



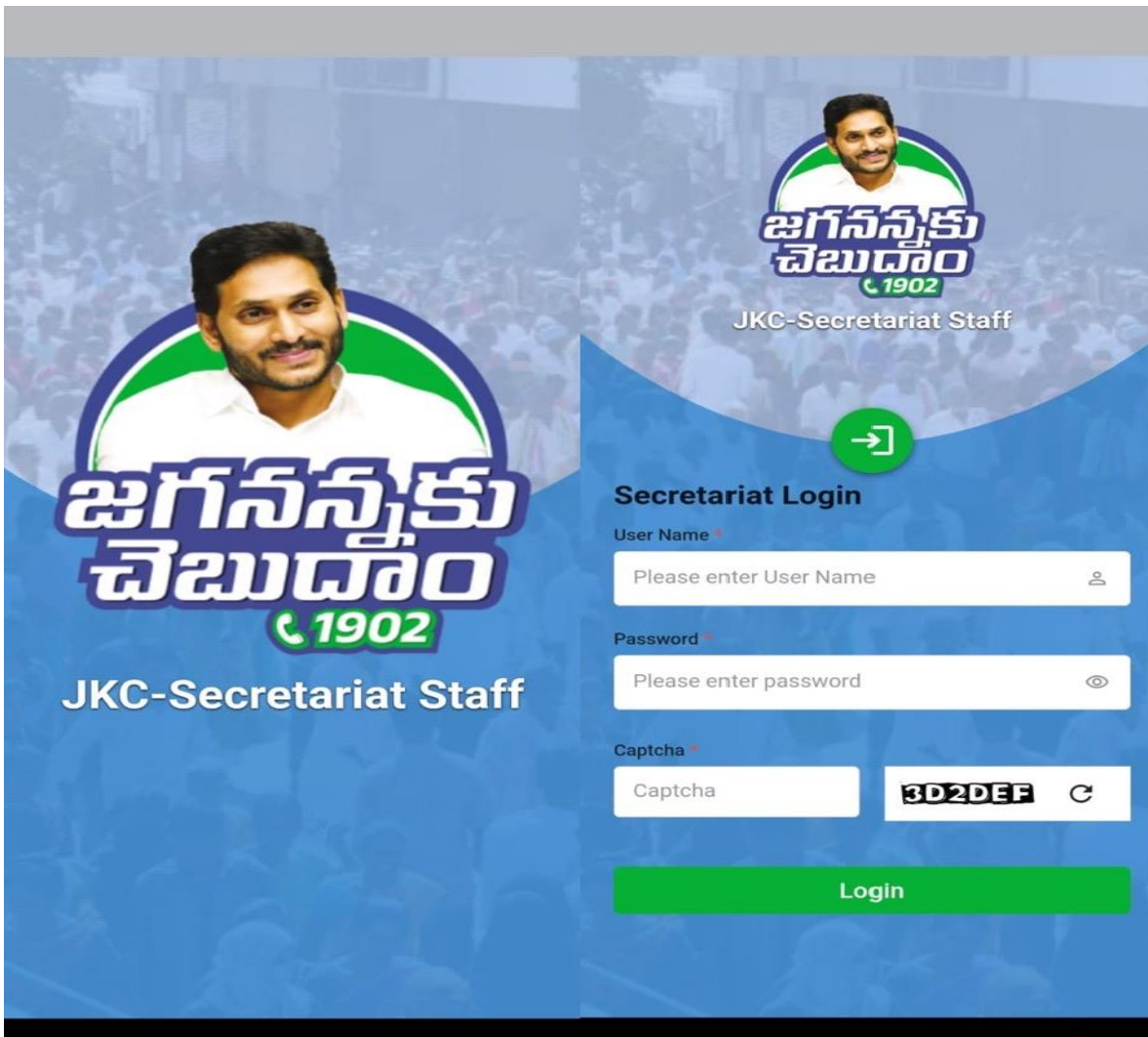
JKC USER MANUAL

Jaganannaku Chepudam

REAL TIME GOVERNANCE SOCIETY

JKC Landing and Login page:

JKC mobile app start with **landing page** and then automatically displayed with **Login page**.
Login as Digital Assistant (please use the same JKC Digital Assistant logins, never share your passwords to anyone)



**ಜಗನ್ನೆಕು
ಚೆಬುಡೊಂ**
1902
JKC-Secretariat Staff

Secretariat Login

User Name *
Please enter User Name

Password *
Please enter password

Captcha *
Captcha 3D2DEF

Login

JKC Dashboard:

Once user logged in, they can be able to see dashboard with key Pending and eKYC Done counts respectively.



The screenshot displays a mobile application dashboard for a digital assistant. At the top, there is a header with a profile picture and a share icon. Below the header, a blue banner contains the text: "Welcome Digital Assistant, 10790039 - BHAVANAMVRIP[ALEM GUNTUR]". The main content area features two white cards. The first card shows a circular refresh icon, the number "2", and the text "Redressed-eKYC Inprogress". The second card shows a document icon with a green checkmark, the number "3", and the text "Redressed-eKYC Done". The background of the dashboard is a blurred image of a crowd of people.

