



SERVICE REPORT

CUSTOMER DETAILS

Date : 14/08/2025

Customer Name : Indian Immunologicals Limited

Contact Person : Mr. M. Nageswara Rao

Customer Address :

Survey No 281-284 & 321 Biotech Park, Phase III
Lakshmapura Markook Mandal, Siddipet
Kakrapatla-502281 Telangana India

Designation : Manager-Production

Department : Production

Tel No. : NA Mo. : 9640219215

Email : mnrao@indimmune.com

INSTRUMENT DETAILS

Call No	Call Type	Item Code	Item Name	Serial No.	PO Ref. No.
3,406	Installation	00201-022	EnVigil FMS Software	030408d8	4511005244, 28/01/2025

Problem Reported :

Installation and Configuration of NVPC Counters in PFS and Ampoule line

Action Taken (Resolution) :

As per the customer's request, we visited the site to carry out the installation of NVPC in Ampoule and PFS Filling Line. The following serial numbers were successfully installed at their respective locations:

PFS Line NVPC Counters:

1. 2504564546 – Installed at PFS Filling Zone
2. 2504564556 – Installed at PFS Stoppering Zone
3. 2504564545 – Installed at PFS Grade-B room

Ampoule NVPC Counters

1. 2506564101 – Installed at Ampoule Infeed
2. 2506564102 – Installed at Ampoule Filling
3. 2506564103 – Installed at Ampoule Grade-B room

Control Panel Wiring and Cable laying was completed and 2 CC modules installed, and 2 tower lamp was installed in the PFS and Ampoule Filling area termination completed in the control panel. All NVPC counters have been successfully installed and terminated. As per user requirements, software configuration was performed, IQ and OQ protocol execution were completed, the system was thoroughly checked during the OQ execution protocol, functioning of warm Standby system was checked found working properly, confirming all counters are functioning correctly. IQ and OQ protocol along with annexures attached and same was submitted to QA team.

The entire system is now operating efficiently, Training for the user department provided.

SPARE PARTS REPLACED / RECOMMENDED

Call No	Item Type	Instrument Item Code	Instrument Item Name	Spare Item Code	Spare Item Name	Spare Item Managed By	Spare Item Sr. / Batch No.	Qty.	Transaction Type	Lease Days

Engineer Remarks : NA

Customer Remarks :

Engineer Name : P Jai Bharath Kumar

Concern Name : Mr Nageshwar rao

Vadodara H.O. : 16, Shreeji Krupa Society, Opp.MGVCL Circle Office, Bh Kalpvruksh Building, Gotri Road, Vadodara - 390 023.
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Hyderabad : 2D, 2nd floor, Movva Nest, Opp. Vijetha Super Market, Near Nizampet X Road, Hyderabad - 500072.
Phone : 040-40159590, Email : hydoffice@shreedhargroup.com
Bangalore : Flat no. 301, Synergy Sunshine apartment, 13 Main Road, Nobo Nagar, Bannerghatta Road, Bangalore - 560076

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INSTRUMENTS

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Engineer Signature :

Customer Signature :

14/08/2025

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