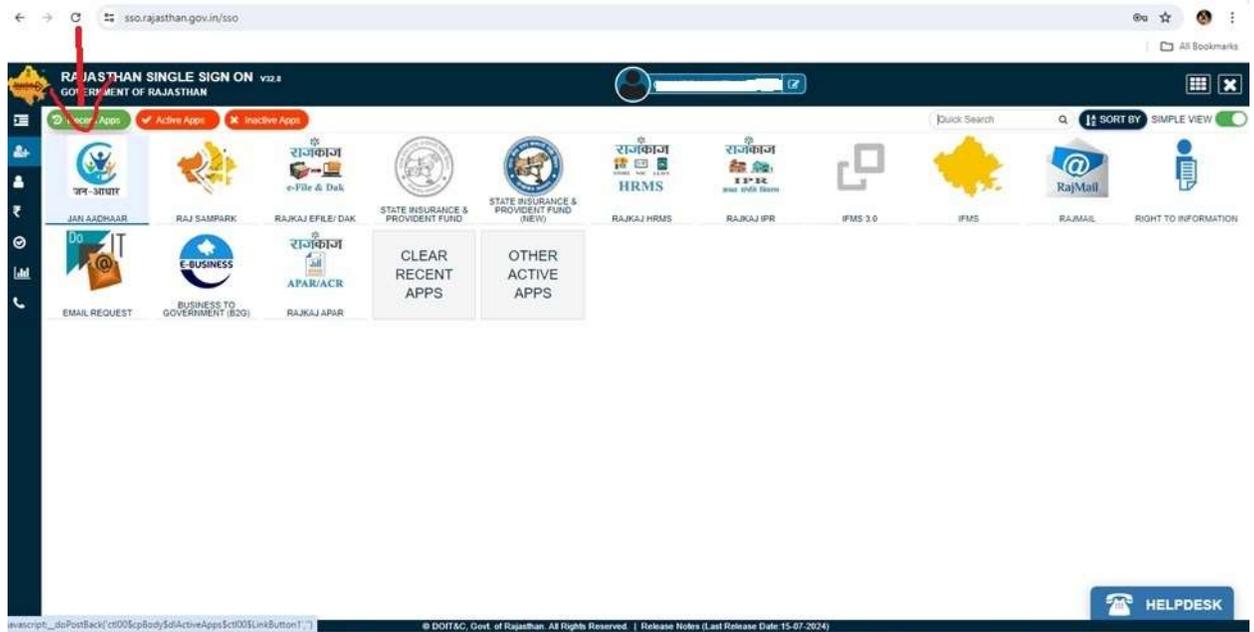


# Request Logger User Manual

1. Login your SSO ID

2. After Login SSO ID, Click on Jan Aadhaar app



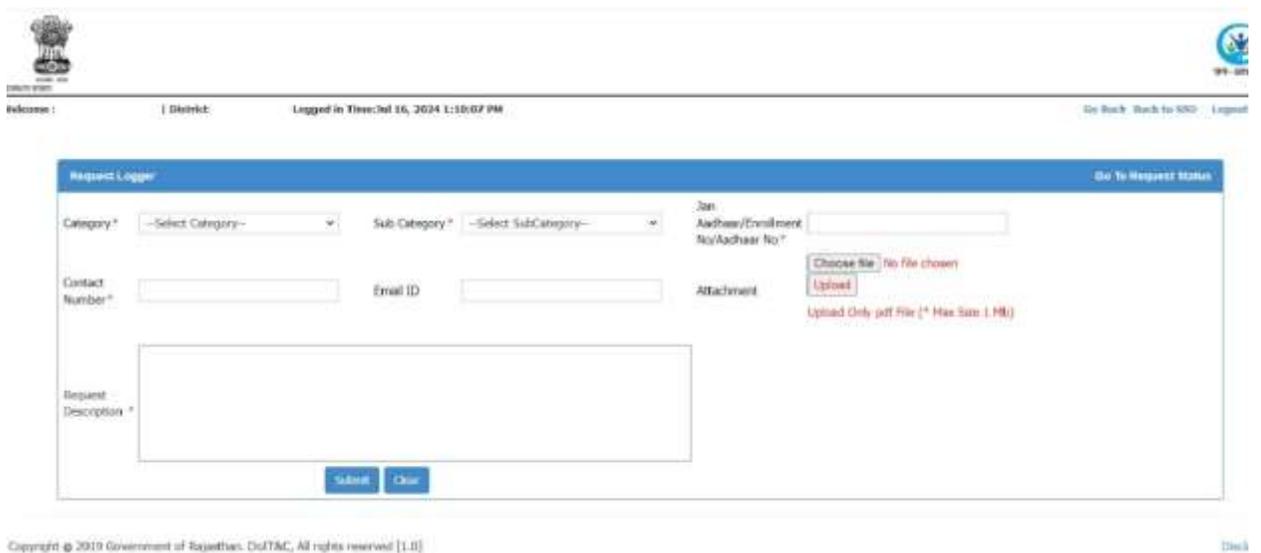
3. In Jan Aadhaar App Click on Request Logger



