



# JAL-DRISHTI

## User Guide

### Mobile Application

### Citizen



Visit On  
<https://jaldrishti.nic.in>



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Developed By National Informatics Center, Dhanbad



# Login

A smartphone displaying the JAL-DRISHTI Login app interface. The screen shows the time 5:09, signal strength, and battery level. The app title 'JAL-DRISHTI' is at the top, followed by 'Login' and 'Sign in to your Account !'. Below this are input fields for 'Mobile number' and 'Password'. A 'Forgot Password?' link is positioned below the password field. A blue 'Login' button is at the bottom of the form. Below the button, it says 'Don't have an account? Register Now'. The NIC logo is at the very bottom of the screen.

5:09

JAL-DRISHTI  
Login  
Sign in to your Account !

Mobile number

Password

[Forgot Password?](#)

Login

Don't have an account? [Register Now](#)

**NIC** National Informatics Centre

- Use your registered Mobile Number & Password to login
- Use Forgot Password link to reset your password using Mobile OTP
- Use Register Now link to sign up as a Citizen



# Sign Up

The image shows a smartphone screen with the JAL-DRISHTI Sign Up app. The app has a blue header with a water drop icon. Below the header, it says 'JAL-DRISHTI Sign Up' and 'Create new Account !'. There are four dropdown menus for selecting location details: 'Please choose a State', 'Please choose a District', 'Please choose a Block', and 'Please choose a Panchayat'. Below these is a checkbox for 'I've read and agree to the \*Terms & Conditions' with a red note 'You have to accept Terms & Condition.' and a blue 'Register Now' button. At the bottom, it says 'Already have an account? Login' and has the NIC logo.

- Enter Mobile Number & validate it using Send OTP
- Enter your correct details like Name, Password, Address, State, District, Block & Panchayat/Ward
- Accept the terms & condition to register



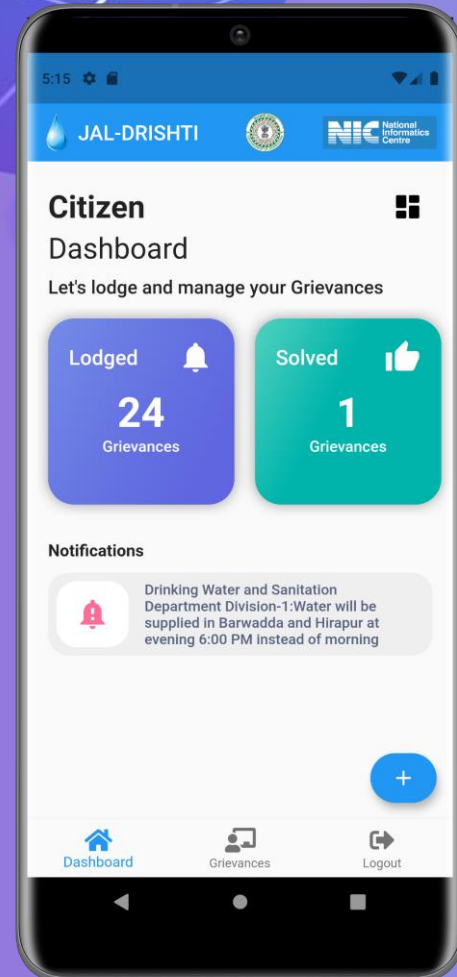
# Reset Password

A smartphone screen displaying the 'JAL-DRISHTI Reset Password' interface. The screen shows the time 5:11 and signal/battery icons at the top. The main heading is 'JAL-DRISHTI Reset Password' with a water drop icon. Below it, the text 'Reset your Account Password!' is displayed. A text input field is labeled 'Enter Registered Mobile number'. A blue button labeled 'Send OTP' is positioned below the input field. At the bottom, there are links for 'Don't have an account? Register Now' and 'Have an account? Login'. The NIC logo is visible at the very bottom of the screen.

- Enter your registered Mobile Number to get the OTP to reset your Password



# Dashboard



- Lodged, Solved & Cancelled Grievances count are shown on the Dashboard
- Any announcement by the water supply bodies are visible in notification section
- On Pressing the Plus floating button (on the bottom right corner) will open the Grievance Form
- Three Tabs shown at the bottom of the screen are used for navigating to respective screens



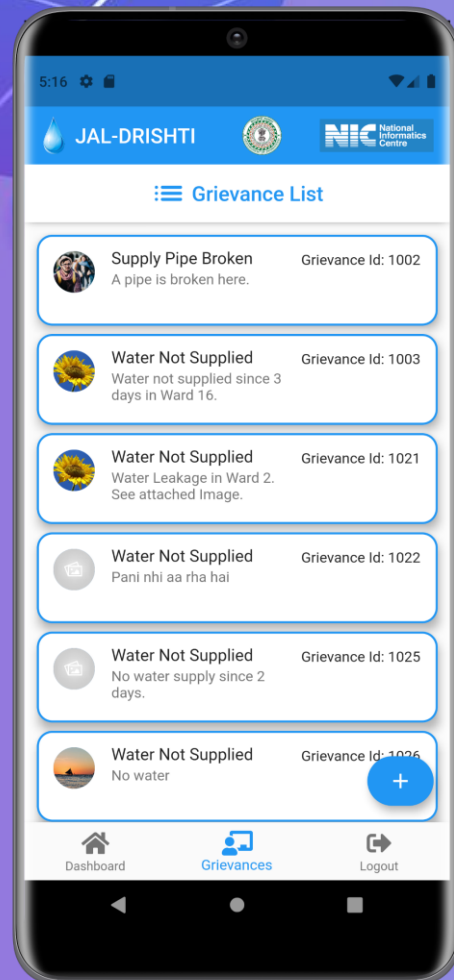
# Lodge Grievance

The image shows a smartphone screen with the JAL-DRISHTI app interface. At the top, the status bar shows 5:16. The app header includes the JAL-DRISHTI logo, the Government of Jharkhand emblem, and the NIC logo. Below the header, the title 'Grievance Form' is displayed. The form consists of a 'Grievance Category' dropdown menu with the text 'Please Select Grievance Category' and a close button. Below this is a 'Grievance Description' text area with a green checkmark icon and a red border. A red error message 'This field cannot be empty.' is visible below the text area. There is an 'Attach Image?' section with a camera icon and the text 'No Image Attached.' At the bottom of the form are 'Submit' and 'Reset' buttons. The bottom navigation bar shows icons for 'Dashboard', 'Grievances', and 'Logout'.

