

Help Guide for NALSA helpline Toll- Free Number : 15100

About NALSA helpline Toll- Free Number : 15100

Revolutionary initiative by the National Legal Services Authority (NALSA) to provide access to justice for all individuals in India. This helpline serves as a lifeline for those seeking legal aid and guidance, especially for marginalized communities who may face barriers in accessing legal services.

The helpline operates on a custom Interactive Voice Response System, which allows callers to navigate through various options and connect with the appropriate resources from SLSA/DLSA. The system is available in 10 Indian languages.

One of the key aspects of this helpline is to a call transfer to District Legal Services Authorities (DLSA). If someone requires legal assistance or advice specific to their district, the helpline can connect them directly to their respective local DLSA.

Additionally, the helpline offers call transfer options based on gender preferences. Callers have the choice to be transferred either to a male or female panel advocate, ensuring their comfort and convenience while discussing sensitive legal matters.

Moreover, there is also a call back facility available at DLSA front Desk so that no one misses out on accessing legal support due to busy lines or other technical issues.

Following legal aid services are offered from NALSA helpline Toll- Free Number : 15100

- 1) Panel Advocate
- 2) Legal Advice
- 3) Mediation
- 4) Status of legal aid application

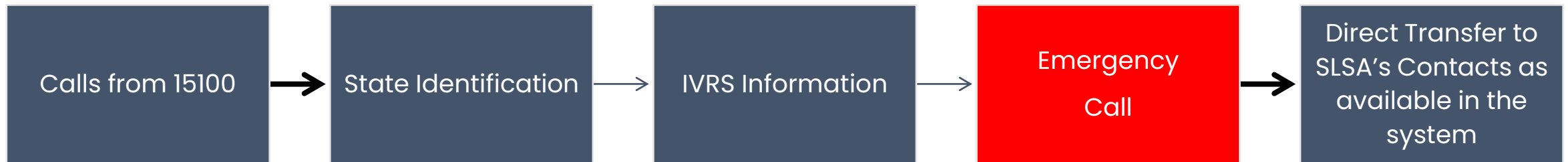
How SLSA's or DLSA's will get the calls from NALSA helpline Toll- Free Number : 15100 (Section 1)

Intended for – All users

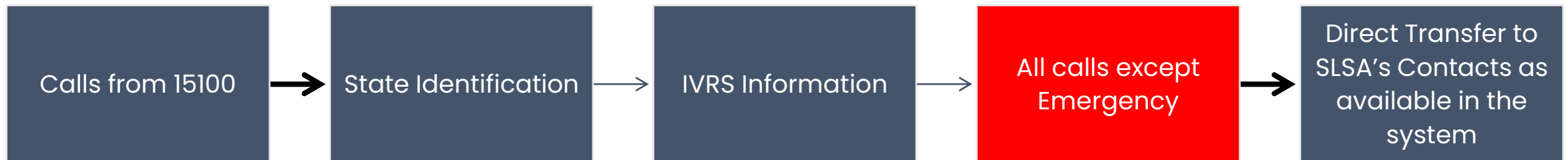
Which calls will be transferred to SLSA/DLSA's?

All the call coming on 15100 will be forwarded to respective SLSA/DLSA after identification of state and district from callers

1 Calls for SLSA's



2 Calls for DLSA's



NOTE: All the emergency calls will be transferred directly to the SLSA of the state from where the call is originating

How can I start using 15100 ?

To start using 15100, please ensure login to the system with your User ID and Password.

All the logins will be shared by NALSA officially to SLSA/DLSA's

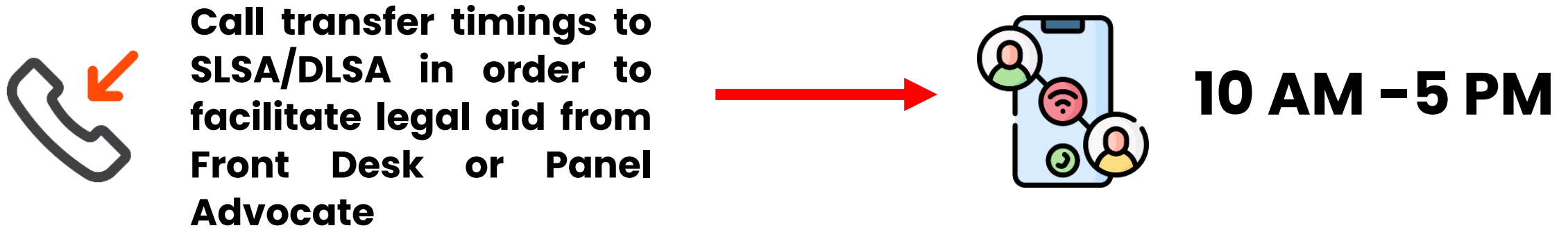


- Everyday Front Desk office staff and Panel Advocates must login in order to start getting the calls
- After login the systems prioritize the calls to login made by SLSA/DLSA Staff or Panel Advocates

NOTE: Call will be transferred to the contact numbers as shared by the SLSA/DLSA during the official timings

Call Transfer timings for SLSA's/DLSA's ?