Category	Count
Redressed-eKYC Inprogress	2
Redressed-eKYC Done	3

JKC Redressed-eke InProgress:

Once user taps on eye pending, then they can be able to see the list of grievances list mapped to them along with Name, Doc Number, and source.

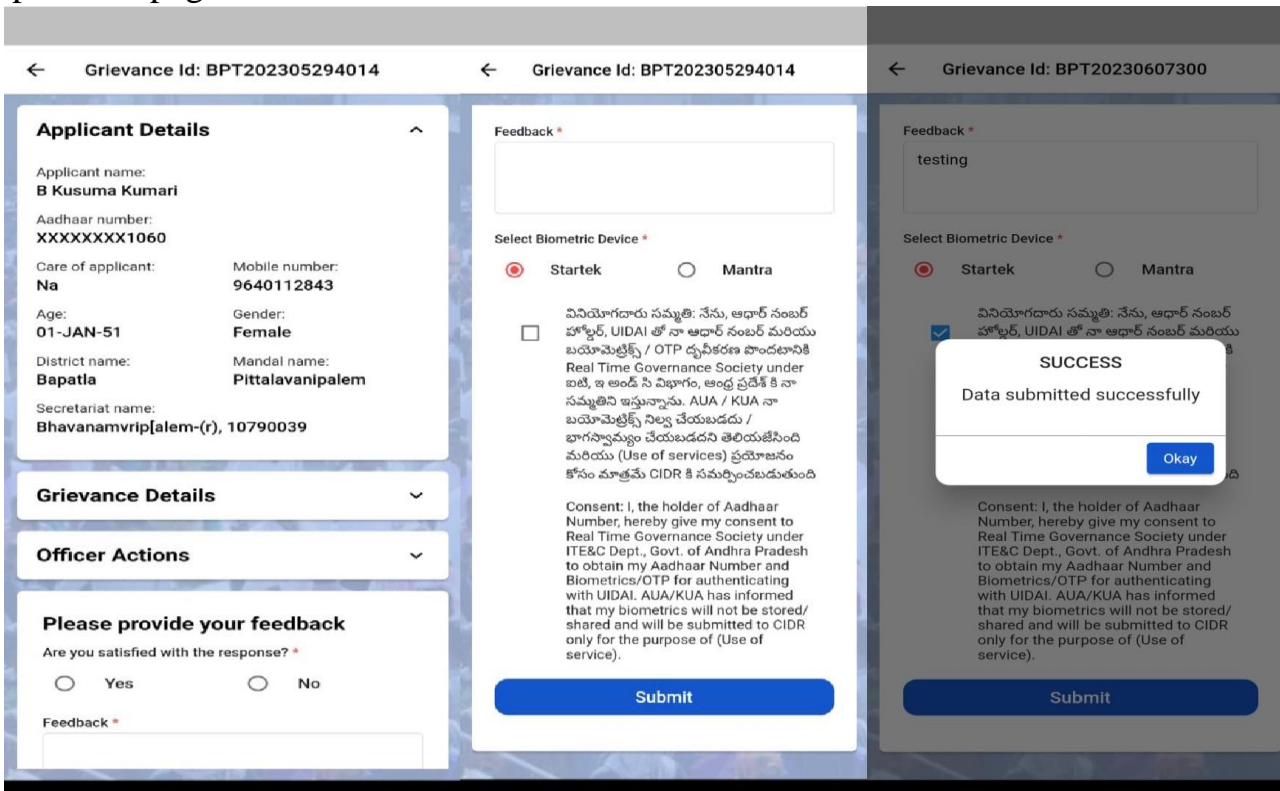


JKC Grievance Details:

Once user taps on any tile, then they will be redirected to the grievance details page in which they can see the applicant details, grievance details, offer actions taken to redress and feedback options.

Consent Secretariat employee has to ask the citizen about their satisfactory, feedback notes and have to select the biometric device model and then tap on submit.

Once they tap on submit, a new popup window will be appeared to and asks citizen to place their finger to capture biometric to validate their details with Aadhaar servers. Once we got successful authorization, then it will be submitted to the servers and redirected to previous page.