- Select one from various Grievance categories as needed
- Give a brief Grievance description stating the issue related to water supply
- Capture Image of the issue (Optional)
- On submit, allow GPS access permission to lodge the Grievance



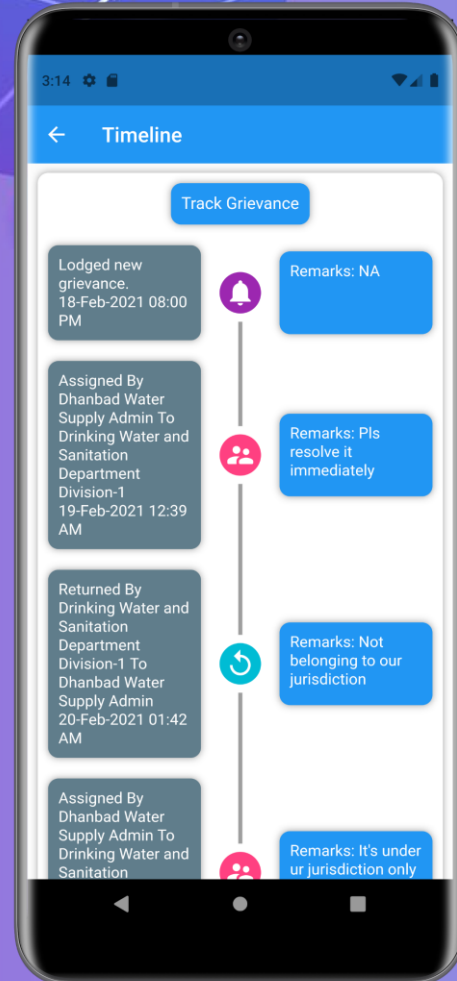
# Grievance List



- Use the Grievances Tab to get the List of registered Grievances
- Tap any Grievance shown on the list to Track its Status



# Track Grievance



- On Left side of the Grievance Timeline department action will be shown
- On Right side of the Grievance Timeline Remarks will be shown added by the respective Departments



# Feedback

The screenshot shows a mobile application interface for grievance management. At the top, the status bar shows the time as 3:54. The app's header is blue with a back arrow and the word "Timeline". The main content area displays a vertical timeline of events:

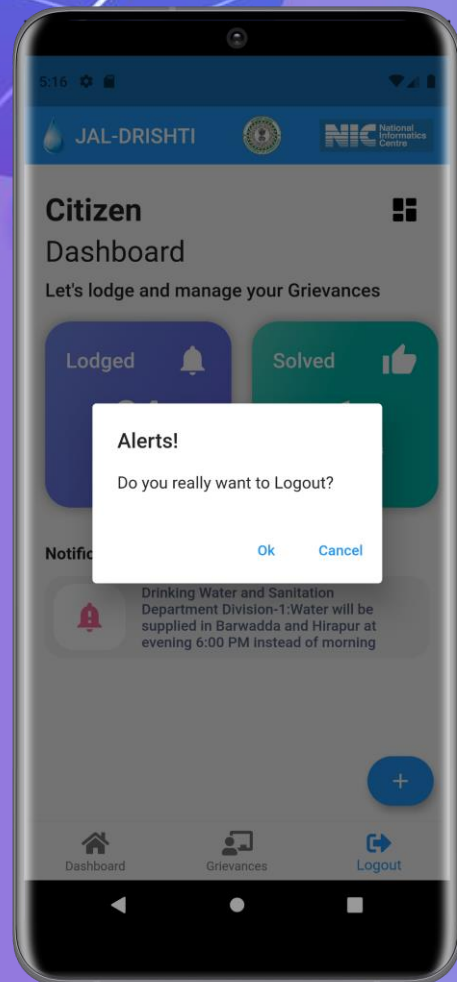
- Event 1:** "Lodged new grievance. 01-Mar-2021 01:15 PM" with a bell icon. To its right is a blue box with "Remarks: NA".
- Event 2:** "Assigned By Dhanbad Water Supply Admin To Drinking Water and Sanitation Department Division-1 08-Mar-2021 04:15 PM" with a group of people icon. To its right is a blue box with "Remarks: Pls Resolve it immediately".
- Event 3:** "Lodged new grievance. 12-Mar-2021 03:53 PM" with a thumbs-up icon. To its right is a blue box with "Remarks: Now the water supply issue has been resolved in your area."

Below the timeline, there is a section titled "Rate the Grievance Service" with five green stars. Underneath is a "Service Feedback" text area containing the text "Thanks for your prompt response." with a green checkmark icon. At the bottom are two buttons: "Submit" and "Reset".

- Once the Grievance is resolved or cancelled, a feedback form will be enabled in its timeline
- Rate the service as per your satisfaction based on stars where 1 Star is least satisfactory and 5 Star is the most
- Enter the service feedback remarks and submit



# Logout



- Use the Logout Tab to Logout from the Application



Thanks !