blockage | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 05:13:54 PM | 05-08-2019 11:00:16 AM | L3               | 17 hours ,47 minutes | Closed |         |
| 36721  | -        | Delivery timings- Big Basket,Amazon.. Big basket persons are delivering after 10 PM.Security should ... | Security - Others         | 01-01-1970 | G Jayaraju            | 04-08-2019 04:54:21 PM | 10-08-2019 10:36:56 AM | L3               | 5 days,17 hours      | Closed |         |
| 36720  | E - 1503 | Require new gas connection.   | LPG Gas Refill / Repair   | 01-01-1970 | Sarovar maintenance   | 04-08-2019 04:00:23 PM | 04-08-2019 04:04:01 PM | L1               | 4 minutes            | Closed |         |
| 36719  | B - 704  | Wash basin blockage.  | Plumbing                  | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:59:25 PM | 04-08-2019 04:03:30 PM | L1               | 4 minutes            | Closed |         |
| 36718  | L - 904  | Wash basin blockage.  | Plumbing                  | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:57:05 PM | 04-08-2019 04:03:14 PM | L1               | 6 minutes            | Closed |         |
| 36717  | L - 502  | Need to check wash basin tap  | Plumbing                  | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:56:15 PM | 04-08-2019 04:02:47 PM | L1               | 6 minutes            | Closed |         |
| 36716  | H - 201  | Need to fix kitchen tap   | Plumbing                  | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:55:07 PM | 04-08-2019 04:02:13 PM | L1               | 7 minutes            | Closed |         |
| 36715  | K - 803  | Health faucet pipe leakage.   | Plumbing                  | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:52:48 PM | 04-08-2019 04:01:42 PM | L1               | 9 minutes            | Closed |         |



| Number | Unit     | Description   | Category   | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging         | Status | Remarks |
|--------|----------|---|------------|------------|-----------------------|------------------------|------------------------|------------------|---------------|--------|---------|
| 36714  | C - 14B2 | Need to fix tap   | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:49:43 PM | 04-08-2019 04:01:24 PM | L1               | 12 minutes    | Closed |         |
| 36713  | N - 1103 | Kitchen sink tap leakage.   | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:47:39 PM | 04-08-2019 04:01:04 PM | L1               | 14 minutes    | Closed |         |
| 36712  | L - 203  | Geyser NRV leakage  | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:46:44 PM | 04-08-2019 04:00:42 PM | L1               | 14 minutes    | Closed |         |
| 36711  | G - 403  | Gas stove problem   | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:19:09 PM | 04-08-2019 03:45:03 PM | L1               | 26 minutes    | Closed |         |
| 36710  | E - 1704 | Flush tank leakage.   | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:17:37 PM | 04-08-2019 03:45:25 PM | L1               | 28 minutes    | Closed |         |
| 36709  | H - 1204 | Geyser pipe leakage   | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 03:16:54 PM | 04-08-2019 03:50:43 PM | L1               | 34 minutes    | Closed |         |
| 36708  | -        | As per technical manager instructions we have turned off car wash (D & L block) water supply. | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 02:39:44 PM | 12-08-2019 04:01:36 PM | L3               | 8 days,1 hour | Closed |         |
| 36707  | A - 1001 | As per technical manager instructions we have turned off car wash (D & L block) water supply. | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 02:37:57 PM | 04-08-2019 02:38:26 PM | L1               | 1 minute      | Closed |         |
| 36706  | D - 1702 | Need to check power point.  | Electrical | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 02:23:02 PM | 04-08-2019 02:40:32 PM | L1               | 17 minutes    | Closed |         |
| 36705  | B - 603  | Need to fix tube light holder.  | Plumbing   | 01-01-1970 | APMS Sarovar-Helpdesk | 04-08-2019 02:21:31 PM | 04-08-2019 02:40:00 PM | L1               | 19 minutes    | Closed |         |

| Number | Unit     | Description   | Category                  | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging                | Status  | Remarks |
|--------|----------|---|---------------------------|------------|-----------------------------|------------------------|------------------------|------------------|----------------------|---------|---------|
| 36704  | C - 14B3 | Is the Car Wash facility only meant for the car wash vendors and not for residents? Knobs to turn on... | Common Areas- Plumbing    | 01-01-1970 | Technical Manager           | 04-08-2019 08:46:07 AM | 12-08-2019 04:48:05 PM | L3               | 38 days,3 hours      | On hold |         |
