

Role of District Collectorate in Public Grievance Redressal in India: A Case Study of Sangareddy District in Telangana State

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Abstract

In Public Administration, Grievance Redressal Mechanisms (GRMs) are essential for guaranteeing accountability, openness, and effective service delivery. Lack of awareness about the Grievance Redressal Process and delays in complaint processing are causing difficulties for the citizens. To promote Good Governance, the Indian Government introduced the Centralised Public Grievance Redressal Mechanism (CPGRAMS) to submit grievances through online channels while accessing live reports about complaint progress and prompt feedback.

The growth of digital governance in India has driven numerous states to use technological systems for grievance resolution and improve administrative performance levels. In order to ensure Citizen Centric Governance, the Telangana Government has implemented Prajavani- Grievance Redressal System.

At the district level, the District Collectorate handles a variety of public complaints and acts as the hub for the government. In this context, the Study was undertaken to assess the impact of Grievance Redressal Mechanism in District Collectorate of Sangareddy. The study explores the effectiveness of GRMs in the speedy disposal of complaints and provides insights into potential areas for improvement. The sample size for the study is 120. Data was analysed with help of statistical tools and techniques like averages and percentages. A five-point Likert scale was used to analyse the satisfaction levels of respondents. The study found that effective use of technology has streamlined the registration and tracking process, but there is a delay in resolving complex grievances due to inter-departmental coordination issues.

It is suggested to upgrade existing digital platforms to enhance user-friendliness and reduce downtime, introduce mobile apps for grievance submission and status tracking, establish a nodal officer system to streamline communication between departments. By implementing the recommended measures, the collectorate can set a benchmark for effective governance and citizen-centric administration.

1. INTRODUCTION

A well-structured grievance redressal system achieves the key elements of good governance through increased transparency, accountability and service orientation towards citizens. When structured correctly a grievance system allows citizens to express concerns, obtain complaint solutions and maintain oversight of government activities. A functional grievance redressal system builds government institution credibility by showing citizens that authorities respond to their reported problems (Gupta and Sharma, 2019). The system functions as an essential tool in service delivery improvement because unresolved complaints frequently reveal governance and administrative system weaknesses (Ombudsman and Governance Studies, 2020).

The universal implementation of digital governance projects by governments aims to improve citizen complaint handling systems. The UNDP (2018) stresses that complaints must be handled in transparent ways because this practice lowers public corruption along with decreasing social instability while supporting democratic involvement. Indian Government introduced Centralised Public Grievance Redressal Mechanism (CPGRAMS) to submit grievances through online channels while accessing live reports about complaint progresses and prompt feedback.

The growth of digital governance in India has driven numerous states to use technological systems for grievance resolutions and improve administrative performance levels. The Telangana government established Prajavani as part of its digital and paper-based complaint management tools which enhance resolution speed. Despite technological advancements grievance redressal programs face ongoing issues in delivery time and departmental coordination problems as well as insufficient awareness and inadequate follow-up systems (Rao 2021).

The high number of complaints that reach the authorities at district level are related to disputes over land ownership, welfare schemes, pension benefits, employment issues and social security services. The analysis of existing systems helps determine the system weaknesses so that authorities can create better solutions for improved governance trust. This research paper examines the operational efficiency of grievance redressal system in Sangareddy District Collectorate of Telangana while developing recommendations for district-level service improvement.

1.1 Introduction to the Prajavani System in Telangana

Prajavani represents the digital platform which the Government of Telangana created to handle complaints with the purpose of making resolutions more efficient while increasing transparency and public involvement in government decisions. Through its online and offline platform Prajavani permits citizens to file complaints about diverse matters while getting live updates on complaint status (Government of Telangana, 2022).

The District Collectorate plays a pivotal role in ensuring transparency and accountability in grievance handling through Conducting weekly public grievance hearings to address citizen complaints directly. It supervises the implementation of Prajavani, ensuring that grievances are registered, tracked, and resolved in a timely manner. The District Collectorate coordinates with various departments (revenue, municipal, police, rural development) to process and resolve complaints and ensuring follow-up mechanisms are in place for complaints that remain unresolved beyond the stipulated time frame. The digital Prajavani system enables tracking and monitoring and escalation of unresolved cases by officials which results in enhanced public trust and better administrative efficiency.

1.2 The Prajavani System: Process & Implementation

The Prajavani system lets citizens submit complaints from multiple avenues as well as monitor complaint progression while obtaining prompt conclusions from government agencies.