All the calls will be handled by IVRS and will be transferred to respective SLSA/ DLSA as per the standard timings



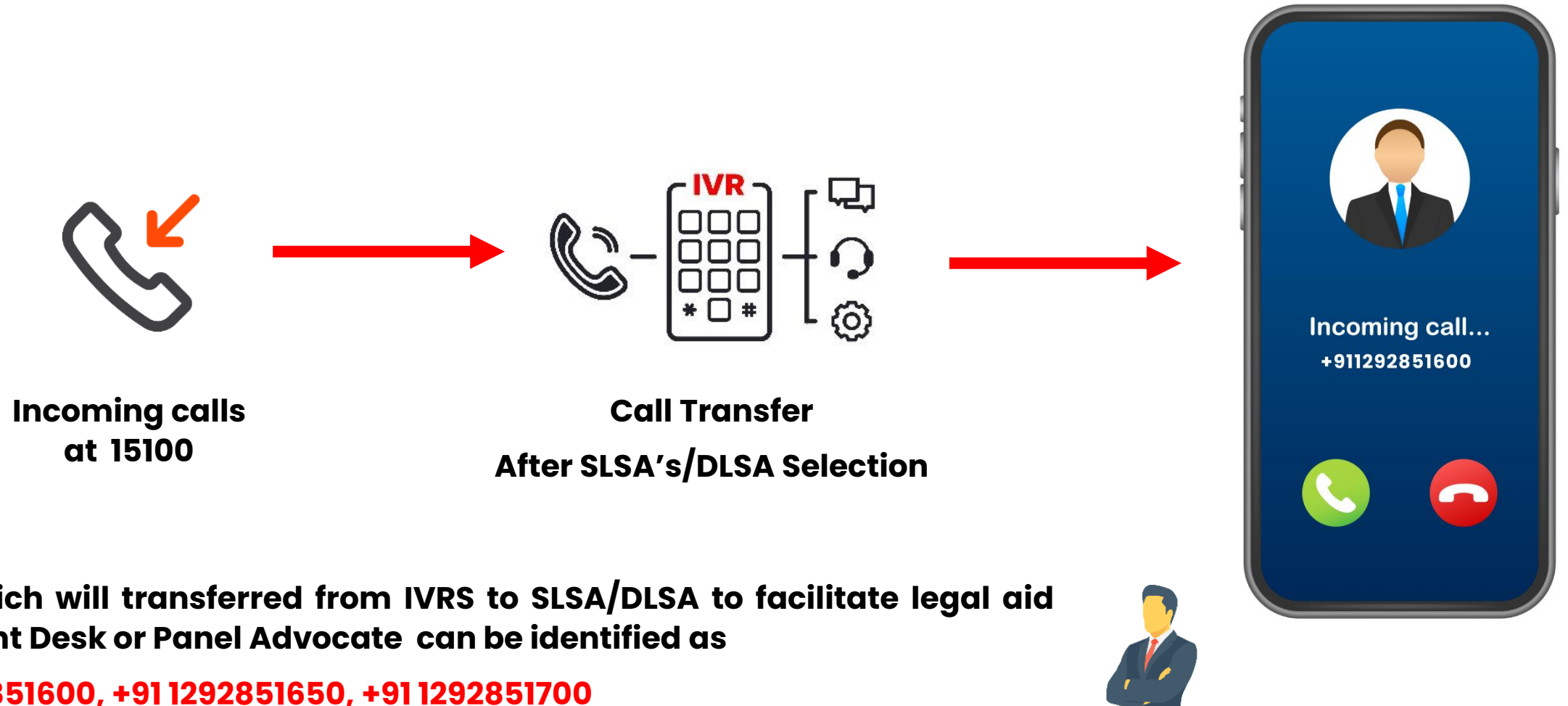
- For calls beyond the timelines will not be transferred to SLSA's/DLSA's front Desk or Panel advocates, but they can see the pending calls in their system
- Calls related status of case will be directly handled by IVRS and responded back to the caller.

NOTE: All the calls details (missed/ answered) can be viewed in the portal after login

How to identify incoming calls from 15100?

All the calls transfer by the 15100 IVRS will be transferred from **+91 1292851600, +91 1292851650, +91 1292851700**

Calls will be transferred to DLSA's Front Office Landline/ Panel Advocate basis the availability



Calls which will transferred from IVRS to SLSA/DLSA to facilitate legal aid from Front Desk or Panel Advocate can be identified as

