राजस्थान सरकार

जन सुविधाओं का
नया आधार

एक नम्बर
एक कार्ड
एक पहचान
मेरा अधिकार मेरे हाथ

राजस्थान जन आधार प्राधिकरण

योजना भवन, तृतीय तल, नॉर्थ ब्लॉक, तिलक मार्ग, जयपुर

1. Request Logger

This module is to log issues reported by Citizen/e-Mitra Users to the department users working at Gram Panchayat/Block/City/District and providing support to the Citizens related to Jan Aadhaar. Department users can log issue and track the status.

2. SSO Login

2.1 Login through SSO (Single Sign-on)

User should have a SSO ID and that is to be mapped on Jan Aadhaar Portal. After Login, User needs to select Jan Aadhaar.

2.2 Go to Jan Aadhaar Application

2.3 Request Logger Menu

User need to click on Request Logger Menu.

2.4 Raise Request

Go to Raise Request option under Request Logger menu.

Raise Request

If there is any request raised it will be shown in below grid.

Ticket ID	Jan Aadhaar / Enrollment ID	Category	Sub Category	District	Pending At	Created By	Created On	Status
31	8888-1113-86216	Other	Jan Aadhar card is not downloadable	Jaipur	Help Desk	PURNESH.MATHUR	16-JUN-2025	Pending

To raise new request, click on Add New button.

User need to enter all the require details as mentioned in below screen.

After entering all details click on Submit to raise a request and raised ticket will be shown as below on screen.

Ticket ID	Jan Aadhaar / Enrollment ID	Category	Sub Category	District	Pending At	Created By	Created On	Status
31	8888-1113-86216	Other	Jan Aadhar card is not downloadable	Jaipur	Help Desk	PURNESH.MATHUR	16-JUN-2025	Pending
32	8888-1113-86215	Other	Jan Aadhar card is not downloadable	Ajmer	Help Desk	PURNESH.MATHUR	16-JUN-2025	Pending

Raised request will be sent to the Help Desk Team for resolution.

2.5 Request Resolution

Request will be resolved by the Helpdesk Team or in case of any technical issue, same will be forwarded to Technical Team.

To close any ticket, Help Desk Team need to close on Request Resolution option under Request Logger.

Request Logger ⌄

Raise Request

Request Resolution

On below screen list of raised tickets will be displayed. Also, same can be filtered based on the date range or through ticket id.

Type		From Date		To Date		Request ID	
ALL	⌄	01-01-2025	🔳	18-06-2025	🔳	Search by request ID	

Search

Search	🔍								Total Count : 10
S.No.	Ticket ID	Jan Aadhaar / Enrollment ID	Category	Sub Category	District	Pending At	Created By	Created On	Status	Action
1	20	0000-1113-59733	Split Family	While doing family division, error shows that the selected member is not eligible to become head	Jaipur	Help Desk	AN.SHARMA	25-APR-2025	Pending	👁
2	22	0000-1113-59733	Aadhaar e-KYC in Jan Aadhaar	After updating Aadhaar, even after updating e-KYC in Jan Aadhaar, updated Aadhaar information is not coming in Jan Aadhaar	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	👁
3	23	0000-1113-59733	Second Level Verification	Verification is not being done at the second level verifier	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	👁
4	24	0000-1113-59733	Jan Aadhaar Modification/Update	Problems entering revised information	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	👁
5	25	0000-1113-59733	Jan Aadhaar Modification/Update	Problems entering revised information	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	👁
6	26	0000-1113-59733	Second Level Verification	Verification is not being done at the second level verifier	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	👁
7	27	0000-1113-59733	Split Family	While doing family division, error shows that the selected member is not eligible to become head	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Revert to Initial Level	👁
8	28	0000-1111-66447	Jan Aadhaar Enrollment	Problem uploading document	Jaipur	Help Desk	OFFICIAL.PARIKSHIT	02-MAY-2025	Pending	👁

Click on View button to view the detailed description of ticket.