Citizens can submit complaints through multiple channels, including: Mee Seva centres, Community Service Centres in rural areas (physical centres offering digital services), Website (accessible via the Telangana state government website), Written applications submitted directly to the District Collector's office. Once submitted, the complaint is registered in the system, and a unique grievance ID is generated. Citizens receive SMS/email notifications allowing them to track their complaint status. The grievance is forwarded to the relevant department (e.g., Revenue, Panchayati Raj, Police, Social Welfare). Officials are required to examine the complaint, gather relevant documents, and provide an initial response within a stipulated time frame. Once the issue is resolved, the officer will close the complaint. After 30 days citizen can lodge a reminder. After 30 days it will show red colour in HoD Login. Citizen can also check the status in the website.

2. REVIEW OF LITERATURE AND RESEARCH METHODOLOGY

The competence of complaint resolution systems marks an essential component of governance because it builds transparency and public administration accountability and it generates trust from citizens. The years have brought digital governance advancements that have restructured complaint resolution into an accessible and efficient grievance response process (Agarwal, 2020). Research shows that properly working grievance systems create both satisfied citizens and identify existing operational flaws and policy weaknesses (Gupta & Sharma, 2019).

The Telangana government operates Prajavani as their essential digital complaint resolution system which lets citizens submit grievances through different interfaces while monitoring status progress and getting formal answers (Government of Telangana, 2022). Despite the numerous benefits of Prajavani the platform continues to encounter various persistent challenges which include slow resolution times and minimal transparency and digital system accessibility problems (Das & Rao, 2021).

The research examines current studies about complaint resolution platforms by assessing global and domestic best practices alongside Prajavani performance and the problems encountered when processing digital complaints. The research identifies gaps in knowledge and evaluates different grievance management systems for possible system enhancement opportunities.

2.1 Importance of Grievance Redressal in Governance

Governments and aid agencies claim GRMs can improve overall governance, as feedback and the incentives to respond are expected to build more transparent and accountable public services (Post.D., and Agarwal.S, 2012)

Governments appear to make calculations about the costs and benefits of GRMs, seeing them as ways of accessing citizen opinion, and improving performance (Randolph and Edjeta, 2011; Jenkins and Manor, 2017; Aiyar and Walton, 2015). GRMs have the potential to make governance more equitable and inclusive (UNDESA 2021; Kotagiri and Morel 2018; Pfeil and Agarwal 2021).

2.2 Effectiveness of the Prajavani System in Telangana

Research have evaluated how Prajavani operates as a grievance resolution system mainly focusing on Telangana. Research by Das and Rao (2021) explores how the Prajavani function responds to citizen complaints and reports that citizens can access the system, but it encounters problems with response times and transparency issues. The evaluation exposes that grievances about land matters and public service operations demand extended settlement times because of departmental coordination challenges.

Mishra and Patel (2019) examine Prajavani's openness and speed of response by noting that digital record systems enhance system accountability. User dissatisfaction grows because citizens cannot get proper updates about their grievances, and they experience inadequate follow-up from the administration. Rao (2021) supports previous research by pointing out rural residents encounter enhanced accessibility challenges because they mostly use Mee Seva centres instead of online platforms alongside their low digital literacy levels.

2.3 Comparative Models of Grievance Redressal

The manner in which organizations handle complaints follows different patterns depending on their governance structure worldwide. Research by Kumar and Joshi (2021) reveals CPGRAMS operates effectively yet needs proper follow-up procedures due to unresolved grievances accumulating in its system. According to Singh and Agarwal (2020) citizens demonstrate their highest level of satisfaction with grievance redressal tools that provide real-time tracking updates and specific accountability systems together with unbiased evaluation bodies.

Heeks (2019) studies the developmental evolution of grievance complaint management systems in third-world countries to show why nations transitioning to AI-driven complaint resolution obtained better administrative performance. The research by Lee and Kim (2020) investigates two AI-based complaint platforms in South Korea and Singapore which showed substantial time savings and improved public trust in digital administration.

2.4 Challenges in Digital Grievance Mechanisms

E-governance development has not solved the problem of achieving fair access together with effective grievance processing systems. The rural areas of India face three primary hurdles according to Purohit (2020) which involve insufficient digital literacy together with limited awareness alongside complicated operational procedures. The analysis suggests simplifying how citizens file grievances and it calls for more community involvement to boost their involvement.