+91 1292851600, +91 1292851650, +91 1292851700



Mobile of Panel Advocate / DLSA front Officer

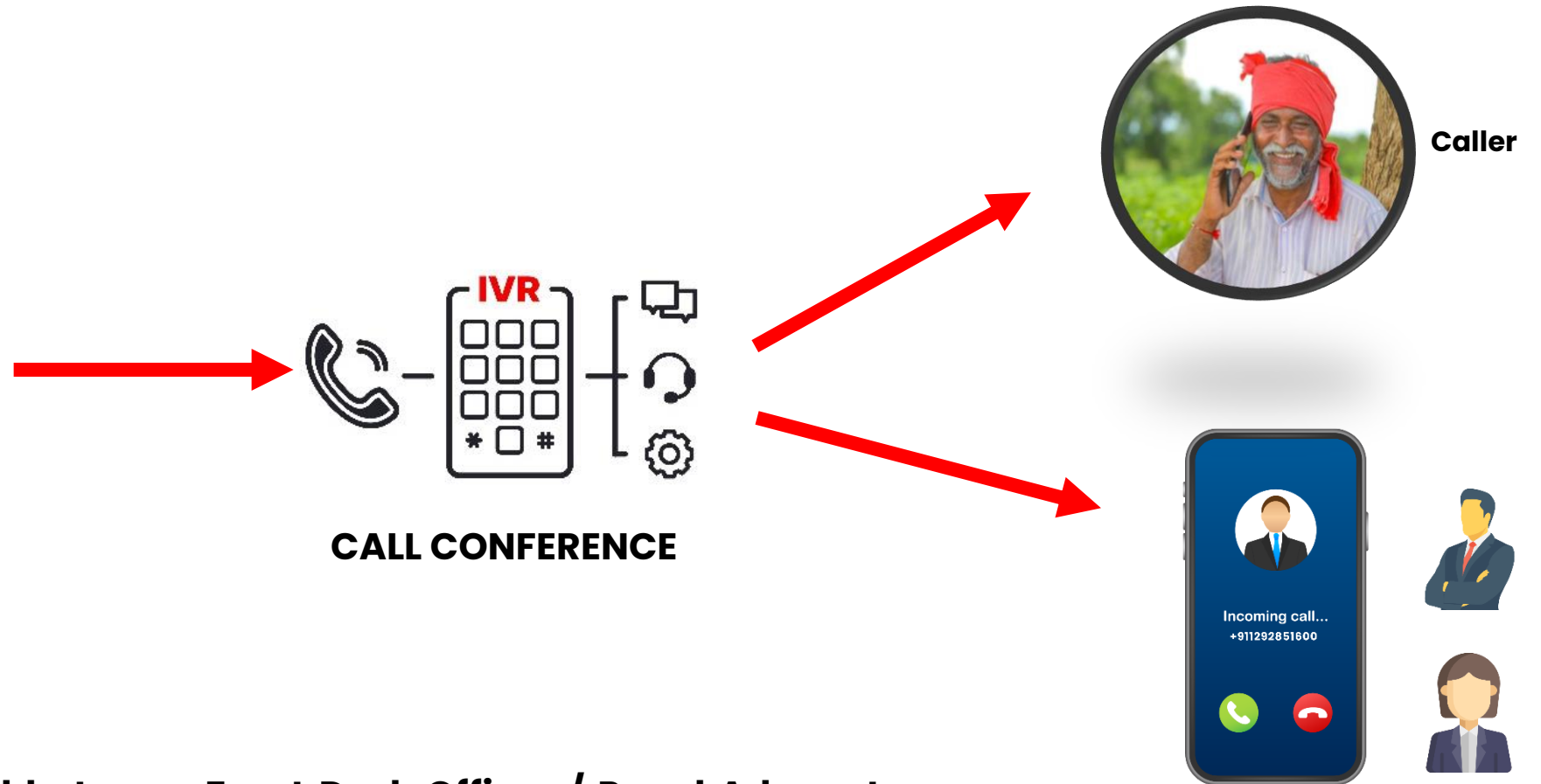
NOTE: All the calls details (missed/ answered) can be viewed in the portal after login

How to do call back incase the calls are missed?

All the calls received /missed SLSA's/DLSA Front Office/ Panel Advocate will be visible at respective logins of Front Office Team and Panel Advocates

STEPS

- 1) Login to your account
- 2) Search for pending calls
- 3) Use **Click to Call**



IVRS will conference the call between Front Desk Officer / Panel Advocate **Mobile** with the callers upon using the **CLICK TO CALL** function using the below numbers **+91 1292851600, +91 1292851650, +91 1292851700**

NOTE: IVRS will do the call conference between callers & Panel Advocates/ DLSA front Office

Where can I find the Click to call button?

DOWNLOAD FILTERED REPORT

SELECT DATE RANGE

CALL STATUS

▼

QUERY TYPE

▼

QUERY STATUS

▼

Q SEARCHS

TODAYS CALL SUMMARY

Show 10 entries

Search:

| Reference ID | Caller Number | Connect Time | Emergency | Language | Service | State | District | Pincode | Call Status | Click To Call | Transfer | Dairy Nos. |
|---|---------------|------------------------|-----------|----------|-----------|-----------|----------|---------|-------------|------------------|------------|------------|
| <div>−</div> #60727020 | 8210477540 | 2023-11-24 16:08:59 | YES | hindi | emergency | JHARKHAND | | 0 | NOANSWER | <div> Call</div> | 084859370 | 0 |
| <div>Application Status NA</div> <div>Staff NA</div> <div>Feedback Notsatisfied</div> <div>Query Type Update Query Type</div> <div>Query Status Update Query Status</div> <div>Recording NA</div> | | | | | | | | | | | | |
| <div>+</div> #6072846 | 7909096879 | 2023-11-08 10:21:13 | YES | hindi | emergency | JHARKHAND | | 0 | NA | Incomplete | 8084859370 | 0 |
| <div>+</div> #6073617 | 9693382237 | 2023-11-09 14:36:54 | YES | hindi | emergency | JHARKHAND | | 0 | NA | Incomplete | 8084859370 | 0 |

