Assessing Grievances Redressing Mechanism in India

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Abstract

Various online services for the benefits of citizens are being provided by various states in India. Major aim of providing such services online is to empower the citizens. Major implementations regarding services for citizens in India include various acts for rights of human beings in democratic states. The major problem of today's countries is corruption, bureaucracy and both are related with each other. There are so many grievances to all people residing in democratic countries like India. In Indian democratic structure Department of Administrative Reforms and Public Grievances (DARPG) is responsible for tackling the problems of grievances of various departments of different states and centre. In this paper four states and their grievance redressing system is taken into consideration. Various metrics related with the grievance portals have been considered and scale has been devised. The performance of all these four Indian states in grievance redress process has been measured on the scale. On the scale certain numerical values have been assigned for ten services as per their relevance for the citizens. Based on these values certain results have been shown in the graphical form. Various portals taken into account are HarSamadhan of Haryana, eSamadhan of Himachal Pradesh, SWAGAT of Gujarat and JanMitra of Karnataka

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Index Terms

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Public grievance redress  CSC  ICT  Metrics  E-governance