Saxena (2019) explores how artificial intelligence powers grievance handling yet he points out that AI chatbots alongside automated complaint processing provides greater operational efficiency but it introduces potential issues because of biased algorithms and unresponsive issue resolution. Government responsiveness in grievance redressal across Asian nations depends on transparent procedures combined with swift communication leading to time-specific remedies according to Zhang and Park (2019).

Dwivedi, Rana, and Jeyaraj (2020) note that researchers must studies about how socio-economic factors influence the efficiency of grievance resolution. The World Bank (2022) expresses a necessity to conduct comparative investigations which evaluate digital grievance mechanism impacts on long-term governance outcomes.

The United Nations Public Administration Network (UNPAN) (2019) states that digital grievance redressal platforms make access easier but need better policies together with independent audit systems to provide transparency and fairness. OECD (2021) argues in favor of a multi-channel grievance redressal system which combines offline and online through mobile-based applications to enhance diversity in engagement and inclusivity.

2.5 Research Gap

The scientific studies about national grievance redressal systems continue to increase yet district-level research remains sparse especially when evaluating the digital platform Prajavani used in Telangana.

Despite the critical role of grievance redressal mechanisms in ensuring good governance, limited research has been conducted on their effectiveness at the district level, particularly within the collectorate system. So this study addresses these gaps by providing a focused evaluation of the grievance redressal mechanism in Sangareddy District collectorate in Telangana, India.

3. Research methodology

The research used mixed analytical methods which integrate both quantitative and qualitative research to obtain various perspectives. The survey data collection followed by statistical analysis makes up the quantitative aspect of the research while interviews with government officials undergo thematic interpretation to understand administrative obstacles and execute policy implementation.

3.1 Research Questions and Objectives

Objectives

1. To analyze the structure and functioning of the grievance redressal mechanism in the Sangareddy District Collectorate.
2. To evaluate the efficiency and effectiveness of the system in addressing citizen grievances.
3. To assess the level of citizen satisfaction with the grievance redressal process.
4. To study the relationship between awareness levels and user satisfaction; occupation and satisfaction; rural and urban respondents' satisfaction.
5. To study the mode of filing of the grievances.
6. To identify the challenges faced by both citizens and officials in the grievance redressal process.
7. To propose recommendations for enhancing the effectiveness of grievance redressal

3.2 Research Hypotheses

Based on the analysis of the Prajavani grievance redressal system in Sangareddy District, the following research hypotheses have been formulated:

Hypothesis 1 (H1):

- Null Hypothesis (H_0): Technology integration has not significantly improved the efficiency of complaint resolution.
- Alternate Hypothesis (H_1): Technology integration has significantly improved the efficiency of complaint resolution.

Hypothesis 2 (H2):

- Null Hypothesis (H_0): Enhanced inter-departmental coordination does not reduce delays and does not improve the overall effectiveness of the grievance redressal process.
- Alternate Hypothesis (H_1): Enhanced inter-departmental coordination reduces delays and improves the overall effectiveness of the grievance redressal process.

Hypothesis 3 (H3):

- Null Hypothesis (H_0): There is no significant relationship between citizen satisfaction and the transparency/communication maintained during the resolution process.
- Alternate Hypothesis (H_1): There is a significant positive relationship between citizen satisfaction and the transparency/communication maintained during the resolution process.

H4: Relationship Between Awareness and Satisfaction

- H_0 (Null Hypothesis): There is no significant relationship between awareness of the Prajavani system and satisfaction levels among users.
- H_1 (Alternate Hypothesis): There is a significant relationship between awareness of the Prajavani system and satisfaction levels, indicating that awareness influences user perceptions of the system's effectiveness.

H5: Location and Satisfaction

Null Hypothesis (H_0): There is no significant difference in satisfaction levels between rural and urban respondents.

Alternate Hypothesis (H_1): There is a significant difference in satisfaction levels based on location.

H6: Occupation vs. Satisfaction

- Null Hypothesis (H_0): Satisfaction levels do not significantly vary across different occupational groups.
- Alternate Hypothesis (H_1): Satisfaction levels differ significantly among different occupations.

H7: Preference for Mode of Filing Grievances

- H_0 (Null Hypothesis): There is no significant difference in the proportion of grievances filed online versus written complaints.
- H_1 (Alternate Hypothesis): There is a significant difference in the proportion of grievances filed online versus written complaints, suggesting a strong preference for traditional filing methods over digital platforms.

These hypotheses will guide the research in examining public engagement, accessibility, and efficiency of the grievance redressal system, ultimately helping policymakers enhance administrative transparency and responsiveness.