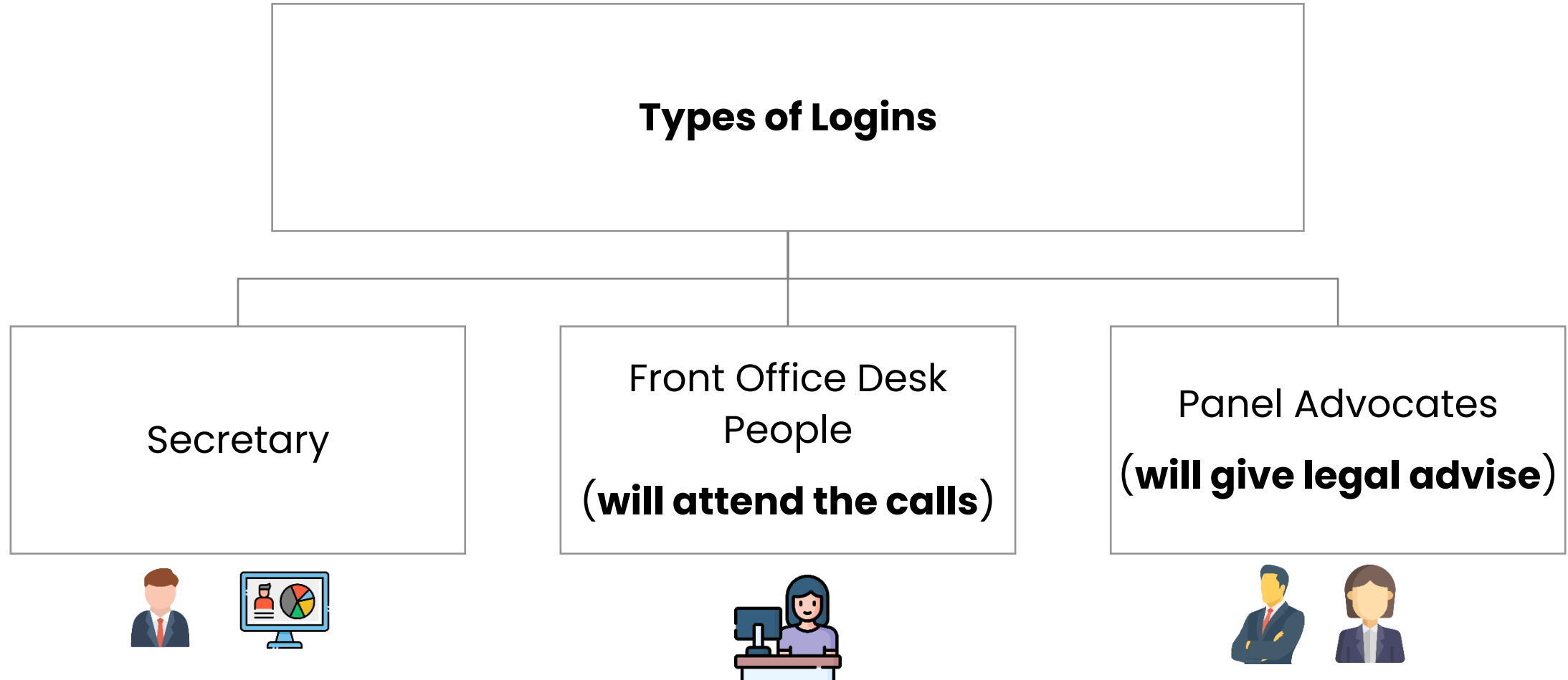
NOTE: IVRS will do the call conference between callers & Panel Advocates/ DLSA front Office

What features I can access from my login?

Features can be accessed as per the availability in the login

| FEATURE | SECRETARY | FRONT DESK OFFICER/ PANEL ADVOCATE |
|--|-----------|------------------------------------|
| View Report | YES | YES |
| Attend Call | NO | YES |
| Call Back | NO | YES |
| Send Internal Communication | YES | NO |
| Change Settings | YES | NO |
| Give Legal Advice | NO | YES |
| Assign Pending calls to Front Office Team/ Panel Advocate | YES | NO |

Users for which logins are created



NOTE: For login credentials (username and password) please contact SLSA/DLSA Secretary Office

Website to initiate Callback for NALSA helpline Toll- Free Number : 15100

(Section 2)

Intended for – SLISA/DLSA Front Office / Panel Advocate

How can I start using 15100 ?

To start using 15100, please ensure login to the system with your User ID and Password.

All the logins will be shared by NALSA officially to SLSA/DLSA's



- Everyday Front Desk office staff and Panel Advocates must login in order to start getting the calls
- After login the systems prioritize the calls to login made by SLSA/DLSA Staff or Panel Advocates

NOTE: Call will be transferred to the contact numbers as shared by the SLSA/DLSA during the official timings

Step 1

Website: www.nalsa.gov.in

Open your web browser
& go to nalsa.gov.in &
click on NALSA helpline
Toll- Free Number : 15100
button



Step 2

- 1 Enter your username
- 2 Enter your password
- 3 Select >> Advocate if you are Front Desk officer or Panel Advocate
- 4 Type Code as shown in Screen
- 5 Click on **Sign me In**

The screenshot shows the login page of the National Legal Services Authority (NLSA). At the top, there is the NLSA logo and the text 'राष्ट्रीय विधिक सेवा प्राधिकरण' and 'NATIONAL LEGAL SERVICES AUTHORITY'. A padlock icon is visible in the top right corner. The login form consists of several fields and a button, each marked with a red circle and a number corresponding to the instructions on the left:


- 1** Username: A text input field.
- 2** Password: A text input field.
- 3** A dropdown menu showing 'LOGGED IN AS ADVOCATE' with a downward arrow.
- 4** Type the code..: A text input field. Above it, a CAPTCHA image shows the code 'A2e3' with numbers 1, 2, 3, and 4 pointing to the characters.
- 5** Sign me in: A large teal button.

A red arrow points from the instruction 'Click on Sign me In' to the 'Sign me in' button.

Incase you forgot your password, please contact SLSA/DLSA Secretary Office

NOTE: For login credentials (username and password) please contact SLSA/DLSA Secretary Office


Step 3


 **National Legal Services Authority (NALSA)**

Ready ▾

Logged In : 17 Oct, 23 09:52 PM

Available


 Advocate 578


 **Advocate 578**
9910358583

Navigation

Dashboard

Sign Off



 **Legal Service Advocate**
DLSA | Rajasthan | kota


Todays Incoming Calls
0
Better than last week (70.1%)

Todays Answered Calls
0
Better than last week (40.5%)

Todays Callback
0
Better than last week (76.3%)

Till Date Pending Callback
0
Better than last week (54.9%)

DOWNLOAD FILTERED REPORT





SELECT DATE RANGE 

CALL STATUS ▾

QUERY TYPE ▾

QUERY STATUS ▾

SEARCHES

TODAYS CALL SUMMARY    

Show 10 ▾ entries

Search:

| S.NO ▾ | Msdn ▾ | Connect Time ▾ | Emergency ▾ | Language ▾ | Service ▾ | Dairy Nos. ▾ | Application Status ▾ | State ▾ | District ▾ | Pincode ▾ | Staff ▾ |
|----------------------------|--------|----------------|-------------|------------|-----------|--------------|----------------------|---------|------------|-----------|---------|
| No data available in table | | | | | | | | | | | |