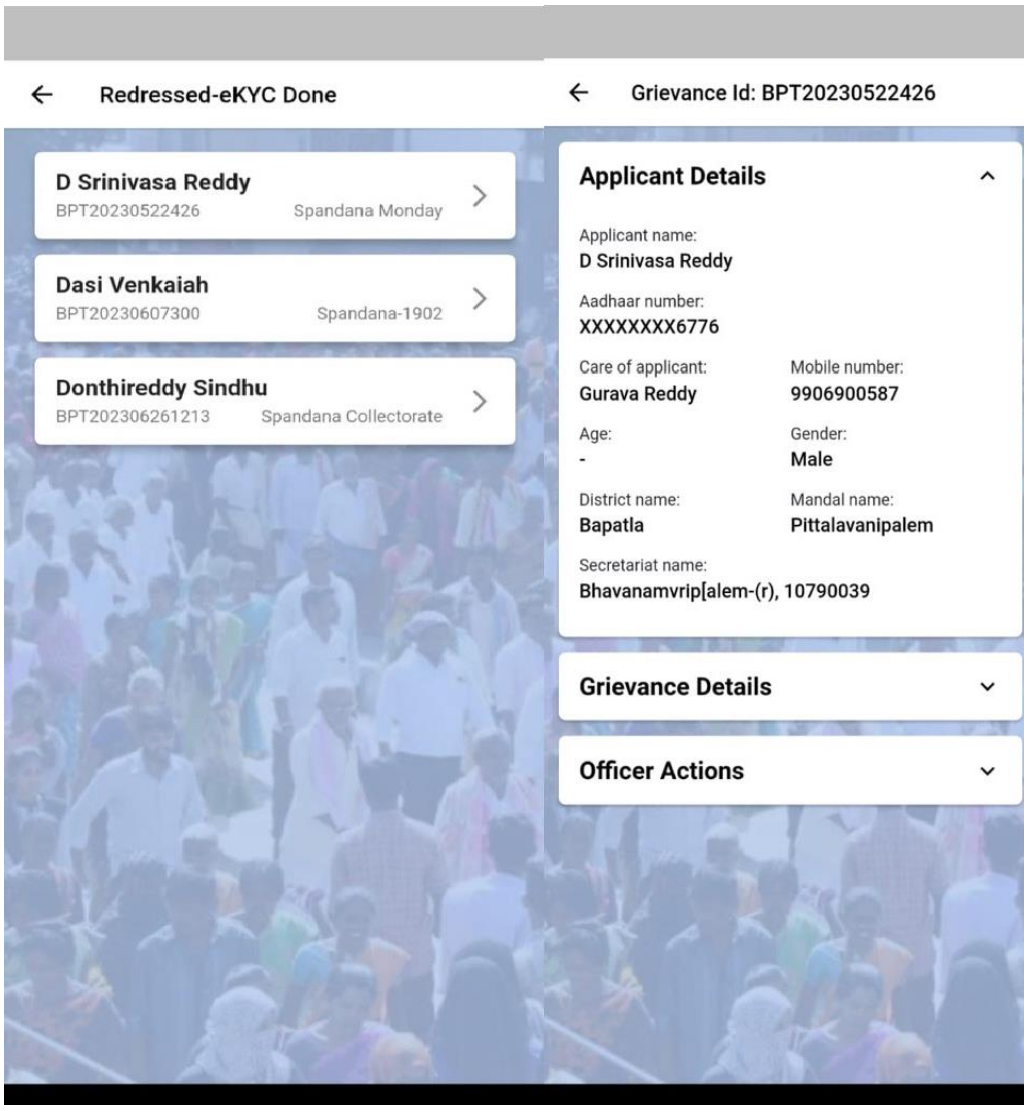
The screenshot displays the 'Grievance Details' screen for ID BPT202305294014. It is divided into several sections:

- Applicant Details:**
 - Applicant name: B Kusuma Kumari
 - Aadhaar number: XXXXXXXX1060
 - Care of applicant: Na
 - Mobile number: 9640112843
 - Age: 01-JAN-51
 - Gender: Female
 - District name: Bapatla
 - Mandal name: Pittalavanipalem
 - Secretariat name: Bhavanamvrip(jalem-(r), 10790039)
- Grievance Details:** (Collapsible section)
- Officer Actions:** (Collapsible section)
- Please provide your feedback:**
 - Are you satisfied with the response? * (Yes/No radio buttons)
 - Feedback * (Text input field)
- Feedback *:** (Text input field)
- Select Biometric Device *:**
 - Startek (Selected)
 - Mantra
- Consent:** A paragraph in Telugu and English explaining the use of biometrics for authentication and CIDR submission.
- Submit:** A blue button at the bottom.

A second screenshot shows the same screen for ID BPT20230607300, but with a 'SUCCESS' popup overlaying the bottom half. The popup contains the text 'Data submitted successfully' and an 'Okay' button.

JKC Redressed key Done:

Once user taps on eye done, then they can be able to see the list of grievances list completed by them along with Name, Doc Number, and source.



The screenshot displays a mobile application interface with two main sections. The top section, titled "Redressed-eKYC Done", shows a list of three redressed grievances. Each entry includes the applicant's name, a document ID, and the source. The bottom section, titled "Grievance Id: BPT20230522426", provides detailed information about the selected grievance, including applicant details, care of applicant, age, gender, district name, mandal name, and secretariat name.

Redressed-eKYC Done

- D Srinivasa Reddy**
BPT20230522426 Spandana Monday
- Dasi Venkaiah**
BPT20230607300 Spandana-1902
- Donthireddy Sindhu**
BPT202306261213 Spandana Collectorate

Grievance Id: BPT20230522426

Applicant Details

Applicant name: **D Srinivasa Reddy**

Aadhaar number: **XXXXXXXX6776**

Care of applicant: **Gurava Reddy** Mobile number: **9906900587**

Age: **-** Gender: **Male**

District name: **Bapatla** Mandal name: **Pittalavanipalem**

Secretariat name: **Bhavanamvrip[alem-(r), 10790039**

Grievance Details

Officer Actions