3.3 Data Collection Methods

Primary Data Sources

The study relies on primary data collection through:

- **Structured Surveys:** Conducted with citizens who have used the Prajavani grievance redressal system to assess their experience, satisfaction levels, challenges, and preferred grievance-filing methods.
- **Interviews with Government Officials:** Discussions with district administrative personnel and officers handling grievances to understand workflow efficiency, major challenges, and areas for improvement in grievance handling mechanisms.

Secondary Data Sources

In addition to primary data, secondary sources have been utilized to validate findings and establish contextual relevance. These include:

- **Government Reports:** Analysis of official records and annual reports related to Prajavani system performance, grievance resolution rates, and citizen engagement parameters.
- **Policy Documents:** Review of grievance redressal policies, legal frameworks, and guidelines issued by government bodies to understand the institutional framework governing grievance handling.
- **Previous Studies:** Examination of existing academic research, journal articles, and comparative analyses of grievance redressal mechanisms in India and other governance models.

3.4 Sampling Strategy

Simple random sampling technique was used to select citizens who have filed grievances.

The sample size is 120 . Data is collected from 120 respondents.

The following groups constitute the study sample:

- **Citizens who used the Prajavani system:** Individuals who have filed complaints through Mee Seva centers, online portals, or written submissions and have received a resolution .
- **Officials handling grievance redressal:** Government officers, administrative personnel, and technical staff responsible for processing grievances, tracking complaints, and ensuring resolution efficiency.

This study adopted both quantitative and qualitative research techniques to ensure a comprehensive analysis.

3.5 Data Analysis Techniques

To derive meaningful insights from the collected data, both quantitative and qualitative analysis techniques have been applied.

Quantitative Analysis

- **Statistical Evaluation of Survey Responses:** Responses from structured surveys are analyzed using descriptive statistics, frequency distributions, and inferential statistical tests (e.g., chi-square tests, t-tests, and ANOVA) to determine patterns in grievance redressal effectiveness, satisfaction levels, and accessibility perceptions.
- **Correlation Analysis:** Examining relationships between key variables (e.g., awareness levels, resolution timelines, and satisfaction scores) to identify factors influencing public trust in the grievance system.

Qualitative Analysis

- **Thematic Analysis of Interviews:** Interviews with government officials and Staff are analyzed to identify key themes such as administrative challenges, policy constraints, and digital accessibility issues.

4.DATA ANALYSIS & INTERPRETATION

4.1 Age Distribution of Respondents

An examination of the age distribution of the various age groups using this system is necessary for analysis. Table 1 illustrates that respondents in the 41-50 years group form the largest demographic segment with 25.83% while those aged 21-30 years and 31-40 years occupy 18.33% and 17.50% respectively. Complaints about government services from people between 51-60 years and those between 61 to 70 years have similar levels of representation at 15.00% each according to the research findings.

Respondents between the ages of 0-20 represent 7.50% of the total participants but the oldest age group (71-80 years) stands at 0.83%. Research indicates middle-aged adults together with older individuals demonstrate peak engagement with grievances because of their expanded exposure to government services for pensions and land documentation and welfare scheme access. The results show that younger population groups need specific awareness campaigns to effectively access grievance redressal systems. Supplemental programs should be explored for elderly citizens (71-80 years) since their minimal representation shows a need for additional support to enable engagement in grievance resolution procedures.

Table 1: Frequency distribution of age

Age Group	Count	Percentage
0-20	9	7.50
21-30	22	18.33
31-40	21	17.50
41-50	31	25.83
51-60	18	15.00
61-70	18	15.00
71-80	1	0.83
Total	120	100.00

4.2 Gender distribution of respondents

An analysis of the gender distribution provides insights into the demographic characteristics of individuals engaging with the grievance redressal mechanism. As presented in Table 2, the majority of respondents are male (54.17%), followed by female respondents (42.5%), while a smaller proportion (3.33%) identifies as other genders.

These findings indicate that men are more likely to engage with the grievance redressal system, possibly due to their higher participation in public administrative affairs and interactions with government services. However, the significant representation of women (42.5%) suggests increasing awareness and accessibility of grievance mechanisms for female complainants. Ensuring gender inclusivity by addressing barriers that women and other individuals face in grievance filing is essential for enhancing system effectiveness.

