



A study on the role of E-governance platforms in government-citizen communication: With special reference to the Jan Sunwai portal

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Abstract

In India's digital governance scene, the Jan Sunwai Portal is causing a revolution in how the government and its citizens talk to each other. This study takes a hard look at how this e-Governance platform helps make complaint handling in Uttar Pradesh more open, responsible, and quick. The research is based on what makes Good Governance work—being open, taking responsibility, responding well, and getting citizens involved. To get answers, we use both numbers and stories from 50 picked people through surveys and by looking at documents.

The results show that the Jan Sunwai Portal makes government-citizen communication better. It does this by making it easier to file complaints. It cuts down the time to fix problems from 32 days to 16 days (Now in 15 working days only). It also helps people take part in how they're governed. About 58% of those asked said the platform was clear to use. Also, 54% were happy with how easy it was to use and how quickly it responded. The platform has a big effect in country areas. There, it gives more people access to government services. It also gives power to people who often don't have much say, by letting them use digital tools.

The study highlights the social and economic advantages of the portal. These include better civic involvement, less government red tape, and stronger bonds between citizens and the state. Yet, issues like poor digital skills and uneven infrastructure remain calling for specific policy actions. This work offers real-world insights on how online complaint systems can change public management. It also suggests ways to make these platforms more inclusive and scalable across India.

Keywords: E-governance, Jan Sunwai Portal, government-citizen communication, grievance redressal, good governance, Digital India, Public Participation, Uttar Pradesh

Introduction

Communication between the government and citizens is an important part of the process of administration and a requirement of good governance. In the technological age, this two-way communication can be achieved through ICT. The fast pace of ICT development has led to revolutionary activity in governance and administration. The application of ICT to the traditional government structure is a process of issuing and implementing government services and information to the public using electronic means. Simplifying, Transparency, and Proven to be More Effective in Communication between Government – Citizen, which is the most important role of e-Governance. This system not only provides services through digital means but also proves highly beneficial for grievance redressal and monitoring of government schemes.

In India, we are a democratic country and under the democratic system, Government to Citizen (G2C) communication is an essential tool that educators can use to engage citizens to take part in governance. This kind of communication is critical for the success of government policies, programs, and services. But conventionally, this interaction was very less and depended on paper-based procedures and not being transparent, timely, and accountable resulted in damaging the relationship between the government and its people." With the recent introduction of the new regime, the administration has been transparent, and this is helping the citizens to have a better perspective on the government.

The Digital age and Government-citizen Communication

Thanks to tech systems for information and communication, people can now get government services online. These

include getting certificates, pension help, managing subsidies, and fixing complaints, among other things. This setup doesn't just make government services available - it also helps solve people's problems and keeps an eye on government programs. Take India, for example. E-Governance platforms like DigiLocker, Jan Dhan Yojana, and Common Service Centres (CSCs) are making communication better by offering services to citizens in a digital way.

Meaningful Government-Citizen Communication and Good Governance

E-Governance has an influence on more than just service availability; it also backs up the core ideas of Good Governance. Good governance means making sure things are open, people are held responsible, citizens can take part, and everything works well. When e-Governance systems put these ideas into action, they make it easier for people to deal with government stuff.

▪ Key Elements of Good Governance:

Transparency: E-Governance makes sure information about services and citizens' rights is out in the open. Tools like the Right to Information (RTI) online portal give people the power to get government information.

Accountability: When things go digital, government systems have to answer to the people more. This happens because every step gets recorded, and people can follow it online.

Participation: People get the chance to take part in government plans. This means new policies can match what people need and what works in real life.

Effectiveness: Going digital speeds up government work and makes it more productive. This helps the right people get the benefits of government programs faster.

The Need and Importance of E-Governance

India, a large and diverse democracy, faces a major challenge in its complex and multi-layered administrative framework: resolving citizens' complaints and suggestions in a timely manner. E-Governance platforms like the Jan Sunwai Portal have an impact on this issue. These platforms aim to close the communication gap between the government and citizens.