| 36703  | B - 203  | A scooter is parked at the parking belonging to b-203 which is unauthorized. I request the scooter o... | Vehicle Parking           | 01-01-1970 | G Jayaraju                  | 03-08-2019 04:41:42 PM | 05-08-2019 09:56:21 AM | L1               | 11 hours ,15 minutes | Closed  |         |
| 36702  | E - 1103 | Water leakage from ceiling in balcony   | seepage                   | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 03-08-2019 04:22:34 PM | 10-08-2019 04:56:22 PM | L1               | 38 days,20 hours     | On hold |         |
| 36701  | B - 603  | Faucet leaking.   | Plumbing-Health Faucet    | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 03:07:44 PM | 03-08-2019 03:50:56 PM | L1               | 43 minutes           | Closed  |         |
| 36700  | A - 1903 | Need an electrician.  | Electrical                | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 03:06:56 PM | 03-08-2019 03:49:51 PM | L1               | 43 minutes           | Closed  |         |
| 36699  | I - 102  | Utility blockage .  | Plumbing-Utility Blockage | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 03:05:55 PM | 03-08-2019 03:48:49 PM | L1               | 43 minutes           | Closed  |         |
| 36698  | B - 2004 | To be faucet fix.   | Plumbing-Health Faucet    | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 03:05:11 PM | 03-08-2019 03:48:04 PM | L1               | 43 minutes           | Closed  |         |
| 36697  | D - 1202 | Tube problem.   | Electrical-Tube Light     | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 03:04:09 PM | 03-08-2019 03:41:51 PM | L1               | 37 minutes           | Closed  |         |
| 36696  | D - 103  | Tube light problem.   | Electrical-Tube Light     | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 03:03:27 PM | 03-08-2019 03:40:34 PM | L1               | 37 minutes           | Closed  |         |
| 36695  | I - 502  | Need a gas technician.  | LPG Gas Refill / Repair   | 01-01-1970 | Sarovar maintenance         | 03-08-2019 03:02:37 PM | 03-08-2019 03:36:29 PM | L1               | 34 minutes           | Closed  |         |

| Number | Unit     | Description               | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging      | Status | Remarks |
|--------|----------|---------------------------|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------|--------|---------|
| 36694  | M - 2004 | Need an electrician.      | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 03:00:37 PM | 03-08-2019 03:32:15 PM | L1               | 32 minutes | Closed |         |
| 36693  | E - 1601 | Sink blockage.            | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:57:59 PM | 03-08-2019 03:31:26 PM | L1               | 34 minutes | Closed |         |
| 36692  | A - 14B3 | Balcony blockage.         | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:56:53 PM | 03-08-2019 03:30:51 PM | L1               | 34 minutes | Closed |         |
| 36691  | K - 1903 | Tap leakage.              | Plumbing-Tap Leakages          | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:55:53 PM | 03-08-2019 03:26:19 PM | L1               | 31 minutes | Closed |         |
| 36690  | L - 1904 | Sink leakage.             | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:52:06 PM | 03-08-2019 03:25:26 PM | L1               | 33 minutes | Closed |         |
| 36689  | L - 102  | To be fix connector pipe. | Plumbing - Commode leakage     | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:50:57 PM | 03-08-2019 03:21:13 PM | L1               | 31 minutes | Closed |         |
| 36688  | N - 1701 | Light blinking.           | Electrical                     | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:50:05 PM | 03-08-2019 03:20:23 PM | L1               | 30 minutes | Closed |         |
| 36687  | A - 1903 | Wash basin blockage.      | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:48:52 PM | 03-08-2019 03:19:04 PM | L1               | 31 minutes | Closed |         |
| 36686  | L - 702  | Utility blockage .        | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:47:51 PM | 03-08-2019 03:18:13 PM | L1               | 31 minutes | Closed |         |
| 36685  | H - 602  | Flush leakage.            | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk | 03-08-2019 02:44:08 PM | 03-08-2019 03:17:35 PM | L1               | 33 minutes | Closed |         |

| Number | Unit     | Description   | Category                | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging                | Status      | Remarks |
|--------|----------|---|-------------------------|------------|-----------------------------|------------------------|------------------------|------------------|----------------------|-------------|---------|
