



# JAL-DRISHTI

## User Guide

### Online Portal

### Admin



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# Login



## JAL-DRISHTI






☐ **Remember Me**

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- Use your registered Mobile Number & Password to login
- Insert the captcha and login



# Dashboard



- Dashboard of Admin shows the count of Registered Water Supply Body, Water Tower, Area Covered & Grievance Lodged till now



# Water Supply Body Master

**NIC** एन आई सी  
National Informatics Centre

JAL-DRISHTI

Priyanshu Kumar  
(District Admin)  
[Logout](#)

[Dashboard](#)

[Master](#)

[Add Water Supply Body](#)

[Grievance Manager](#)

Grievance Id

Water Supply Body Master

Home / Master / Water Supply Body

Data Entry Form !

Name

Water Supply Body Name

Email

Water Supply Body Email

Address

Water Supply Body Address

Pincode

Water Supply Body Pincode

Block/Municipal Corp.

Please Select

Panchayat/Ward

-- Please Select Block --

Incharge Name

Incharge Name

Incharge Mobile

Incharge Mobile

Login Password

Enter Password

Department

Incharge Department

Designation

Incharge Designation

Submit

Cancel

Water Supply Body List !

Show 10 entries

Search:

Copy

CSV

Excel

PDF

Print

Column visibility

Rendering engine	Browser	Platform(s)	Engine version	CSS grade
Gecko	Firefox 1.0	Win 98+ / OSX.2+	1.7	A
Gecko	Firefox 1.5	Win 98+ / OSX.2+	1.8	A
Gecko	Firefox 2.0	Win 98+ / OSX.2+	1.8	A
Gecko	Firefox 3.0	Win 2k+ / OSX.3+	1.9	A
Gecko	Camino 1.0	OSX.2+	1.8	A
Gecko	Camino 1.5	OSX.3+	1.8	A
Gecko	Netscape 7.2	Win 95+ / Mac OS 8.6-9.2	1.7	A
Gecko	Netscape Browser 8	Win 98SE+	1.7	A
Gecko	Netscape Navigator 9	Win 98+ / OSX.2+	1.8	A
Gecko	Mozilla 1.0	Win 95+ / OSX.1+	1	A
Rendering engine	Browser	Platform(s)	Engine version	CSS grade

Showing 1 to 10 of 13 entries

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Next

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NIC

- Fill the details to register the water supply body





# New Grievances

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Master

Grievance Manager

New Grievances

Grievances Returned

Grievances Resolved

Grievances Rejected

Grievance Id

New Grievances

Home / Grievance Manager / New Grievances

New Grievances !

Show 10 entries Search:

Copy CSV Excel PDF Print Column visibility

Sl. No.	Grievance Id	Category Name	Lodge Date	Lodge Time	Closure Time	Complainant Details	Action
1	1021	Water Not Supplied	06-03-2021	04:53:PM	NA	Name: Sam Kumar Mo#: 6666666001	
2	1022	Water Not Supplied	06-03-2021	05:38:PM	NA	Name: Sam Kumar Mo#: 6666666001	
3	1025	Water Not Supplied	06-03-2021	09:33:PM	NA	Name: Sam Kumar Mo#: 6666666001	
4	1026	Water Not Supplied	06-03-2021	09:37:PM	NA	Name: Sam Kumar Mo#: 6666666001	
5	1029	Water Not Supplied	06-03-2021	10:25:PM	NA	Name: Sam Kumar Mo#: 6666666001	
6	1031	Water Not Supplied	06-03-2021	10:43:PM	NA	Name: Sam Kumar Mo#: 6666666001	
7	1032	Water Not Supplied	08-03-2021	12:08:PM	NA	Name: Sam Kumar Mo#: 6666666001	
8	1033	Water Not Supplied	08-03-2021	03:05:PM	NA	Name: Sam Kumar Mo#: 6666666001	
9	1034	Water Not Supplied	08-03-2021	03:15:PM	NA	Name: Sam Kumar Mo#: 6666666001	
10	1036	Water Not Supplied	08-03-2021	04:04:PM	NA	Name: Sam Kumar Mo#: 6666666001	

Showing 1 to 10 of 21 entries

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- New Grievances List show here
- Click the action button to Assign/Reject the Particular Grievance



# Assign / Reject Grievances

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Master

Grievance Management

New Grievance

Grievances Received

Grievances Rejected

Grievances Resolved

Grievance Details

Grievance Description

Grievance Id

1021

Description

Water Leakage in Ward 2. See attached Image.