Jan Sunwai and similar platforms give citizens a digital way to submit complaints and suggestions. These platforms offer more transparency, effectiveness, and timeliness than traditional grievance systems. What's more such systems make the government more responsive to citizens' problems and help solve grievances.

Introduction to E-Governance and the Jan Sunwai Portal

E-Governance platforms use technology to offer government services online. They aim to speed up admin tasks, boost transparency, and put citizens first. The Jan Sunwai Portal helps people talk to their government. It lets them file complaints and see how they're being solved.

This system doesn't just make the government work more clearly and more responsibly. It also shows people that someone is listening to their problems and trying to fix them.

The Jan Sunwai Portal is an online system that the Government of Uttar Pradesh has rolled out. People can access it through a mobile app or website. The portal's goal is to boost communication between the government and citizens. It lets folks file complaints online whenever they want, keep tabs on their progress, and share their thoughts.

The Jan Sunwai Portal gives citizens a way to file many types of complaints, which makes it a key tool to protect their rights and address their worries. People can report problems with government offices, officials, or land mafias, like illegal actions or when officials don't do their job in an area. Citizens can also flag false information, or bring up issues about money help or jobs—such as problems with scholarships, pensions, or work programs.

Government workers can use the portal to file complaints about job-related problems. These include late pay denied promotions, or disciplinary actions. The platform also allows people to report corruption. This covers things like bribery, favoritism, or any dishonest behavior. The system then sends these reports to the right officials.

The main purpose of handling these complaints is to boost accountability and openness in how the government works.

Why This Study Matters

Online platforms like the Jan Sunwai Portal, which fall under e-Governance, have gained major importance today for a few key reasons:

1. Making Government more open and responsible

The Jan Sunwai Portal has a big impact on making government work more open. People can check how their complaints and ideas are doing. Anyone can see every problem or suggestion online, which helps build trust between the government and the public. When things are

out in the open, it means officials have to answer for what they do and people can keep an eye on them. This leads to less chance of wrongdoing and makes government processes more reliable.

2. Ensuring Timeliness and Efficiency

Digital platforms have an impact on complaint resolution and suggestion review ensuring they happen. Unlike old systems that used lots of paperwork and took forever digital systems get grievances to the right departments fast. This means issues get solved quicker and people get what they need sooner. Plus, using less paper makes things run smoother in the office.

3. Encouraging Public Participation

The Jan Sunwai Portal gives citizens a strong way to take part in governance and policy-making. It lets them talk straight to the government about their issues, wants, and ideas. This doesn't just get more people involved, it also helps make sure decisions about running things and setting policies keep the public's interests in mind. These platforms are useful in rural areas where it's harder to get to government services. They give people in these places a real chance to speak up about what bothers them.

4. Improving Governance and Policies

Feedback from citizens through online platforms gives the government chances to improve policies and boost administrative productivity. Studying these responses helps the government grasp underlying problems and create effective policies based on real-world situations. Also, it aids the government in grasping local needs and priorities making governance more focused on people and quick to respond.

5. Cutting Down on Corruption and Building Trust

Online platforms give citizens up-to-the-minute updates on how the government is handling their issues, which helps cut down on the corruption often linked to old-school systems. When people see that the government takes their complaints and ideas, they trust the government more. Clear-cut procedures also make it easier to keep an eye on what government officials are doing.

6. Giving Equal Chances to all parts of society

E-Governance platforms bring equal benefits to city dwellers and rural folks alike. They give all groups in society a chance to access government services and administrative processes. These websites help disadvantaged communities who often lack education, resources, and information access. Through these platforms, everyone gets the same shot at interacting with the government.

Scope of the Study

This research looks at the Jan Sunwai Portal created to handle complaints in Uttar Pradesh India. It will take a deep dive into how this platform improves talks between the government and its people. The study will also explore how the e-Governance platform works, what impact it has, and how people use it.

The results will shed light on how the Jan Sunwai Portal has an influence on interactions between the government and citizens. The insights from this research will provide useful

suggestions to the government to make policies and enhance administrative processes. What's more, the research will also point out the social and economic effects of e-Governance.

