JanSamadhan – Authority FAQs

Frequently Asked Questions

- Q: I cannot see any assigned issues. Why? A: Ensure you are marked ACTIVE and assigned by Admin.

- Q: Can I reassign an issue? A: No, only Admin can reassign issues.

- Q: What happens if SLA is breached? A: Admins are notified for review.

- Q: How do I contact Admin? A: Use the Escalation section on the Support page.

- Q: Are citizens notified when issue status changes? A: Yes, automatically.