



JAL-DRISHTI

User Guide

Mobile Application

Citizen



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



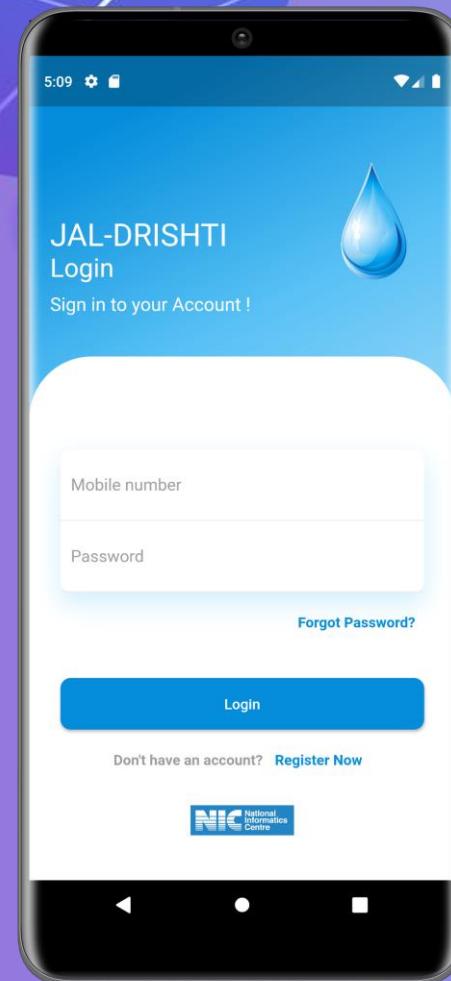
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Developed By National Informatics Center, Dhanbad