Showing 0 to 0 of 0 entries

Previous

Next

Check if there are pending calls/ unanswared calls and initiate a click to call

Step 4

| S.NO | Refreance ID | Caller Number | Connect Time | Emergency | Language | Service | Dairy Nos. | Application Status |
|------|--------------|---------------|------------------------|-----------|----------|----------------|------------|--------------------|
| 1 | #7047143 | 9906622046 | 2023-11-13 19:26:32 | NO | hindi | panel_advocate | 0 | NA Caller |

State JAMMU AND KASHMIR

District

Pincode 0

Staff NA

Rec. ▶

Call Status NA

Transfer NA

Call Feedback NA

Query Type

Query Status

Click To Call **Call**



Use this button to initiate a call

NOTE: IVRS will do the call conference between callers & Panel Advocates/ DLSA front Office

Website to view calls & report for NALSA helpline Toll- Free Number : 15100

(Section 3)

Intended for – SLSA/DLSA Secretary's

Step 1

Website: www.nalsa.gov.in

Open your web browser
& go to nalsa.gov.in &
click on NALSA helpline
Toll- Free Number : 15100
button



Step 2

- 1 Enter your username
- 2 Enter your password
- 3 Select >> Secretary
- 4 Type Code as shown in Screen
- 5 Click on **Sign me In**

The screenshot shows the login page of the National Legal Services Authority (NLSA). At the top, there is the NLSA logo and the text 'राष्ट्रीय विधिक सेवा प्राधिकरण' and 'NATIONAL LEGAL SERVICES AUTHORITY'. A padlock icon is in the top right corner. Below the header, there are three input fields: 'Username' (labeled 1), 'Password' (labeled 2), and a dropdown menu (labeled 3) showing 'LOGGED IN AS SECRETARY'. Below the dropdown, there is a CAPTCHA image with the characters 'A 2 e 3' (labeled 4) and a text input field 'Type the code..' (labeled 4). At the bottom, there is a large teal button labeled 'Sign me in' (labeled 5). A red arrow points to the 'Sign me in' button.

Incase you forgot your password, please contact SLSA/DLSA Secretary Office

NOTE: For login credentials (username and password) please contact SLSA/DLSA Secretary Office

SLSA /DLSA Secretary – Dashboard



National Legal Services Authority (NALSA)

Logged In : 17 Oct, 23 01:01 PM



SLSA



Rajasthan Legal Services
Authority
SLSA

Navigation

Dashboard

Manage Authority

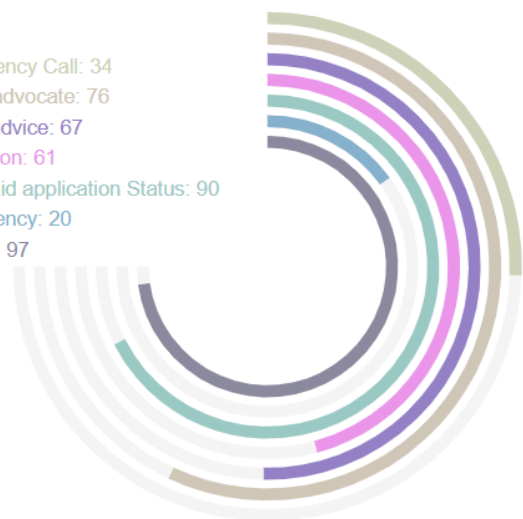
Reports

Sign Off



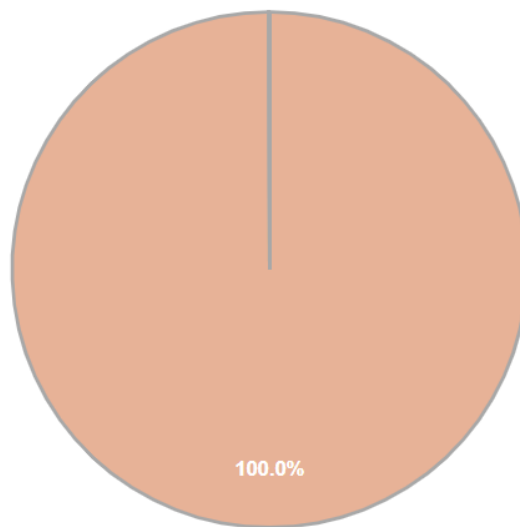
Query Covered Analytics

- Emergency Call: 34
- Panel advocate: 76
- Legal advice: 67
- Mediation: 61
- Legal aid application Status: 90
- Emergency: 20
- Others: 97



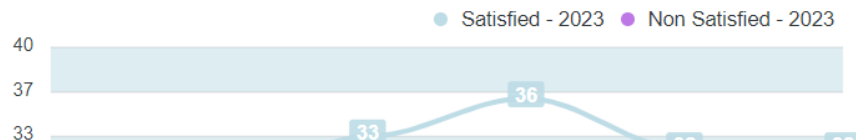
District Covered Analytics

- Ajmer
- Alwar
- Balotra-Barmer
- Banswara
- Baran
- Bharatpur
- Bhilwara
- Bikaner
- Bundi
- Chittorgarh
- Churu
- Dausa
- Dholpur
- Dungarpur
- Ganganagar
- Hanumangarh
- Jaipur District