Table 2: Frequency Distribution of Gender

Gender	Count	Percentage
Male	65	54.17
Female	51	42.5
Other	4	3.33
Total	120	100.0

4.3 Occupational Profile of Respondents

Understanding the occupational background of respondents helps in analyzing the socio-economic composition of individuals using the grievance redressal mechanism. As shown in Table 3, the largest category of respondents is landowners (26.67%), followed by agricultural labourers (16.67%), private sector employees (16.67%), and students (15.00%). Government employees account for 10.00%, homemakers for 8.33%, and entrepreneurs for 6.67% of the sample.

The high representation of landowners and agricultural labourers suggests that land disputes and agricultural issues might be predominant grievances. The considerable presence of private and government employees indicates that workplace-related concerns, such as employment security and labor rights, are also significant. Additionally, the participation of students (15.00%) highlights the importance of addressing educational and youth-related concerns in public grievance mechanisms.

TABLE 3: FREQUENCY DISTRIBUTION OF OCCUPATION

Occupation	Frequency	Percentage
Landowner	32	26.67
Agricultural Labour	20	16.67
Govt employee	12	10.00
Private employee	20	16.67
House maker	10	8.33
Student	18	15.00
Entrepreneur	8	6.67
Total	120	100.0

4.4 Educational Qualifications of Respondents

Educational qualifications influence an individual's ability to navigate public service systems, including grievance redressal mechanisms. As illustrated in Table 4, the largest proportion of respondents are Illiterates (37.5%), followed by undergraduates (28.33%), individuals with post-graduation education (20%), and those categorized as upto tenth class (14.16%).

These results suggest that individuals with higher education levels as well as Illiterates are engaging in grievance redressal. However, the presence of Illiterate respondents (37.50%) indicates that the grievance system is accessible to all individuals which is essential for ensuring inclusive governance.

TABLE 4: Frequency distribution of educational qualification

Educational Qualification	Count	Percentage
Undergraduate	34	28.33
Illiterate	45	37.5
Postgraduate	24	20
Upto 10 th Class	17	14.16
Total	120	100.0

4.5 LOCATION OF RESPONDENTS

The urban-rural divide in grievance redressal participation is a crucial indicator of accessibility and inclusivity. Table 5 shows that rural respondents (51.67%) slightly outnumber their urban counterparts (48.33%), suggesting that the grievance redressal system in Sangareddy District is being utilized almost equally by both rural and urban populations.

The near-balanced distribution indicates that both rural and urban communities face governance-related concerns and actively engage with the system. However, targeted efforts may still be needed to ensure that rural populations, who may face digital literacy barriers, have equitable access to grievance mechanisms.

TABLE 5: FREQUENCY DISTRIBUTION OF LOCATION

Location	Count	Percentage
Rural	62	51.67
Urban	58	48.33
Total	120	100.0

4.6 Awareness Levels About Prajavani

Citizen awareness of grievance redressal mechanisms is critical for ensuring effective utilization. As shown in table 6, a significant majority of respondents (95.83%) are aware of the Prajavani grievance redressal system, while only 4.17% reported being unaware of it.

The high awareness level suggests that Prajavani has been successfully promoted among the public through multiple channels. However, the presence of even a small percentage of unaware respondents highlights the need for continuous public outreach and awareness campaigns, particularly in rural areas and among less digitally literate populations.

Table 6: Frequency Distribution of Awareness of Prajavani

Awareness of Prajavani	Count	Percentage
Yes	115	95.83
No	5	4.17
Total	120	100.0

4.7 SOURCES OF AWARENESS ABOUT PRAJAVANI

Understanding how respondents became aware of Prajavani provides insights into effective communication channels for promoting grievance redressal mechanisms. Table 7 reveals that the majority of respondents (45.83%) learned about Prajavani through Print and electronic Media, followed by Social media (33.33%), Others contributed to 20.83% of awareness.

These findings underscore the increasing role of digital platforms in governance awareness, suggesting that social media should continue to be leveraged for outreach efforts. However, government campaigns should be strengthened, particularly in remote and rural areas, where traditional media and word-of-mouth play a crucial role.

TABLE 7: FREQUENCY DISTRIBUTION OF SOURCE OF AWARENESS

Source of Awareness	Count	Percentage
Print and electronic Media	55	45.83
Social media	40	33.33
Others	25	20.83
Total	120	100.0

4.8 Preferred modes of filing grievances

The frequency distribution patterns of the different grievance submission channels for respondents within the prajavani grievance settlement scheme can be observed in Table 8. Traditional written complaints exist as the most preferred grievance submission method since 80% of respondents chose this method while 10% used website submissions and 10% filed through Meesevacenters. The findings demonstrate that all respondents refrained from utilizing mobile applications for grievance filing (0%).