Literature Review

Bhattacharya and Goswami (2011) ^[1] studied how ICT has changed the way governments and citizens talk to each other. Their work shows that using ICT has led to a new way of running things called SMART governance. This approach aims to make things simple, moral, accountable, responsible, and open. They also pointed out that e-Governance has an impact on how services reach people in rural and far-off areas making it easier to deliver them in an organized way.

Bernard (2014) ^[2] studied how Sweden put e-Governance policies into action. He claimed that e-Governance succeeds when it fits local needs. The research stressed that people accept e-Governance when there's ongoing talk and trust-building. Bernard also pointed out that making service delivery simpler and more open matters a lot.

Salam (2013) ^[10] looked at e-Governance services in Bangladesh and talked about why they matter from different angles. The research took a close look at how happy citizens were how government processes changed, and what kind of tech setup was in place. Things like easier access to services more efficient government work, and better accountability made citizens a lot happier. The study also found that having the right tech setup is key to making e-Governance services work well.

Tejedo et al. (2022) did a study on local governance in Portugal. They looked into things like local setting how citizens get involved more openness in government work, and the trust that comes from using tech. They stressed that local stuff like how many people live there digital setup, and how well people can read and write matter for e-Governance to work well. Citizens getting involved has set up a new way of doing government work, one that's big on being open and having people take part. The openness that tech brings has done a good job of building trust with the public.

Singh (2023) ^[11,12] examined how digital governance has changed over time in his research. He portrayed e-Governance services as a better way to manage things putting citizens at the center. The research proposed that e-Governance should zero in on what people need and add features to let citizens take part and speak up. Pointing out current hurdles, the study noted that poor digital skills and not enough infrastructure still pose big roadblocks to e-Governance success.

Rajan (2019) examined the Jan Sunwai Public Grievance Redressal System (IGRS) in his research paper. His study set out to assess how well, and quickly the Uttar Pradesh government's program handled public complaints. He discovered that e-Governance led to big changes in how things get done in government offices. It made processes more open and improved the quality of services. The study also pushed for redesigning government processes to get rid of red tape by overhauling old systems. Programs like the Jan Sunwai Portal have helped build trust with the public and make the government more answerable for its actions.

Medhavi and Singh (2021) ^[6, 13] centered their study on e-Governance services in Uttar Pradesh examining both their progress and hurdles. Their work highlighted how ICT adoption in administrative processes has enhanced public

service quality. They looked at services like e-District and the land records portal (Bhulekh). Key obstacles they found included tech-related, organizational, and money issues. The researchers concluded that local involvement and proper infrastructure are key to make e-Governance work well, while problems such as the tech gap, poverty, illiteracy, and scarce resources continue to be big roadblocks.

Shrinivas (2023) stressed how crucial it is to address public complaints in his report looking at how well the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and state-specific portals like "Jansunwai" in Uttar Pradesh work. The study focuses on changes that put citizens first and the creation of systems to handle grievances, which match up with the Prime Minister's ten-point plan to make things better. This plan includes using technology, getting citizens involved, and providing services faster. The report shows a big improvement in how issues are solved, from 32 days in 2021 to 16 days in 2023. They've also set up a two-way feedback system using call centers and automated systems to communicate. The portal has become a model for dealing with complaints in Uttar Pradesh as part of the "One Nation, One Portal" idea.

Chandra and colleagues (2022) ^[3] examined the challenges in connecting state-level e-governance portals, with a focus on Uttar Pradesh's SPST and Jansunwai portals. Their research tackled issues like isolated data weak connections, lack of tech skills, and unhappy citizens. They advised connecting state portals to central databases to allow smooth info sharing between people and different state offices. The study proposes using the State Wide Area Network (SWAN) and National Informatics Centre Network (NICNET) to achieve this goal.

Vishwakarma (2010) ^[16] explored how e-governance service delivery systems affected transparency in rural parts of Uttar Pradesh. The research found that e-governance lessened the need for people in remote and rural areas to rely on government offices. It highlighted the growth of infrastructure such as SWAN, State Data Centers (SDCs), and Common Service Centers (CSCs). The e-District program, which began in 2010, made 22 government services available in certain districts. This change boosted transparency and backed complaint-handling platforms like Jansunwai.