IVR Feedback Analytics

Satisfied & Non Satisfied Feedbacks

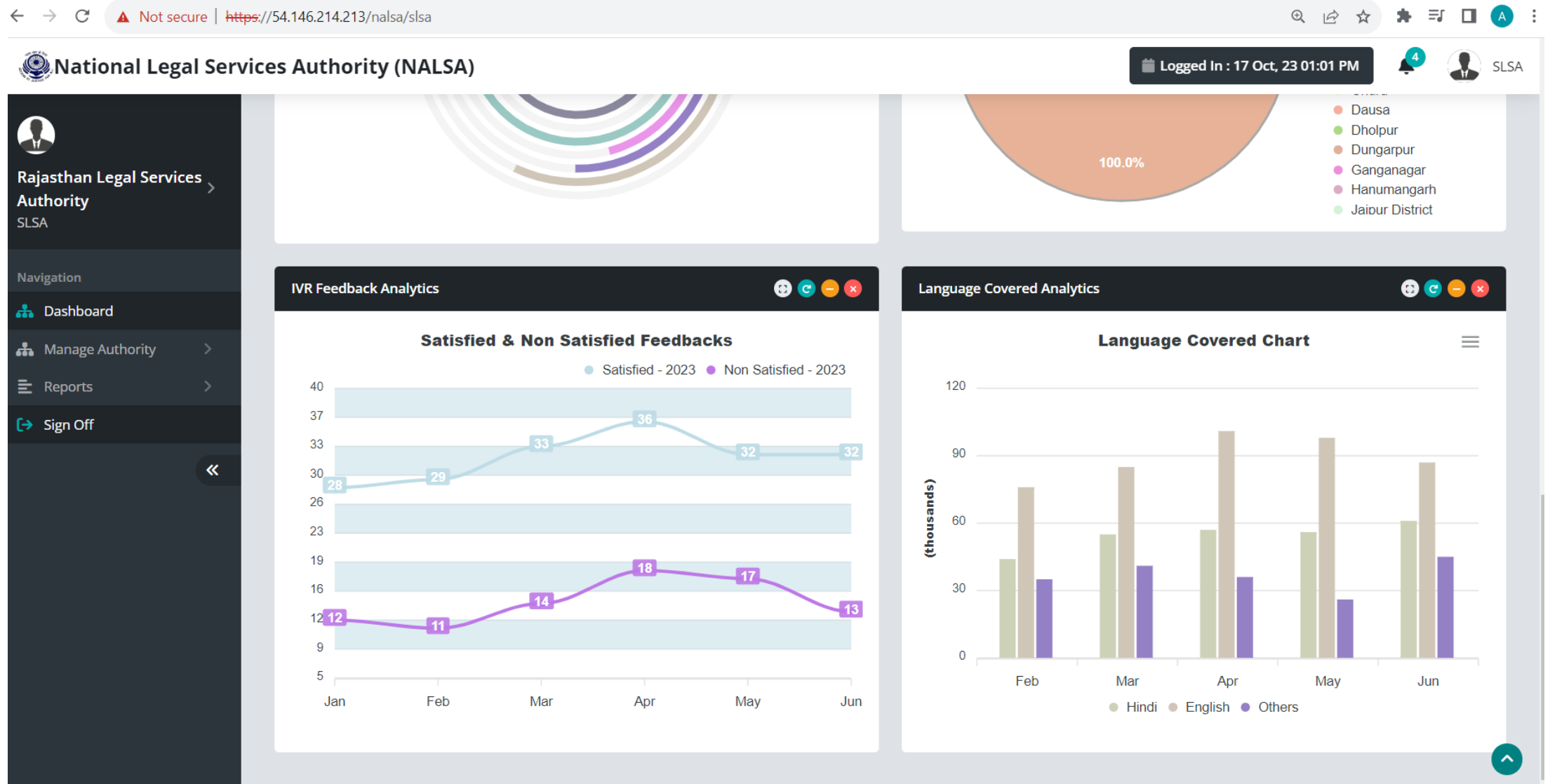


Language Covered Analytics

Language Covered Chart



SLSA /DLSA Secretary – Dashboard



SLSA /DLSA Secretary – Dashboard



National Legal Services Authority (NALSA)

Logged In : 17 Oct, 23 01:02 PM



SLSA



Rajasthan Legal Services
Authority
SLSA

Navigation

Dashboard

Manage Authority

Reports

Sign Off



Home / Manage Authourity / dlsa

+ Add Authourity

MANAGE AUTHOURITIES

Show 10 entries

Search:

| S.NO | Image | Name | Username | Level | Created By | State | District | Sub Division | Pincode | Region | Language | Ext |
|------|-------|---|----------|-------|------------|-----------|----------------|--------------|---------|--------|----------|-----|
| + 1 | | Ajmer Legal Services Authority | dlsaajm | DLSA | 0 | RAJASTHAN | Ajmer | NA | NA | West | Hindi | 0 |
| + 2 | | Alwar Legal Services Authority | dlsaalw | DLSA | 0 | RAJASTHAN | Alwar | NA | NA | West | Hindi | 0 |
| + 3 | | Balotra-Barmer Legal Services Authority | dlsabtr | DLSA | 0 | RAJASTHAN | Balotra-Barmer | NA | NA | West | Hindi | 0 |
| + 4 | | Banswara Legal Services Authority | dlsabnw | DLSA | 0 | RAJASTHAN | Banswara | NA | NA | West | Hindi | 0 |
| + 5 | | Baran Legal Services Authority | dlsabaa | DLSA | 0 | RAJASTHAN | Baran | NA | NA | West | Hindi | 0 |
| + 6 | | Bharatpur Legal Services Authority | dlsabht | DLSA | 0 | RAJASTHAN | Bharatpur | NA | NA | West | Hindi | 0 |