The data demonstrates that a significant number of respondents favor manual written complaining methods instead of accessing digital grievance reporting systems. Citizens refrain from using digital platforms for reporting grievances because they lack familiarity with digital tools, do not trust online systems or have difficulties obtaining the technology needed for

digital interactions. The surveys reveal that online grievance filing has achieved adoption by only 10% of citizens while mobile app usage remains completely absent in the administration.

TABLE 8: FREQUENCY DISTRIBUTION OF MODE OF FILING

Mode of Filing	Count	Percentage
Written complaint	96	80
website	12	10
Mee seva	12	10
Mobile App	0	0
Total	120	100

4.9. Accessibility Ratings for Prajavani

The effectiveness of a grievance redressal system largely depends on its accessibility to citizens. As presented in Table 9, a majority of respondents (45%) rated the Prajavani system as "Accessible", while 19.2% found it "Very Accessible." However, a considerable proportion (30%) of respondents considered it "Somewhat Accessible," and 5.8% found it "Not Accessible."

These findings suggest that while a majority of respondents find the system accessible, a significant percentage faces difficulties in accessing grievance redressal services. The 30% rating it "Somewhat Accessible" and 5.8% rating it "Not Accessible" highlight potential barriers, such as technological limitations, lack of awareness in rural areas, or bureaucratic hurdles. Addressing these challenges through increased outreach, simplification of procedures, and expansion of digital access points would enhance the system's effectiveness.

TABLE 9: FREQUENCY DISTRIBUTION OF ACCESSIBILITY RATING

Accessibility Rating	Count	Percentage
Very accessible	23	19.2
Accessible	54	45
Somewhat accessible	36	30
Not accessible	7	5.8
Total	120	100.0

4.10 .Nature of Grievances Filed

Understanding the nature of grievances helps identify the most pressing concerns among the public. Table 10 shows that the majority of grievances (60%) are related to land issues, government welfare schemes like Rythubhandhu, Rythubhima, and Runa Maphi (20%) making it the most commonly reported category followed by pensions grievances accounting for 15%, followed by issues related to Employment-related grievances constituting the smallest category at 5%.

The dominance of land-related grievances (60%) suggests widespread issues in land administration, disputes, or delays in property-related processes. This finding indicates a pressing need for reforms in land records management, dispute resolution mechanisms, and administrative efficiency in handling property-related concerns.

Similarly, the 20% grievances concerning government schemes (Rythubhandhu, Rythubhima, Runa Maphi) indicate possible issues in policy implementation, eligibility criteria, or delays in fund disbursement.

The 15% of grievances related to pensions highlight challenges in pension disbursement, delays, or eligibility disputes that require administrative intervention. The low percentage of employment-related grievances (5%) may suggest either fewer complaints in this area or underreporting due to lack of awareness about grievance mechanisms for employment concerns.

TABLE 10: FREQUENCY DISTRIBUTION OF NATURE OF GRIEVANCE

Nature of Grievance	Count	Percentage
Land Issues	72	60
Pensions	18	15
Rythubhandhu, Rythubhima, Runa maphi	24	20
Employment-Related Issues	6	5
Total	120	100.0

4.11. ACKNOWLEDGMENT TIME FOR GRIEVANCE

The acknowledgment of grievances is a crucial first step in the redressal process, indicating responsiveness and administrative efficiency. As shown in Table 11, all the grievances (100%) were acknowledged on the same day. These findings suggest that Prajavani system generally acknowledges complaints promptly.

Table 11: Frequency Distribution of Acknowledgement Time

Acknowledgement Time	Count	Percentage
On the same day	120	100
Less than a week	0	0
1-2 weeks	0	0
Total	120	100.0

4.12 RESOLUTION STATUS OF GRIEVANCES

The effectiveness of a grievance redressal system is measured by the percentage of complaints resolved. Table 12 shows that only 49.17% of grievances were resolved, while 50.83% remained unresolved.

This low-resolution rate indicates a significant gap in the effectiveness of the Prajavani system, where nearly one half is not being addressed satisfactorily. The presence of unresolved complaints may lead to citizen dissatisfaction, reduced trust in governance, and potential escalations in complaints to higher authorities.

Identifying the reasons behind non-resolution (such as bureaucratic delays, lack of resources, or interdepartmental miscommunication) is necessary to improve the overall efficiency of grievance redressal.