Prakash (2019) ^[8] looked at Digital India's accomplishments in Uttar Pradesh. The study zeroed in on fair digital service delivery in both rural and urban areas and making sure the government was accountable. A total of 254 G2C services are up and running across 34 departments. More than 190 million people have used the e-District portal. The Jansunwai portal works as part of this system letting citizens file complaints, keep tabs on progress, and give feedback. These services have set up a see-through environment building trust in governance among the public.

Nandan (2006) ^[7] did a comparison of different e-governance projects across India looking at successful examples. He gathered information from case studies of projects like Lokvani and e-Suvidha. The study found that Lokvani, a rural service delivery model based on public-private partnerships was a success. Nandan suggested that using similar projects like Jansunwai in Uttar Pradesh could make services better.

Singh (2023) ^[11, 12] looked into how digital governance affects society and the economy. He talked about the good things and the hard parts of moving from old-style to digital

governance. His work showed how ICT tools have changed how the government deals with citizens. Even though there were problems with infrastructure and some people not wanting new tech digital governance has made running things smoother and improved how services are given out. The study says it's key to listen to what citizens think and to make sure the system works for everyone.

Benlahcene and his team (2024) did a study in the countryside of Algeria to see how ICT is used when the government and citizens talk to each other. They got their info by talking to 43 people who work for the government and regular citizens. The study found that not using ICT much is a big problem for running things well in rural areas. They ended by saying that ICT could help make it easier for citizens and the government to talk to each other.

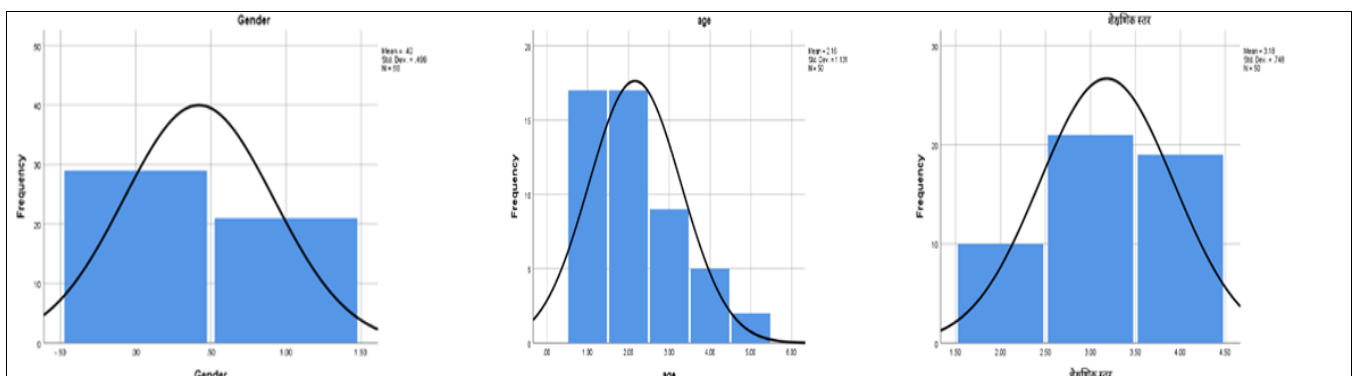
Weaver and colleagues (2015) examined dialogue portals in South Africa that help governments and citizens communicate better. Their research looked at obstacles to accessing ICT platforms used to communicate. They found that ICT could boost rural dialogue systems and improve how governments communicate.

Prakash (2019) [8] also explored Digital India projects in Uttar Pradesh looking at steps to make government services reach more people and work better. The report talked about the Jansunwai portal explaining how it lets people file complaints and check their progress online, which leads to more openness and responsibility. The report stressed how the portal helps make government services more open in rural areas.

The World Bank (2009) looked at how government communication abilities relate to good governance. It stressed the need to tell citizens about programs and policies, get their input for making policies, and cut down on corruption to make things clear. These actions boost citizens' faith in how they're governed.