| 36684  | M - 2003 | There is a seepage in M block 20th floor ceiling. This may spoil the building structure. Please look... | seepage                 | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 03-08-2019 12:56:27 PM | 07-08-2019 06:23:17 PM | L1               | 38 days,23 hours     | In progress |         |
| 36683  | N - 302  | Flush tank leakage in GBR bathroom  | Plumbing-Flushing Water | 01-01-1970 | Technical Manager           | 03-08-2019 11:16:31 AM | 12-08-2019 05:08:00 PM | L3               | 39 days,1 hour       | On hold     |         |
| 36682  | -        | There is water leaking from the roof on the 20th floor corridor in M block. Water is almost reaching... | Seepage / Civil Works   | 01-01-1970 | APMS Manager                | 03-08-2019 11:13:49 AM | 03-08-2019 11:13:49 AM | L1               | 39 days,1 hour       | Open        |         |
| 36681  | -        | I have been out of station between 21/04/2019 and 01/08/2019 and hence usage of power & gas was nil ... | Accounts                | 01-01-1970 | ASOWS Accounts              | 03-08-2019 10:45:14 AM | 03-08-2019 10:45:14 AM | L1               | 39 days,1 hour       | Open        |         |
| 36680  | E - 14A3 | Hall sliding door handle broken and needs replacement   | UPVC-                   | 01-01-1970 | APMS Manager                | 03-08-2019 09:58:46 AM | 05-08-2019 10:43:28 AM | L1               | 2 days               | Closed      |         |
| 36679  | E - 103  | There is water seepage around the electrical switch board in one of the bedrooms. This is very urgen... | Civil/Project-Seepage   | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 03-08-2019 09:09:48 AM | 09-08-2019 03:13:40 PM | L1               | 39 days,3 hours      | On hold     |         |
| 36678  | -        | There is water leakage from ceiling, and it could be because of flat above. Please check and fix asa... | Civil/Project-Grouting  | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 03-08-2019 08:45:54 AM | 11-09-2019 12:42:44 AM | L1               | 38 days,15 hours     | Closed      |         |
| 36677  | E - 14A3 | Leakage from wc   | Plumbing-WC Leakage     | 01-01-1970 | APMS Sarovar-Helpdesk       | 03-08-2019 01:15:30 AM | 03-08-2019 12:06:41 PM | L3               | 10 hours ,51 minutes | Closed      |         |
| 36676  | N - 801  | need someone to service the gas stove as it's giving flame and switch related problems.                 | LPG Gas Refill / Repair | 01-01-1970 | Sarovar maintenance         | 02-08-2019 08:22:14 PM | 03-08-2019 10:15:27 AM | L2               | 13 hours ,53 minutes | Closed      |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To              | Logged On              | Last Updated On        | Escalation Level | Aging            | Status      | Remarks |
|--------|----------|---|--------------------------------|------------|--------------------------|------------------------|------------------------|------------------|------------------|-------------|---------|
| 36675  | -        | C block laundry 32A 2 pole MCB not working  | Electrical                     | 01-01-1970 | ASOWS Facilities Manager | 02-08-2019 06:19:10 PM | 05-08-2019 11:42:10 AM | L1               | 39 days,18 hours | Cancelled   |         |
| 36674  | D - 1603 | Utility blockage .  | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:40:46 PM | 02-08-2019 04:06:49 PM | L1               | 26 minutes       | Closed      |         |
| 36673  | I - 1802 | Utility blockage .  | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:32:03 PM | 02-08-2019 03:36:52 PM | L1               | 4 minutes        | Closed      |         |
| 36672  | C - 14B2 | Need to fix tap.  | Plumbing-Accessories fix       | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:30:26 PM | 02-08-2019 03:36:10 PM | L1               | 6 minutes        | Closed      |         |
| 36671  | A - 604  | Flush tank leakage.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:21:41 PM | 02-08-2019 03:35:33 PM | L1               | 14 minutes       | Closed      |         |
| 36670  | I - 702  | Water leaking.  | Plumbing - Water leakage       | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:20:22 PM | 02-08-2019 03:34:50 PM | L1               | 14 minutes       | Closed      |         |
| 36669  | F - 304  | Sink leakage.   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:14:46 PM | 02-08-2019 03:34:03 PM | L1               | 20 minutes       | Closed      |         |
| 36668  | B - 203  | Need a plumber.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk    | 02-08-2019 03:12:51 PM | 02-08-2019 03:33:28 PM | L1               | 21 minutes       | Closed      |         |
| 36667  | N - 1603 | There is water leaking on to the parking space of N1603 in Level 2. Can this be addressed please      | Seepage / Civil Works          | 01-01-1970 | APMS Manager             | 02-08-2019 11:05:14 AM | 02-08-2019 11:05:14 AM | L1               | 40 days,1 hour   | Open        |         |