SLSA Secretary – Add DLSA

← → ↻ ⚠ Not secure | https://54.146.214.213/nalsa/admin/addauthorities



 **National Legal Services Authority (NALSA)**


📅 Logged In : 17 Oct, 23 01:04 PM


 SLSA





**Rajasthan Legal Services
Authority** >
SLSA

Navigation

 Dashboard

 Manage Authority >

 Reports >

 Sign Off



Home / Manage Authourity / Add

ADD AUTHORITIES



Choose Department ▼

Name Of Authority

Create Username

Create Password

Confirm Password

Choose State ▼

Choose District ▼

Sub Division (Taluka)

Choose Region ▼

Pin Code

Cancel

Submit

SLSA/DLSA Secretary – Manage Advocate



National Legal Services Authority (NALSA)

Logged In : 01 Dec, 23 04:15 PM



DLSA



Mahoba Legal Services
Authority
DLSA

Navigation

Dashboard

Manage Authority

Reports

Sign Off



Home / Manage Authourity / Advocates

+ Add Advocates

MANAGE AUTHOURITIES

Show 10 entries

Search:

| S.NO | Image | Name | Contact | Level | Gender | State | District | Zone | Taluka | Last Login | Action |
|------|-------|----------------|------------|-------|--------|---------------|----------|------|--------|---------------------|--------|
| 1 | | Yogendra Singh | 8318191470 | DLSA | MALE | UTTAR PRADESH | Mahoba | NA | NA | 02 Nov, 23 03:51 PM | |

Showing 1 to 1 of 1 entries

Previous

1

Next

SLSA Secretary – View reports



National Legal Services Authority (NALSA)

Logged In : 17 Oct, 23 01:06 PM



SLSA



Rajasthan Legal Services
Authority
SLSA

Navigation

Dashboard

Manage Authority

Reports

Sign Off

DOWNLOAD REPORT FILTERS

SELECT DATE RANGE



CHOOSE DEPARTMENT

CHOOSE AUTHORITY

CALL STATUS

QUERY TYPE

QUERY STATUS

SEARCHs

TODAY'S REPORTS


Show 10 entries

Search:

| S.NO | Msdn | Connect Time | Emergency | Language | Service | Dairy Nos. | Application Status | State | District | Pincode | Staff |
|------|------------|---------------------|-----------|----------|----------------|------------|--------------------|-----------|----------|---------|-------|
| + 1 | 9311659844 | 2023-10-13 13:38:42 | NO | English | panel_advocate | 0 | NA | RAJASTHAN | Kota | 0 | NA |
| + 2 | 9311659844 | 2023-10-13 13:35:21 | NO | English | panel_advocate | 0 | NA | RAJASTHAN | Kota | 0 | NA |
| + 3 | 9910358583 | 2023-10-13 13:23:46 | YES | hindi | NA | 0 | NA | RAJASTHAN | | 0 | NA |
| + 4 | 9910358583 | 2023-10-13 13:19:52 | YES | hindi | NA | 0 | NA | RAJASTHAN | | 0 | NA |
| + 5 | 9910358583 | 2023-10-13 13:16:42 | NO | NA | NA | 0 | NA | RAJASTHAN | | 0 | NA |

SLSA/DLSA – Day Off Calls

Day off calls are the call received at DLSA during nonworking hours, these calls have to be assigned by DLSA Secretary login to any of the front office staff or Panel Advocates.



Srinagar Legal Services
Authority
DLSA

Navigation

- Dashboard
- Manage Authority
- Reports
- Sign Off

DAYOFF CALLS REPORT


Show 10 entries

Search:

| S.NO | Refreance ID | Caller Number | Connect Time | Emergency | Language | Service | Dairy Nos. | Application Status | State | District |
|---|--------------|---------------|------------------------|-----------|----------|----------------|------------|--------------------|-------------------------|----------|
| 1 | #NA | 9910910034 | 2023-10-30 19:18:56 | NO | hindi | legal_advice | 0 | NA | JAMMU AND KASHMIR | Srinagar |
| <div>Pincode 0</div> <div>Staff NA</div> <div>Recordings NA</div> <div>Call Status NA</div> <div>Action Assign Advocate</div> | | | | | | | | | | |
| 2 | #NA | 6361979233 | 2023-11-01 20:02:07 | NO | hindi | panel_advocate | 0 | NA | JAMMU AND KASHMIR | Srinagar |

DLSA Secretary – Day Off Calls

Day off calls are the call received at DLSA during nonworking hours, these calls have to be assigned by DLSA Secretary login to any of the front office staff or Panel Advocates.



Srinagar Legal Services
Authority
DLSA

Navigation

Dashboard

Manage Authority

Reports

Sign Off

DAYOFF CALLS REPORT


Show 10 entries

Search:


| S.NO | Refreance ID | Caller Number | Connect Time | Emergency | Language | Service | Dairy Nos. | Application Status | State | District |
|--|--------------|---------------|------------------------|-----------|----------|----------------|------------|--------------------|-------------------------|----------|
| 1 | #NA | 9910910034 | 2023-10-30 19:18:56 | NO | hindi | legal_advice | 0 | NA | JAMMU AND KASHMIR | Srinagar |
| <div><div>Pincode</div><div>0</div></div> <div><div>Staff</div><div>NA</div></div> <div><div>Recordings</div><div>NA</div></div> <div><div>Call Status</div><div>NA</div></div> <div><div>Action</div><div>Assign Advocate</div></div> | | | | | | | | | | |
| 2 | #NA | 6361979233 | 2023-11-01 20:02:07 | NO | hindi | panel_advocate | 0 | NA | JAMMU AND KASHMIR | Srinagar |

SLSA Secretary – Sending Notifications

← → ↻ ⚠ Not secure | https://54.146.214.213/nalsa/admin/notifications 🔍 ↗ ☆ ⚙ ⬇ 📱 👤 A

**National Legal Services Authority (NALSA)**

Logged In : 17 Oct, 23 03:27 PM 👤 SLS.