Chen (2010) [4] talked about why services focused on citizens matter and why we need a system that brings services together. The report highlighted that bringing services together would make delivering them more productive and hold those in charge responsible. It suggested designing services so people don't have to grasp complex government structures and can get all services in one place.

Gender Composition



The study pays close attention to showing the gender mix of the people who took part. Out of all those who responded, 58% are men and 42% are women. This breakdown tells us that the study includes views from both males and females. Having this split in the gender ratio means the study's results are varied and well-rounded. As a result, the research becomes more trustworthy and accurate.

Objectives of the Study

The primary objective of this study is to evaluate the role and impact of the Jan Sunwai (Public Grievance Redressal) portal. The study will focus on the following key points:

1. The contribution of the Jan Sunwai portal in strengthening government–citizen communication.
2. The impact of this platform on citizens' experiences.
3. Its role in ensuring transparency and accountability in governmental functions.
4. The timeliness of the platform in addressing citizens' grievances.
5. The socio-economic impact resulting from the use of the digital platform.

Research Methodology

This study adopts a mixed-method approach, utilizing both qualitative and quantitative data, based on a descriptive research design. The research involves collecting data to assess the perception of common citizens towards the Jan Sunwai portal and its mobile application. Data has been gathered through surveys, interviews, and analysis of relevant documents to arrive at informed conclusions.

Sampling Method

The present study includes users of the Jan Sunwai portal. Therefore, a purposive sampling method has been employed to select 50 respondents for this research.

Data Collection Method

Both primary and secondary data have been included in this study. For primary data, the survey method was adopted using a structured questionnaire as the main tool. For secondary data, previous studies, official government websites, and other published reports were referred to and analyzed.

Data Analysis

This study includes responses from 50 participants. To meet the study's goals, we need to take a close look at their social and demographic traits. We'll focus on gender, age, and education level. Here's a breakdown of these details.

Demographic analysis

Age groups

The study groups its participants into five age ranges to show how different generations think and what they've been through. The youngest group, 18–24 years old, makes up 34 percent of those surveyed. As young adults, they're more open to new ideas and tech changes bringing fresh views to the research. Next, those 25–31 years old account for 28

percent. They're starting to settle into their careers and lives offering a mix of big dreams and early job experience. The 32–37 age group, which is 16 percent of the people asked, adds more grown-up thoughts shaped by their growing duties. People aged 38–44 years make up another 10 percent. They bring a lot of hands-on experience and more social responsibilities, which adds depth to the study. , those 45 years and older make up 12 percent of the group. Their years of experience and ability to think things through give key insights to the study.