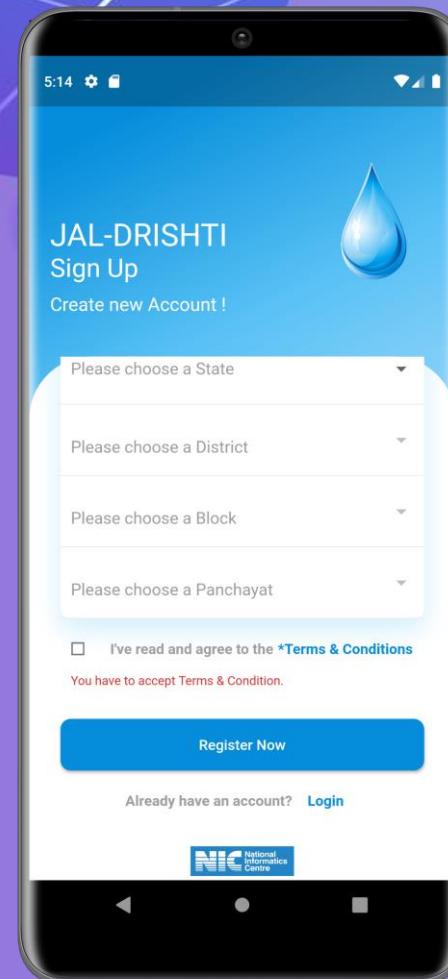
Login



- 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



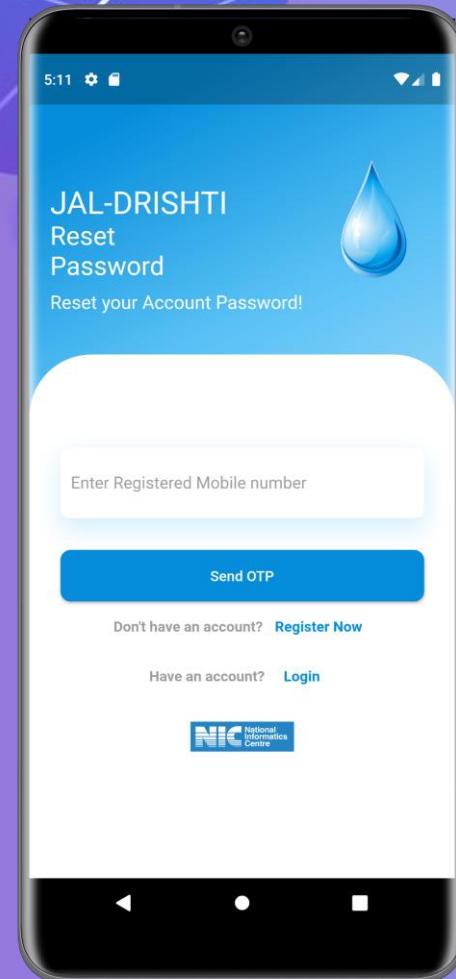
Sign Up



- 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



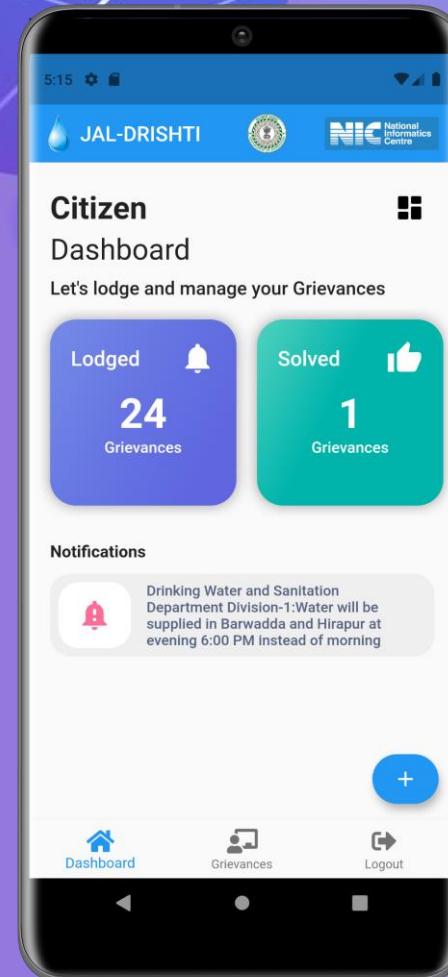
Reset Password



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



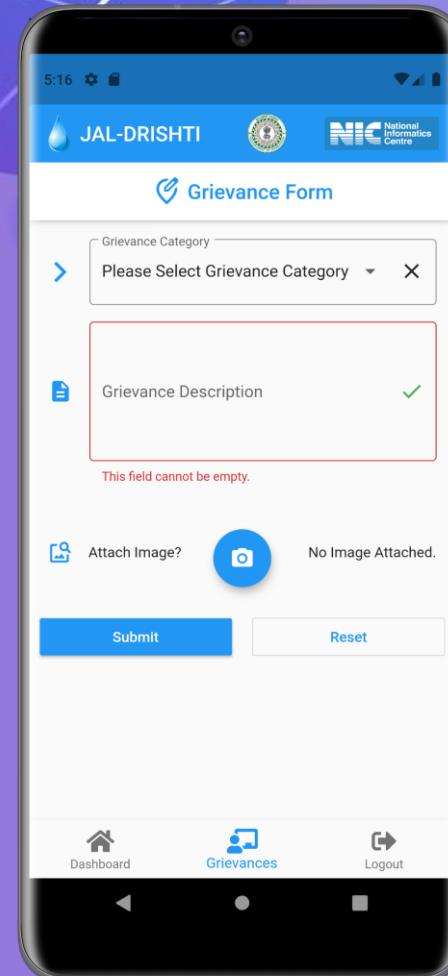
Dashboard



- 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