**Rajasthan Legal Services Authority**
SLSA

Navigation


- Dashboard
- Manage Authority >
- Reports >
- Sign Off

SEND NOTIFICATION PANEL





SEND NOTIFICATION TO ▾

Type your concern here...

NOTIFY

☐ View All ▾ 

< >

| | | | | |
|--------------------------|--|---|---|------------------|
| <input type="checkbox"/> |  @ SLSA | Hi This is test notification | • Hi This is test notification | 10 Oct, 08:44 AM |
| <input type="checkbox"/> |  @ SLSA | Hi Secretaries, pls follow todays task | • Hi Secretaries, pls follow todays task | 10 Oct, 12:04 PM |
| <input type="checkbox"/> |  @ SLSA | Hi All SLSA's, pls look on pending calls, | • Hi All SLSA's, pls look on pending calls, | 10 Oct, 12:24 PM |
| <input type="checkbox"/> |  @ SLSA | Heloo this is test | • Heloo this is test | 11 Oct, 05:26 PM |

4 messages < >

tps://54.146.214.213/nalsa/slsa

Abbreviations & definitions

(Section 4)

Intended for – All users

Abbreviations & definitions

| Term | Definition |
|-------------------|---|
| IVRS | Interactive Voice Response System An application that provides full-featured integrated voice response capability to answer inbound calls, perform database lookups, re-direct calls automatically, etc. |
| SMS | Short Message Service |
| MIS | Management Information System |
| Toll Free Number | A toll-free number is a telephone number used by businesses in India with a prefix of 1800. Customers can call businesses on this number without any call charges. The business pays all the charges for incoming and outgoing calls instead of the caller. |
| CDR | Call Data Record |
| Caller | Any citizen calling on 15100 helpline |
| Call Back | To call a citizen from web portal |
| Login Credentials | Username and password of the web portal |
| Display Number | The number which will be displayed on the mobile of DLSA front officer/ Panel advocate upon call transfer and call conference |

FAQ's

(Section 5)

Intended for – All users

Frequently Asked Questions

| Questions | Answers |
|---|---|
| How can I start using this system? | You can get your credentials from SLSA/DLSA Secretary Office |
| How can I see the missed calls ? | Go to the report section and check the calls |
| How can I view the reports ? | Go to the report sections |
| Is the login username and password of Secretary and DLSA front office same? | No, the login credentials are different 1) SLSA/ DLSA Secretary – Can view reports 2) Panel Advocate/Front Office – Can make calls and view reports |
| How can update contacts for DLSA/SLSA? | Using login credentials of DLSA/SLSA Secretary you can update the contacts |
| How many contact can be added in a DLSA? | Maximum 8 contact |
| Can I call back on number from which I got the call? | No, for doing the call back, login to the portal and click on Click to call |
| Login Credentials | Username and password of the web portal |
| Display Number | The number which will be displayed on the mobile of DLSA front officer/ Panel advocate upon call transfer and call conference |

Frequently Asked Questions

| Questions | Answers |
|--|--|
| Is this helpline 24X7 | Yes, the IVRS will handle the call 24X7 for all the calls, however, will transfer calls to SLSA/DLSA front office only between 10 AM- 5 PM |
| What are the call transfer timings? | Call Transfer to SLSA/DLSA will be done between 10 AM- 5 PM |
| Who will attend the emergency calls? | SLSA front Office/ SLSA Panel Advocates |
| Is this system for Para Legal volunteers(PLV) also? | No, its only for SLSA/DLSA/ Front Office Desk / Panel Advocates |
| Any timelines for doing the calls back to callers for missed call? | Next working day or which ever is earlier |
| I forgot the password / user id of the web portal | Please contact the SLSA/DLSA Secretary office |
| Can I access the web portal from my mobile | Yes |
| When should I logout from the web portal | Once your shift is over |
| Do I need to keep the system login till my shift | Once you do the login the system will recognize that you are available, no need to keep the window open. |

Frequently Asked Questions

| Questions | Answers |
|---|--|
| How can I know if the calls are from Nalsa National Toll Free Legal Helpline 15100? | All the calls coming from these numbers will be related to Nalsa National Toll Free helpline 15100- +91 1292851600, +91 1292851650, +91 1292851700 |
| From which number I will get the calls in call conference using call back | +91 1292851600, +91 1292851650, +91 1292851700 |
| Which numbers should I save in my mobile phone book for NALSA's National Toll Free Legal Helpline 15100 | +91 1292851600, +91 1292851650, +91 1292851700 |
| Citizen will call on which number ? | 15100 |
| Is it a 24X7 helpline for Citizen | Yes |
| Can 15100 work on WhatsApp also? | No, not as of now |
| Can a citizen SMS on 15100 for assistance ? | No, incoming SMS on 15100 is not available |
| Is there any facility to send SMS | IVRS system send SMS about DLSA Address/ Status of Legal Aid application automatically at the end of the calls |
| What are the feedback parameter captured in the IVRS | Satisfied/ dis satisfied |

Frequently Asked Questions

| Questions | Answers |
|--|------------------------------|
| Is the mapping of Male and Female Counsel already done? | Yes |
| From where NALSA got the contacts of Panel Advocate? | From respective SLSA/DLSA |
| I need to remove my contact number from SLSA/DLSA what should I do ? | Please contact the SLSA/DLSA |
| Citizen will call on which number ? | 15100 |
| What is the SMS headers for all the SMS notifications ? | NALSAA |
| What is session timing after login on portal | 1 hour |

Support

(Section 6)

Intended for – All users

Support

Bharat VC online Link

Every Friday – 3 PM to 4 PM

Join the link for issues related to login/ operations