

Help

This page is designed to assist users in navigating the portal, understanding its features, and resolving common issues. If you need further support, please refer to the contact information.

1. About Jalvahak Portal

The Jalvahak Portal is an integrated digital platform developed by ICSL to facilitate the monitoring, management, and dissemination of information related to water resources. It offers real-time data, interactive dashboards, policy documents, and public services to stakeholders and citizens.

2. Use of the Portal

- a) **Navigation** - Use the main menu at the top of the homepage to explore key sections such as Dashboard, About ICSL, Our Services, Maritime Training, Subsidiaries, Career, Tenders, Contact Us, and more.
- b) **Accessing Data & Services** - Some data visualizations or services may be publicly accessible, while others may require login credentials or departmental permissions.

3. Frequently Asked Questions (FAQs)

a) **Do I need an account to use the Jalvahak Portal?**

Most features are publicly accessible. However, certain modules or administrative dashboards may require user registration and role-based access.

b) **How do I report incorrect or outdated information?**

Please use the "Contact Us" section to notify us. Mention the page or data point in question for faster resolution.

c) **Is the data on the portal downloadable?**

Yes, wherever permitted, data and reports can be downloaded for non-commercial, educational, and research purposes. Please refer to the Data Usage Policy for details.

d) **What browsers are supported?**

The portal is optimized for the latest versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari.

4. Accessibility Support

The Jalvahak Portal is compliant with basic accessibility standards and is designed to support screen readers, keyboard navigation, and mobile responsiveness. If you face any accessibility issues, please contact us.

5. Technical Support

If you encounter technical issues such as: Login errors, broken links or pages not loading, problems with data visualization or downloads, etc. please reach out to our technical team via the contact details provided

6. Feedback & Suggestions

We welcome your feedback to improve the Jalvahak Portal. Visit the “Contact Us” page to share your suggestions, report issues, or request new features.

Need personalized assistance? Don’t hesitate to contact us. We are here to help you make the most of the Jalvahak Portal.