4. After click on request logger following screen will be open.  
To register grievance, click on request logger option.



5. Fill the Following grievance details and click on Submit button.



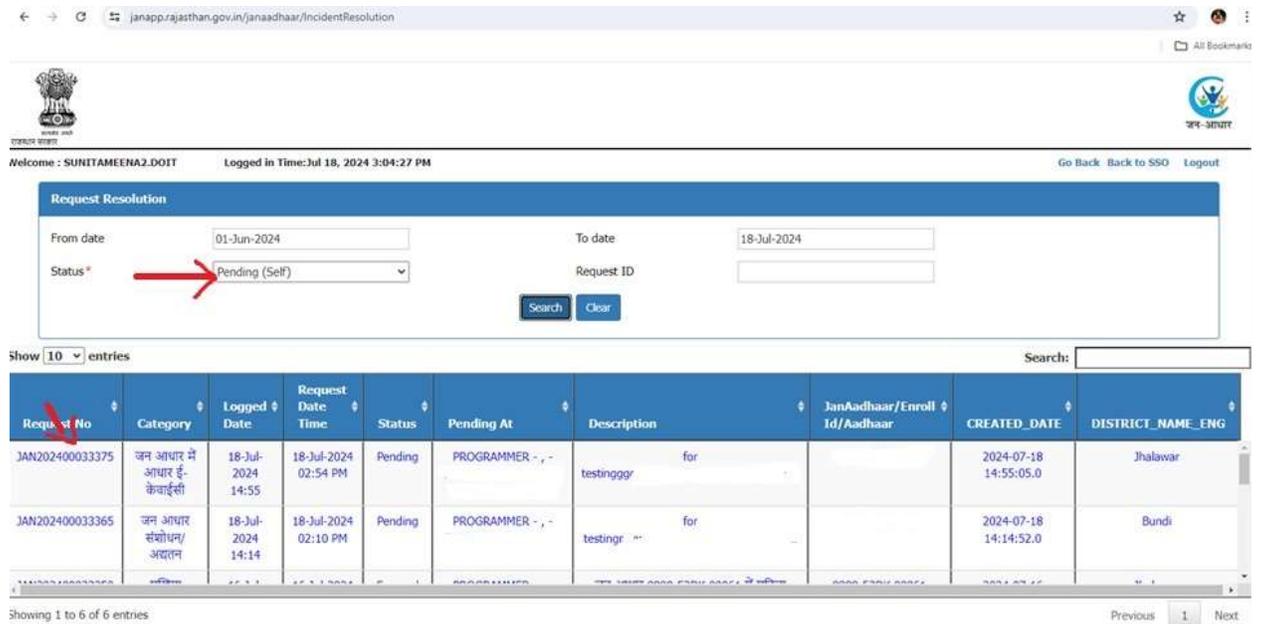
6. After register grievance a request number generated.

The screenshot shows the 'Request Logger' form on the website. The form includes fields for 'Category', 'Sub Category', 'San', 'Address/Department', 'Requester No.', 'Contact Number', 'Email ID', and 'Attachment'. There is a 'Request Description' text area at the bottom. A blue 'Submit' button is visible at the bottom center of the form. The page header shows the website name and a 'Data Saved Successfully' message with a 'Done' button. The footer contains copyright information for the Government of Rajasthan, DoT&C.

7. After register grievance click on Request Resolution



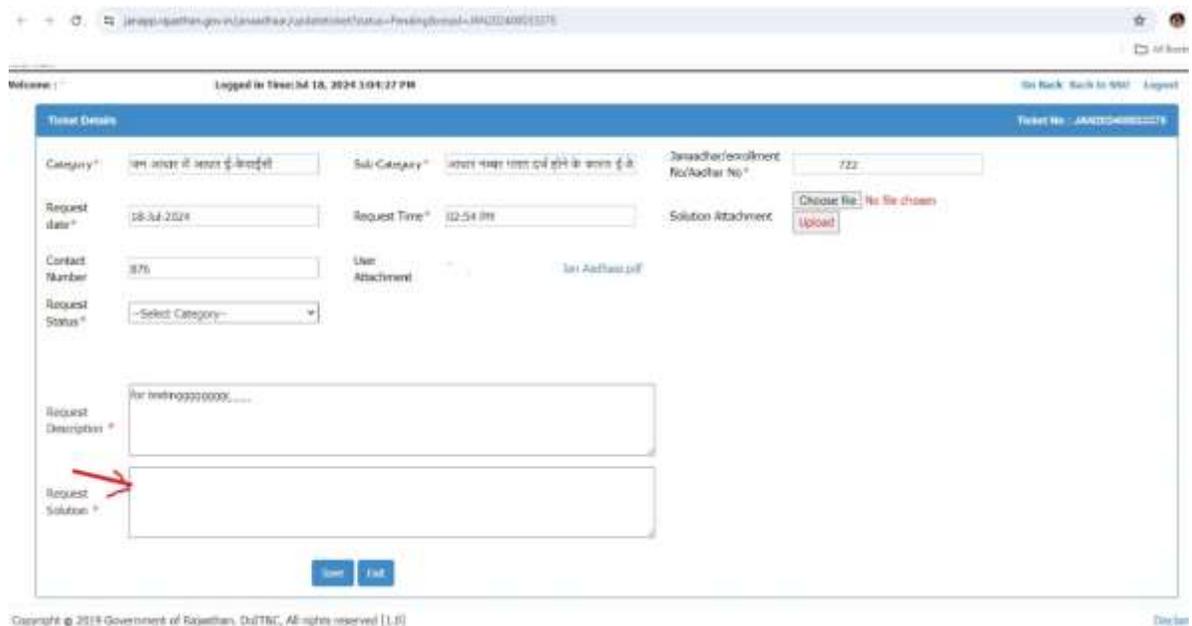
## 8. Select Pending(Self) and click on your registered grievance.