| 36666  | -        | Team, C block laundry has power fluctuations and switching off suddenly very often. Please fix. Re... | Electrical                     | 01-01-1970 | ASOWS Facilities Manager | 02-08-2019 10:57:59 AM | 05-08-2019 11:21:14 AM | L3               | 40 days,1 hour   | In progress |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To           | Logged On                 | Last Updated On           | Escalation Level | Aging                | Status    | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|---------------------------|---------------------------|------------------|----------------------|-----------|---------|
| 36665  | E - 1603 | To be fix new gas pipe.   | Gas pipe                       | 01-01-1970 | Sarovar maintenance   | 02-08-2019<br>10:37:48 AM | 02-08-2019<br>11:57:23 AM | L1               | 1 hour ,20 minutes   | Closed    |         |
| 36664  | B - 203  | Need a gas technician.  | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 02-08-2019<br>10:35:35 AM | 02-08-2019<br>11:56:50 AM | L1               | 1 hour ,21 minutes   | Closed    |         |
| 36663  | K - 1101 | we recently opened ticket for water leakage in bathroom ceiling the plumber put an mseal around the ... | General                        | 01-01-1970 | APMS Manager          | 02-08-2019<br>09:29:39 AM | 14-08-2019<br>10:18:25 AM | L1               | 4 days,12 hours      | Closed    |         |
| 36662  | G - 14B3 | Master bathroom wash basin blockage   | Plumbing-Wash Basin Blockage   | 01-01-1970 | APMS Sarovar-Helpdesk | 02-08-2019<br>08:55:28 AM | 03-08-2019<br>10:59:22 AM | L3               | 1 day,2 hours        | Closed    |         |
| 36661  | E - 14A3 | The balcony sliding door latches are broken. Please get it replaced..                                   | Carpentry-Door Stopper / Latch | 01-01-1970 | APMS Sarovar-Helpdesk | 02-08-2019<br>12:21:08 AM | 03-08-2019<br>09:58:17 AM | L1               | 40 days,12 hours     | Cancelled |         |
| 36660  | E - 14A3 | Master bedroom socket is connected without a switch. I have got the switch from market. Please get i... | Electrical - Socket/Switches   | 01-01-1970 | APMS Sarovar-Helpdesk | 02-08-2019<br>12:18:38 AM | 02-08-2019<br>11:36:43 AM | L1               | 11 hours ,18 minutes | Closed    |         |
| 36659  | E - 14A3 | Need a connection in bathroom   | Electrical-Switch Board Fixing | 01-01-1970 | APMS Sarovar-Helpdesk | 02-08-2019<br>12:15:54 AM | 03-08-2019<br>09:59:08 AM | L3               | 40 days,12 hours     | Cancelled |         |
| 36658  | F - 14A2 | Request the residents of F14B2 not to play in the apartment during late nights as we are forced to ...  | General                        | 01-01-1970 | APMS Manager          | 01-08-2019<br>09:05:37 PM | 01-08-2019<br>09:05:37 PM | L1               | 40 days,15 hours     | Open      |         |
| 36657  | F - 14A2 | Request the residents of F14B2 not to play with the ball, in the apartment, even after late night as... | AC rooting                     | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019<br>08:55:05 PM | 02-08-2019<br>10:57:22 AM | L1               | 1 hour ,57 minutes   | Closed    |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To           | Logged On              | Last Updated On        | Escalation Level | Aging            | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------|------------------------|------------------------|------------------|------------------|--------|---------|
| 36656  | B - 1902 | My Intercom connection is being disconnected every 3 days. This has been happening for the last 1 mo... | Sritel (Internet, Landline)    | 01-01-1970 | Sritel Support        | 01-08-2019 04:30:03 PM | 14-08-2019 10:37:21 AM | L1               | 40 days,20 hours | Open   |         |
| 36655  | H - 1704 | Need an electrician.  | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:46:51 PM | 01-08-2019 03:53:30 PM | L1               | 7 minutes        | Closed |         |
| 36654  | L - 1704 | Need to fix new gas pipe.   | LPG Gas Refill / Repair        | 01-01-1970 | Sarovar maintenance   | 01-08-2019 03:46:03 PM | 01-08-2019 03:52:08 PM | L1               | 6 minutes        | Closed |         |
| 36653  | B - 1102 | Need to remove R.O  | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:44:43 PM | 01-08-2019 03:51:34 PM | L1               | 7 minutes        | Closed |         |
| 36652  | D - 1203 | To be replace tube light.   | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:43:58 PM | 01-08-2019 03:51:00 PM | L1               | 8 minutes        | Closed |         |
| 36651  | H - 1503 | To be replace tube light.   | Electrical-Tube Light          | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:43:16 PM | 01-08-2019 03:50:28 PM | L1               | 7 minutes        | Closed |         |