Category

Water Not Supplied

Lodge Date

06-03-2021

Lodge Time

04:53:PM

Action

Assign Department

Water Supply Body

Drinking Water and Sanitation Department Division-1

Remarks

Enter Remarks

Submit

Grievance Images

Grievance Location

Map

Satellite

New Grievances

Action

7	1032	Water Not Supplied	08-03-2021	12:08:PM	NA	Name: Sam Kumar Mo#: 6666666001	
8	1033	Water Not Supplied	08-03-2021	03:05:PM	NA	Name: Sam Kumar Mo#: 6666666001	
9	1034	Water Not Supplied	08-03-2021	03:15:PM	NA	Name: Sam Kumar Mo#: 6666666001	
10	1036	Water Not Supplied	08-03-2021	04:04:PM	NA	Name: Sam Kumar Mo#: 6666666001	

Showing 1 to 10 of 21 entries

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- Choose the action Assign /Reject
- You may Assign the grievance to related Water Supply Body with remarks



# Grievances Returned

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Master

Grievance Manager

New Grievances

Grievances Returned

Grievances Resolved

Grievances Rejected

Grievance Id

Grievances Returned

Home / Grievance Manager / Grievances Returned

Returned Grievances !

Sl. No.	Grievance Id	Category Name	Lodge Date	Returning Remarks	Returned By Dept.	Returning Date	Complainant Details	Action
No Record Found !								

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- Returned Grievances List show here
- Click the action button to view the details about particular Grievance



# Grievances Resolved

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Master

Grievance Manager

New Grievances

Grievances Returned

Grievances Resolved

Grievances Rejected

Grievance Id

Q

Home / Grievance Manager / Grievances Resolved

Grievances Resolved

Resolved Grievances !

Show 10 entries Search:

Copy CSV Excel PDF Print Column visibility

Sl. No.	Grievance Id	Category Name	Lodge Date	Resolve Remarks	Resolved By Dept.	Resolving Date	Complainant Details	Action
1	1003	Water Not Supplied	01-03-2021 01:15:PM	Now the water supply issue has been resolved in your area.	Drinking Water and Sanitation Department Division-1	12-03-2021 03:53:PM	Name: Sam Kumar Mo#: 6666666001	

Showing 1 to 1 of 1 entries

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- Resolved Grievances List show here
- Click the action button to view the details about particular Grievance





# Grievances Rejected

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Master

Grievance Manager

New Grievances

Grievances Returned

Grievances Resolved

Grievances Rejected

Grievance Id

Grievances Rejected

Home / Grievance Manager / Grievances Rejected

Rejected Grievances !

Showing 10 entries

Search:

Copy CSV Excel PDF Print Column visibility

Sl. No.	Grievance Id	Category Name	Lodge Date	Rejection Remarks	Rejected By Dept.	Rejection Date	Complainant Details	Action
1	1002	Water Leakage	18-02-2021 08:00:PM	Test Rejection	Dhanbad Water Supply Admin	21-02-2021 01:13:AM	Name: Sam Kumar Mo#: 6666666001	

Showing 1 to 1 of 1 entries

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- Rejected Grievances List show here
- Click the action button to view the details about particular Grievance



# Track Grievance

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Dashboard

Master

Grievance Manager

Grievance Id

Track Grievance

Home / Track Grievance

Grievance Details

Grievance Id

1002

Citizen Name

Sam Kumar

Description

A pipe is broken here.

Category

Supply Pipe Broken

Lodge Date / Time

18-02-2021 / 08:00:PM

Images

Location

Grievance Status Timeline

18-02-2021

**Sam Kumar** Lodged new grievance

19-02-2021 12:39:AM

**Assigned By** Dhanbad Water Supply Admin **To** Drinking Water and Sanitation Department Division-1  
Pls resolve it immediately

20-02-2021 01:42:AM

**Return By** Drinking Water and Sanitation Department Division-1 **To** Dhanbad Water Supply Admin  
Not belonging to our jurisdiction

20-02-2021 11:33:PM

**Assigned By** Dhanbad Water Supply Admin **To** Drinking Water and Sanitation Department Division-1  
It's under ur jurisdiction only

21-02-2021 01:10:AM

**Return By** Drinking Water and Sanitation Department Division-1 **To** Dhanbad Water Supply Admin  
Not belonging to our jurisdiction

21-02-2021 01:13:AM

**Cancelled By** Dhanbad Water Supply Admin  
Test Rejection

**Closed!**

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- Enter the Grievance Id to track the details
- Grievance related all information, images with geolocation & Timeline of Grievance Status shows here



Thanks !