Request Logger

Ticket ID : 32

Category *	Sub Category *	Jan Aadhaar/Enrollment/Aadhaar ID *	Contact Number *
Other | अन्य	Jan Aadhar card is not downloadable | जन आधार	8888-1111-86215	9998099900
Email ID	Action Performed *	Attached Document	
Enter	Select	No file chosen	
Problem Description *		Solution Description	
E-card download issue		Please enter solution description under 1000 characters...	

1000 characters left

Back   Update

Helpdesk team enter the resolution to close the issue for the disposal of the ticket.

Request Logger

Ticket ID : 32

Category *	Sub Category *	Jan Aadhaar/Enrollment/Aadhaar ID *	Contact Number *
Other | अन्य	Jan Aadhar card is not downloadable | जन आधार	8888-1111-86215	9998099900
Email ID	Action Performed *	Attached Document	Supporting Document(.pdf Max:1MB)
Enter	Disposed	No file chosen	No file chosen
Problem Description *		Solution Description *	
E-card download issue		Data not fetched properly	

979 characters left

Back   Update

If the ticket is not related to Helpdesk team, then ticket can be forwarded to concerned officer for the resolution of the ticket.

Request Logger

Ticket ID : 32

Category *	Sub Category *	Jan Aadhaar/Enrollment/Aadhaar ID *	Contact Number *
Other | अन्य	Jan Aadhar card is not downloadable | जन आधार	8888-1111-86215	9998099900
Email ID	Action Performed *	Forward To *	Attached Document
Enter	Forward To Next Level	PURNESH-District Jan Aadhaar Officer (Ajmer)	No file chosen
Problem Description *		Solution Description	
E-card download issue		Please enter solution description under 1000 characters...	

979 characters left

Back   Update

The status of the ticket will be update

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S.No.	Ticket ID	Jan Aadhaar / Enrollment ID	Category	Sub Category	District	Pending At	Created By	Created On	Status	Action
1	20	0000-1113-59733	Split Family	While doing family division, error shows that the selected member is not eligible to become head	Jaipur	Help Desk	AN SHARMA	25-APR-2025	Pending	⊙
2	22	0000-1113-59733	Aadhaar e-KYC in Jan Aadhaar	After updating Aadhaar, even after updating e-KYC in Jan Aadhaar, updated Aadhaar information is not coming in Jan Aadhaar	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	⊙
3	23	0000-1113-59733	Second Level Verification	Verification is not being done at the second level verifier	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	⊙
4	24	0000-1113-59733	Jan Aadhaar Modification/Update	Problems entering revised information	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	⊙
5	25	0000-1113-59733	Jan Aadhaar Modification/Update	Problems entering revised information	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	⊙
6	26	0000-1113-59733	Second Level Verification	Verification is not being done at the second level verifier	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Pending	⊙
7	27	0000-1113-59733	Split Family	While doing family division, error shows that the selected member is not eligible to become head	Jaipur	Help Desk	MAHESH.BUDANIYA7	28-APR-2025	Revert to Initial Level	⊙
8	28	0000-1111-68447	Jan Aadhaar Enrollment	Problem uploading document	Jaipur	Help Desk	OFFICIALPARIKSHIT	03-MAY-2025	Pending	⊙
9	31	8888-1113-86216	Other	Jan Aadhaar card is not downloadable	Jaipur	Help Desk	PURNESH MATHUR	16-JUN-2025	Pending	⊙
10	32	8888-1113-86215	Other	Jan Aadhaar card is not downloadable	Ajmer	PURNESH-District Jan Aadhaar Officer (Ajmer)	PURNESH MATHUR	16-JUN-2025	Forward To Next Level	⊙

In same way users will be able to Forward/Dispose the tickets in Jan Aadhaar. After disposal of the ticket, concerned user who raised the will be provided with the details of the disposal.