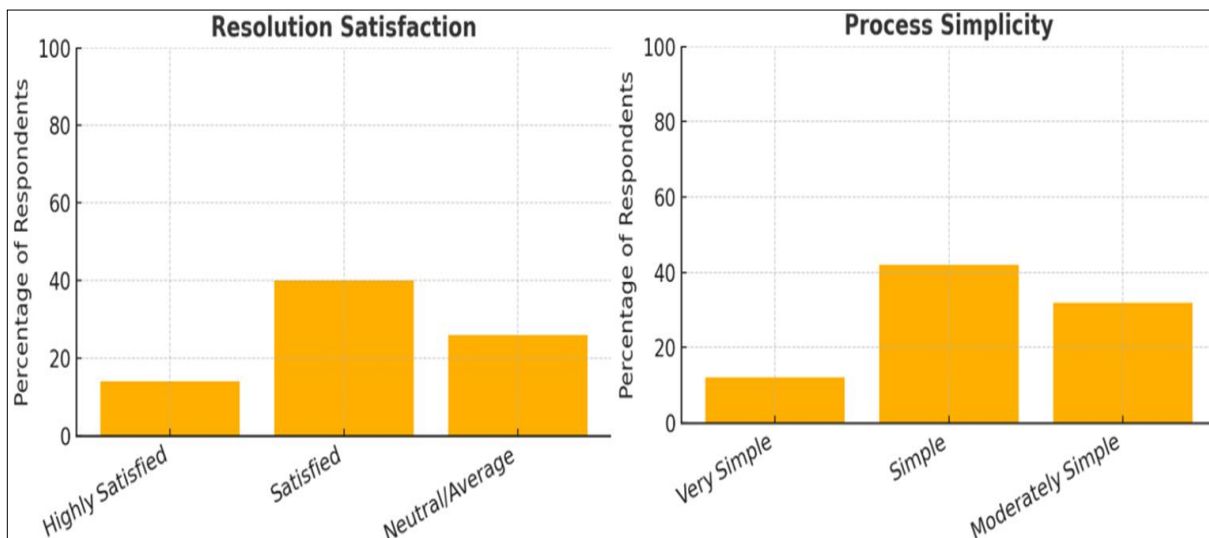
Educational qualification

Educational qualification is a key factor influencing respondents’ perspectives and analytical capacity. In this study, every participant has completed at least higher-secondary education. Specifically, 20 percent have education up to the higher-secondary level, contributing foundational knowledge and a practical outlook; 42 percent hold undergraduate (bachelor’s) degrees, supplying the largest share of diverse viewpoints and medium-depth insights; and 38 percent possess postgraduate qualifications, offering rigorous analytical approaches and advanced expertise that enrich the overall quality of the research.

▪ **Contribution of the Jan Sunwai (“Public Hearing”) portal to strengthening Government-citizen dialogue**

The Jan Sunwai portal, introduced by the Government of Uttar Pradesh, offers a structured and efficient online space for interaction between citizens and the government. Its chief purpose is to route citizens’ grievances directly to the responsible officials while ensuring true two-way communication. By harnessing information technology to advance the goals of good governance, the portal provides an easy-to-use and transparent channel that links citizens with government offices and departments. Residents can file and track their complaints at any time. A single, unified portal also helps departmental officers monitor and resolve cases more effectively. As Dwivedi and Bharti (2010) [5] note, e-governance reduces the complexities of traditional communication mechanisms and, through ICT, creates smoother and more effective dialogue. In this way, the Jan Sunwai portal not only enables citizen participation but also promotes a citizen-centred approach within administrative procedures.

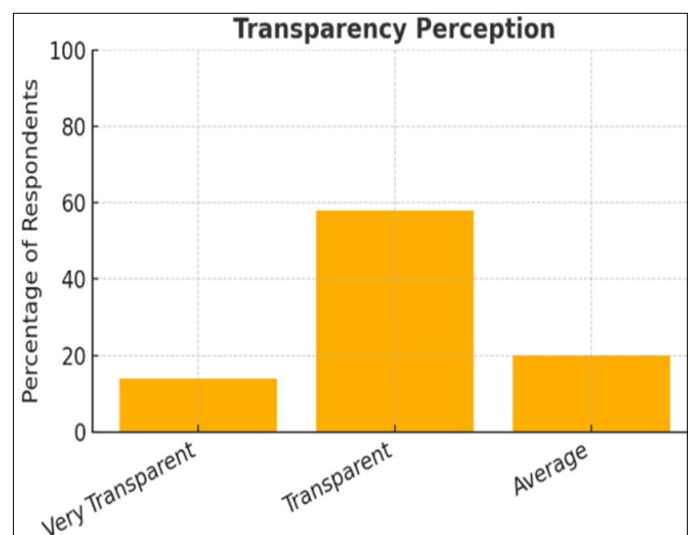
▪ **Studying Citizens’ Experience with the Jan Sunwai Platform**



Citizen experience hinges on satisfaction with three elements: the ease of lodging a complaint, the response time, and the quality of the resolution. Survey data show that the portal has freed users from many of the bottlenecks found in traditional grievance-redress channels. Regarding the current process, 54 % of respondents labelled it “simple”: 42 % found it simple and a further 12 % “very simple,” while another 32 % rated it “moderately simple.” These figures testify to the success of the user interface.