The screenshot shows the 'Request Resolution' interface. The 'Status' dropdown menu is set to 'Pending (Self)', indicated by a red arrow. The search criteria include 'From date' (01-Jun-2024), 'To date' (18-Jul-2024), and 'Request ID'. Below the search bar, a table lists request entries. The first entry is highlighted with a red arrow pointing to its 'Request No.' (JAN202400033375).

Request No.	Category	Logged Date	Request Date Time	Status	Pending At	Description	JanAadhaar/Enroll Id/Aadhaar	CREATED_DATE	DISTRICT_NAME_ENG
JAN202400033375	जन आधार में आधार ई-केवाईसी	18-Jul-2024 14:55	18-Jul-2024 02:54 PM	Pending	PROGRAMMER - , -	for testinggggr		2024-07-18 14:55:05.0	Jhalawar
JAN202400033365	जन आधार संशोधन/अद्यतन	18-Jul-2024 14:14	18-Jul-2024 02:10 PM	Pending	PROGRAMMER - , -	for testingr **		2024-07-18 14:14:52.0	Bundi

## 9. After click on grievance request number, request resolution form will be open. In this select request status, provide the solution and disposed it. If you are forward to next level, it will be forward to next higher level.

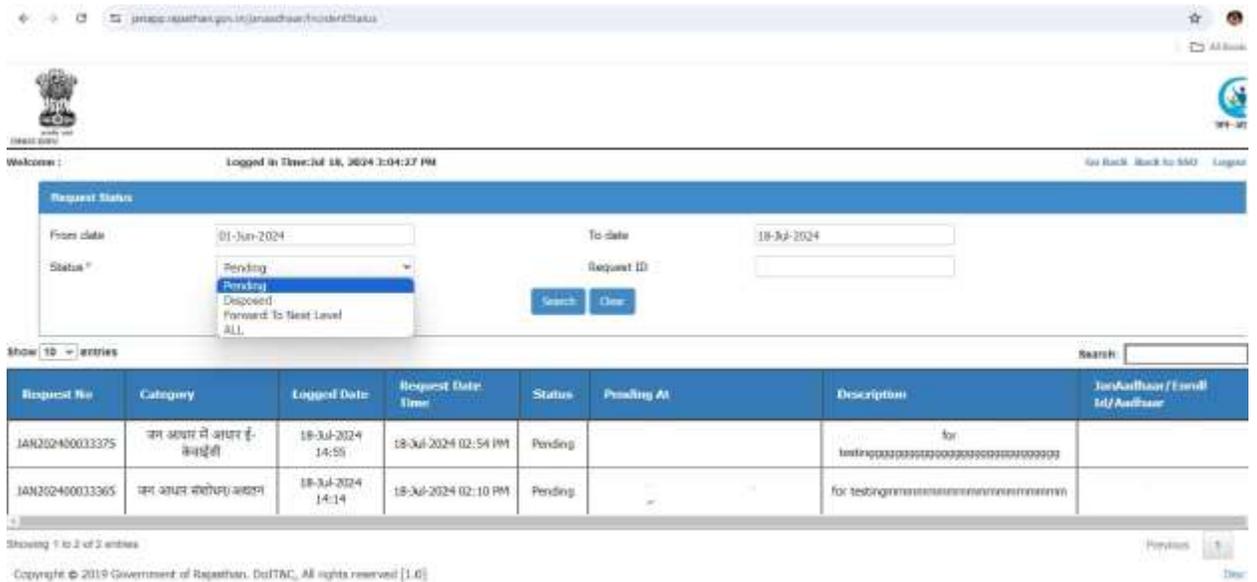


The screenshot shows the 'Ticket Details' form for a specific request. The 'Request Status' dropdown is set to 'Pending (Self)'. The 'Request Description' field contains the text 'for testinggggr000000...'. The 'Request Solution' field is highlighted with a red arrow, indicating where the user should provide the solution. The form includes fields for 'Category', 'Sub-Category', 'Request date', 'Request Time', 'Contact Number', 'User Attachment', and 'Solution Attachment'.

# 10. In request status all grievance can be viewed.



## Disposed, Forwarded, Pending



11. In request Logger report section you can view reports.

