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.
References

- Available at www.csinihilentegovenanceawards.org
- Available at www.harsamadhan.gov.in
- Available at www.punjabnewsline.com
- Available at www.darpg.nic.in
- Available at www.governancenow.com
- "Centralized Public Grievances Redress And Monitoring System for Haryana (HARSAMADHAN)", User Manual, published by nic hsu, Chandigarh
  - Available at www.timesofindia.com, March 19, 2012
  - Sen Bhim & Bahadur Rajesh; e-samadhan grievance monitoring system; Ch 13, available at csinihilentegovenanceawrds.org
- Available at www.hp.gov.in
- Jayanti R.; Mahitishakti-the citizen service portal; Volume 1, Number 5, An e-governance bulletin from Gujarat Informatics Limited (GIL), 2003
  - Available at www.egovreach.in
  - Available at www.egov.eletsonline.com
  - Sarnot S. L., Nandwani U. K. and Sondhi R. P.; Website Quality – A Prerequisite to Addressing Citizen Expectations in e-Governance; ICEGOV2008, December 1-4, 2008, Cairo, Egypt, ACM 978-1-60558-386-0/08/12
  - Available at www.narendramodi.in
  - Available at www.zeenews.india.com on 28th March, 2012
  - Available at www.hillpost.in
  - Customer centric e-Government, state consultation workshop in partnership with NaasCom, Bangalore report by DIT,GOI, 5th November 2011 and available at www.negp.gov.in

Index Terms

Computer Science Information Sciences
Keywords

Public grievance redress  CSC  ICT  Metrics  E-governance