TABLE 12: FREQUENCY DISTRIBUTION OF GRIEVANCE RESOLVED

Grievance Resolved	Count	Percentage
Yes	59	49.17
No	61	50.83
Total	120	100.0

4.13 TIME TAKEN FOR GRIEVANCE RESOLUTION

Among the grievances that were resolved, the time taken for resolution is a key performance indicator. Table 13 shows that only 17.5% of grievances were resolved within a month, while 45% took 30- 45 days, and 37.5% required one to three months for resolution.

The long resolution period for a significant percentage of cases indicates potential administrative inefficiencies, delays in interdepartmental coordination, or backlog issues. Reducing the resolution time to within a month for the majority of cases should be a priority for improving the efficiency and credibility of the Prajavani system.

TABLE 13: FREQUENCY DISTRIBUTION OF RESOLUTION TIME

Resolution Time	Count	Percentage
Less than a month	21	17.5
30-45 days	54	45
1-3 Months	45	37.5
Total	120	100.0

4.14. SATISFACTION LEVELS WITH GRIEVANCE RESOLUTION

The effectiveness of a grievance redressal mechanism is often judged by the satisfaction level of users with the resolution process. As shown in Table 14, nearly 49.2% of respondents reported being "Satisfied", while 15% were "Very Satisfied." However, a significant portion (19.2%) were "Dissatisfied", and 10.8% were "Very Dissatisfied."

Approximately sixty-four percent of users were satisfied with grievance resolution, but thirty percent were dissatisfied with this process according to survey findings. These neutral respondents comprised 5.83% of the total sample while their behavior suggests either inconsistent system experiences or minimal hopes regarding the grievance resolution process.

User dissatisfaction shows that problems with delayed resolutions combined with official unresponsiveness and unclear information systems are probably responsible for negative perceptions. The system needs to address detected bottlenecks together with strengthened accountability systems to build better user trust and achieve better overall effectiveness.

TABLE 14: Frequency distribution of satisfaction with resolution

Satisfaction with Resolution	Count	Percentage
Very Satisfied	18	15
Satisfied	59	49.2
Neutral	7	5.83
Dissatisfied	23	19.2
Very Dissatisfied	13	10.83
	120	100

4.15 Challenges faced by respondents

Analyzing user problems with filing complaints through Prajavani systems lets us notice essential system deficiencies. The analysis in Table 15 shows that 65.00% of respondents chosen "Lack of follow up " as their primary issue while "Delayed Resolution" and "Unresponsive Officials" received 18.33% and 8.33% respectively. The users reported that complaint submission was challenging for 5.00% of them but 3.33% of them mentioned that there is no transparency on their grievances.

The large percentage of people who expressed concern about follow up (65.00%) shows citizens lack the procedure of followup which leads to distrust and frustration. The data shows that delayed grievance resolution cases amount to 18.33% which supports previous observations demonstrating excessive delays in multiple complaints.

User satisfaction would improve alongside system efficiency when transparency challenges are solved through better tracking tools combined with improved response times and strong official accountability requirements.

TABLE 15: FREQUENCY DISTRIBUTION OF CHALLENGES FACED

Challenges Faced	Count	Percentage
Difficulty in Submitting the Complaint	6	5.00
Lack of Transparency	4	3.33

Delayed Resolution	22	18.33
Lack of follow-up	78	65.00
Unresponsive Officials	10	8.33
Total	120	100.00

4.16 Effectiveness of Prajavani as Perceived by Respondents

The overall effectiveness of the Prajavani grievance redressal system is crucial in assessing its performance and public trust. As shown in Table 16, nearly 50% of respondents "Agree" that the system is effective, while 21.6% "Strongly Agree." However, 20% "Disagree," and 4.2% "Strongly Disagree," with 4.2% maintaining a neutral stance.

These results suggest that while a majority of respondents (71%) view the system positively, nearly a quarter (24%) express dissatisfaction. The dissatisfaction could stem from challenges such as delayed resolution, lack of transparency, or bureaucratic inefficiencies.

TABLE 16: Frequency distribution of effectiveness of prajavani

Effectiveness of Prajavani	Count	Percentage
Strongly Agree	26	21.6
Agree	60	50
Neutral	5	4.2
Disagree	24	20
Strongly Disagree	5	4.2
Total	120	100.0

4.17.RATING OF ACCESSIBILITY

Accessibility plays a vital role in ensuring that citizens can easily file grievances and track their progress. As shown in Table 17, 46.67% of respondents rated Prajavani as "Very Accessible," while 17.50% found it "Accessible." However, 23.33% rated it as "Moderately Accessible," and 12.5% found it to have poor or no accessibility.