| 36650  | D - 14B2 | Kitchen sink leakage .  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:06:54 PM | 01-08-2019 03:29:21 PM | L1               | 23 minutes       | Closed |         |
| 36649  | D - 103  | Utility blockage.   | Plumbing-Utility Blockage      | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:06:10 PM | 01-08-2019 03:28:41 PM | L1               | 22 minutes       | Closed |         |
| 36648  | I - 702  | Sink water leakage.   | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 03:00:04 PM | 01-08-2019 03:28:00 PM | L1               | 28 minutes       | Closed |         |
| 36647  | E - 2003 | Need to fix cup board.  | Carpentry                      | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 02:57:23 PM | 01-08-2019 03:26:41 PM | L1               | 29 minutes       | Closed |         |

| Number | Unit     | Description   | Category                       | Logged By  | Assigned To                 | Logged On              | Last Updated On        | Escalation Level | Aging              | Status | Remarks |
|--------|----------|---|--------------------------------|------------|-----------------------------|------------------------|------------------------|------------------|--------------------|--------|---------|
| 36646  | C - 302  | Need a plumber.   | Plumbing                       | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:56:36 PM | 01-08-2019 03:23:20 PM | L1               | 27 minutes         | Closed |         |
| 36645  | A - 1601 | Flush tank leakage.   | Plumbing-Flushing Water        | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:55:27 PM | 01-08-2019 03:11:37 PM | L1               | 16 minutes         | Closed |         |
| 36644  | J - 904  | Faucet leakage.   | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:54:01 PM | 01-08-2019 03:10:54 PM | L1               | 16 minutes         | Closed |         |
| 36643  | K - 1604 | Health faucet leaking.  | Plumbing-Health Faucet         | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:45:41 PM | 01-08-2019 03:10:06 PM | L1               | 25 minutes         | Closed |         |
| 36642  | L - 403  | Kitchen sink blockage.  | Plumbing-Sink Blockage/Leakage | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:44:53 PM | 01-08-2019 03:07:54 PM | L1               | 23 minutes         | Closed |         |
| 36641  | B - 1701 | Please send plumber to complete the job on toilet seat.   | Plumbing-Accessories           | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:37:42 PM | 01-08-2019 03:56:01 PM | L1               | 1 hour ,19 minutes | Closed |         |
| 36640  | K - 1002 | Wash basin leakage has been fixed.  | Plumbing-Wash Basin leakage    | 01-01-1970 | APMS Sarovar-Helpdesk       | 01-08-2019 02:24:42 PM | 01-08-2019 02:34:50 PM | L1               | 10 minutes         | Closed |         |
| 36639  | B - 1701 | There is seepage in the master bedroom lower portion wall adjoining the bathroom. Please resolve. | Civil/Project-Seepage          | 01-01-1970 | RAVI TEJA ASOWS tech Exec 2 | 01-08-2019 01:41:57 PM | 23-08-2019 10:47:01 AM | L1               | 40 days,22 hours   | Open   |         |
| 36638  | E - 14A3 | Water is seeping from ceiling of master bedroom attached toilet. Please get it fixed ASAP.        | Seepage / Civil Works          | 01-01-1970 | APMS Manager                | 01-08-2019 12:48:28 PM | 11-09-2019 12:42:53 AM | L1               | 15 days,5 hours    | Closed |         |
| 36637  | B - 1701 | Sritel landline not working. Please resolve   | Sritel (Internet, Landline)    | 01-01-1970 | Sritel Support              | 01-08-2019 10:28:26 AM | 14-08-2019 10:38:27 AM | L1               | 41 days,2 hours    | Open   |         |



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|--------|----------|---|----------------------------|------------|-----------------------|------------------------|------------------------|------------------|---------------------|--------|---------|
| 36636  | B - 1701 | Please send plumber for fixing toilet/washbasin taps.   | Plumbing-Accessories       | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 09:28:04 AM | 01-08-2019 12:50:29 PM | L2               | 3 hours ,22 minutes | Closed |         |
| 36635  | B - 1701 | Please send electrician for putting(04)bulbs in false ceiling.  | Electrical                 | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 09:26:27 AM | 01-08-2019 10:28:59 AM | L1               | 1 hour ,2 minutes   | Closed |         |
| 36634  | I - 604  | Plumber came on Sunday n said the leakage is fixed but started again. Could you please send someone ... | Plumbing - Commode leakage | 01-01-1970 | APMS Sarovar-Helpdesk | 01-08-2019 12:01:27 AM | 03-08-2019 10:57:15 AM | L2               | 2 days,10 hours     | Closed |         |