Perceptions of resolution quality and the time taken are also favourable. Roughly 14 % of users report being fully satisfied; 40 % are satisfied; 14 % are “highly satisfied”; and 26 % take a neutral or average view. The improvement is linked to concrete policy steps: before 2021 the statutory time limit for resolving a Jan Sunwai complaint was 32 days, but by 2023 this had been cut to 16 days. Singh and Maidhavi (2021) [6, 13] found that transparency and accountability are the portal’s strongest positive attributes in the eyes of citizens. Nevertheless, the study also revealed that limited digital literacy and technical know-how still prevent some residents from reaping the platform’s full benefits.

▪ **The Portal’s Role in Ensuring Transparency and Accountability in Government Work**



The Jan Sunwai portal plays a pivotal role in enhancing transparency and accountability within government operations. Survey results show a clear shift in attitudes toward openness in grievance handling: 72 % of respondents believe the portal has introduced greater transparency, 58 % call it transparent, and 14 % very transparent. Around 20 % hold an average view when comparing the traditional mechanism with the e-governance-based system. Rajan (2019) reports that the platform has improved both transparency and efficiency in administrative procedures, creating an environment in which departments are compelled to meet deadlines and remain answerable for outcomes. According to a 2009 World Bank report, transparency and accountability are core principles of good governance, and the Jan Sunwai portal demonstrates how e-governance services can implement those principles effectively.

▪ Timeliness in Resolving Citizens’ Grievances on the Platform

Timely grievance redressal is a key pillar of this platform’s success. According to Srinivas (n.d.) [14], the average turnaround time for resolving complaints fell from 32 days in 2021 to just 16 days in 2023, a gain made possible by tighter technical integration and streamlined procedures. Prakash (2019) [8] emphasizes that giving citizens real-time online updates on the status of their complaints enhances the platform’s transparency. As the Jan Sunwai portal notes, the system is designed to foster simple, transparent dialogue between citizens and government departments/offices. Citizens can lodge or track grievances online at any time.



Source: JANSUNVAI

▪ Socio-Economic impact through the use of a digital platform

The Jan Sunwai (Public Grievance Redressal) Portal has also generated notable socio-economic effects via its digital interface. According to Medhavi and Singh (2021) [6, 13], use of the portal in rural areas has helped streamline administrative procedures, involve citizens in service delivery, and enhance awareness of their rights. Dwivedi and Bharati (2010) [5] highlighted that e-governance services have given rural residents access to government services and information, thereby improving their socio-economic standing. In addition, the study by Benlahcene et al. (2024) suggested that employing ICT in rural regions advances citizen empowerment and administrative reform.

The numerical data available on the website further illustrates the portal’s large socio-economic impact. To date, 54,337,160 grievances have been received, of which 53,867,732 have been resolved, leaving 441,276 pending. Notably, the resolved-versus-pending figures appear to

show 28,152 fewer cases than expected, raising a question about data authenticity.



Source: JANSUNVAI

Conclusion

The Jan Sunwai Portal stands out as a powerful tool created by the Uttar Pradesh Government to boost citizen complaint handling through online methods. This research shows that the portal has made the old complicated complaint system easier for many different groups of people to use. Looking at responses from different genders, ages, and education levels, we found that people liked how useful, open, and quick the portal was.

The Jan Sunwai Portal offers a clear and organized way for the government and citizens to talk to each other. This system doesn't just help solve problems - it also makes government work better by getting citizens more involved in how things are run.

The research showed that the e-governance system has gone beyond the constraints of the old complaint handling setup by simplifying the steps to file, follow, and solve issues. It has also made the process faster. About 58% of those asked thought it boosted transparency, while 14% saw it as very transparent. Cutting down the time to fix problems from 32 to 16 days has boosted people's trust and made them happier. This shows how adding tech and updating how things are run can make a big difference.

The study also revealed that the Jan Sunwai Portal has created a clear, responsible, and quick way for citizens to communicate. About 54% of people surveyed were happy with how complaints were handled, and the same number said it was simple to use. But, not many people in rural areas know how to use digital tools or have the tech skills needed, which is a problem that needs fixing.

The Jan Sunwai Portal has turned into a good way for the government and citizens to talk to each other. It has made government work smoother and has given more power to talks between the government and people by teaching citizens about their rights and what services they can get. This research shows that online government platforms can be a strong base to build good government practices on in the future.

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