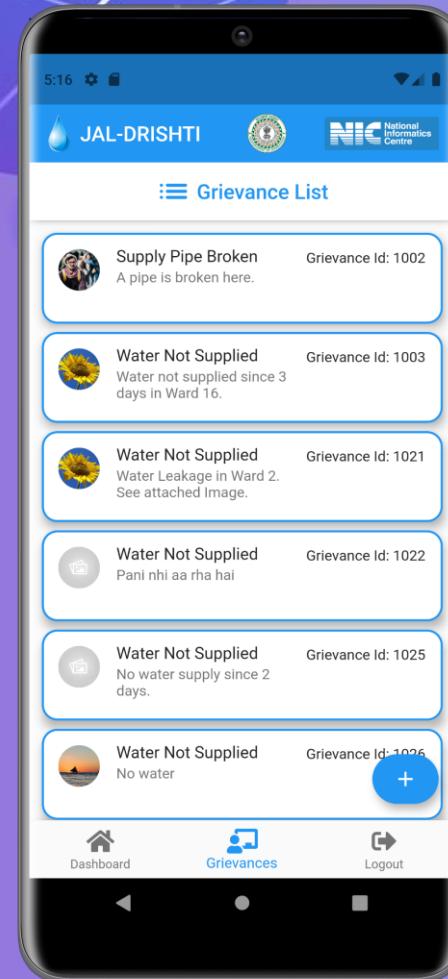
Lodge Grievance



- 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



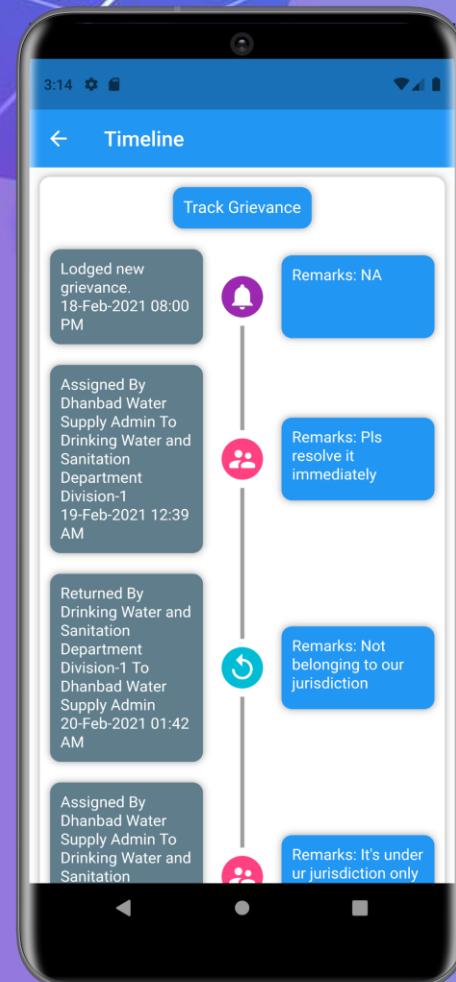
Grievance List



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



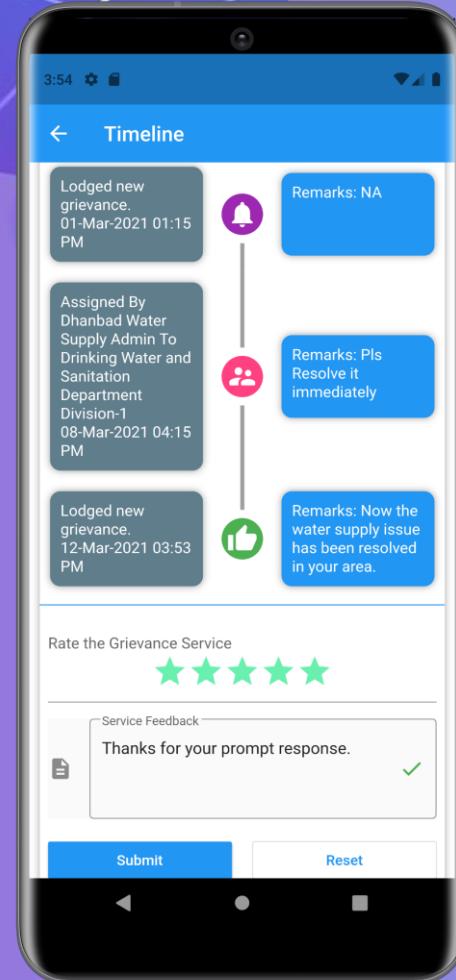
Track Grievance



- 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



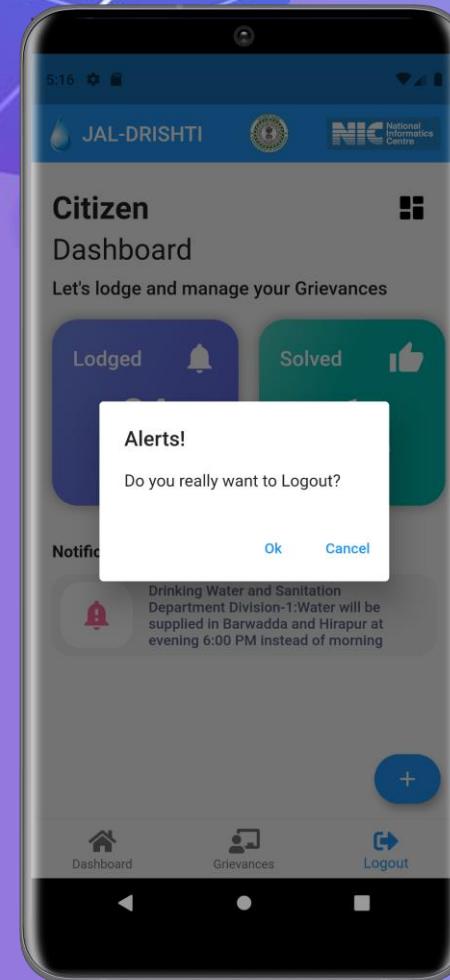
Feedback



- 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 !