



PALITANA JATRA FAQ

For More Information: jatra.dadabhagwan.org

Q1. Will I be able to join the Palitana Jatra?

Ans: All Mahatmas can join the Jatra. Those Mahatmas who wish to join this Jatra will need to **register on Akonnnect**.

Q2. What is the process after registration?

Ans: Registered Mahatmas will be divided into two (2) categories as below.

(1) Payment Pending

If you are in this category, then please make your payment and obtain confirmation. Please refer to the **“Payment Guidelines”** for the payment process.

(2) Waiting

Please see the replies to Questions 5, 6 and 7 for more details for those in this category in reply to.

Q3. How can I check the category I am in?

Ans: (1) You should have received a SMS/Email on your registered mobile/email.

(2) You can check by visiting Akonnnect → Event → Transaction – Palitana Jatra Event Registration Status.

Q4. What is the last date for payment?

Ans: As the Jatra is on a first come first served basis, after registration:

(1) You should pay immediately if your status is “Payment Pending”. **Your registration will only be confirmed after your payment has been made.**

(2) If your status is “Payment Pending” and **you delay making your payment, then for administrative reasons, your status may be converted to “Waiting”**. In that case, you will be unable to make payment.

Q4. If my status is “Waiting”, then is there a chance that I will still be able to join, i.e. my status will change to “Payment Pending”?

Ans: Yes, for every cancellation, that many Mahatmas on the waiting list will have a chance of getting approval.

Q6. Can I make payment if my status is “Waiting”?

Ans: No, only Mahatmas whose status shows as **“Payment Pending”** can make payment. You will be notified via SMS/Email when you status changes from “Waiting” to “Payment Pending”. You can then make your payment.

Q7. What is the process after my status shows as ‘Waiting’?

Ans: You can proceed according to the choices below:

1) You can wait for a few days.

If anyone in the option you have selected cancels, your name may be approved.

2) You can try and select another option for the Jatra.

If your selected option is full, then you can try and select another option by visiting your transaction on Akonnnect and clicking edit to select another option.

Q8. How can I cancel if I am unable to join due to circumstances?

Ans: You can cancel by visiting your transaction on Akonnnect.

Q9. How do I obtain a refund of my payment after cancellation?

Ans: Please refer to the 'Cancellation and Refund Policy' for details of the refund for which you will be eligible after cancellation.