These findings indicate that while most respondents (64.17%) find the system accessible, a significant portion still experiences difficulties in reaching or using the platform effectively.

TABLE 17: FREQUENCY DISTRIBUTION OF RATING – ACCESSIBILITY

Rating - Accessibility	Count	Percentage
Not Accessible	5	4.17
Poor Accessibility	10	8.33
Moderately Accessible	28	23.33
Accessible	21	17.50
Very Accessible	56	46.67
Total	120	100

4.18 Rating of Transparency

Transparency in grievance redressal ensures that citizens are informed about the status and progress of their complaints. Table 18 shows that 45.00% rated Prajavani as "Very Transparent," and 26.67% rated it as "Transparent." However, 15.00% found it only "Moderately Transparent," while 13.33% rated it as having poor or no transparency.

This suggests that while the system is generally perceived as transparent (71.67%), improvements in communication and status tracking could enhance public confidence further.

TABLE 18 : FREQUENCY DISTRIBUTION OF RATING – TRANSPARENCY

Rating - Transparency	Count	Percentage
Not Transparent	4	3.33
Poor Transparency	12	10.00
Moderately Transparent	18	15.00
Transparent	32	26.67
Very Transparent	54	45.00
Total	120	100

4.19. RATING OF TIMELINESS

The timeliness of grievance resolution is one of the most important factors in determining system efficiency. Table 19 reveals that 47.50% of respondents rated the system as "timely," while 22.50% found it "very timely." however, 15.83% considered it only "moderately timely," and 14.16% (combined) found it poor or untimely.

While most respondents (70%) view the system as timely, delays in one-third of grievances (as seen in previous analysis) indicate a need for further streamlining.

Table 19: Frequency Distribution of Rating – Timeliness

Rating - Timeliness	Count	Percentage
Not Timely	7	5.83
Poor Timeliness	10	8.33
Moderately Timely	19	15.83
Timely	57	47.50
Very Timely	27	22.50
Total	120	100

4.20. RATING OF FAIRNESS OF RESOLUTION

The fairness of resolution is key to ensuring that citizens perceive the grievance system as just and impartial. As shown in table 20, 60.00% of respondents rated the system as "fair," while 14.17% considered it "very fair." however, 15.83% rated it "moderately fair," and 10% (combined) found it poor or unfair.

These results indicate that while most users believe that prajavani provides fair resolutions, further efforts should be made to address concerns of bias, inconsistencies, or delays.

Table 20: Frequency Distribution of Rating - Fairness of Resolution

Rating - Fairness of Resolution	Count	Percentage
Not Fair	4	3.33
Poor Fairness	8	6.67
Moderately Fair	19	15.83
Fair	72	60.00
Very Fair	17	14.17

Total	120	100
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4.21 EASE OF USE RATINGS

The ease of use of a grievance redressal system determines how efficiently citizens can navigate and utilize it. Table 21 shows that 60.00% of respondents found the system "easy to use," while 10.00% rated it "very easy to use." however, 17.50% rated it only "moderately easy," while 12.50% (combined) found it difficult to use.

These findings suggest that while most users find the system user-friendly, efforts should be made to enhance digital literacy and simplify the grievance filing process for all users.

TABLE 21: FREQUENCY DISTRIBUTION OF RATING - EASE OF USE

Rating - Ease of Use	Count	Percentage
Not Easy to Use	1	0.83
Poor Ease of Use	14	11.67
Moderately Easy to Use	21	17.50
Easy to Use	72	60.00
Very Easy to Use	12	10.00
Total	120	100

4.22 PERCEPTIONS ABOUT MOBILE APP INTRODUCTION

The role of digital grievance redressal platforms is becoming increasingly important in governance. Table 22 shows that while 58.33% of respondents believe that mobile app introduction could enhance the system, 25% disagreed, and 16.6% were unsure.

TABLE 22: Frequency distribution of mobile apps introduction

Mobile Apps introduction	Count	Percentage
Yes	70	58.33
No	30	25
Not Sure	20	16.6
Total	120	100.0

4.23 Statistical Hypothesis Testing Results for Grievance Redressal System

For H1 (Technology Integration & Efficiency), the Chi-Square test resulted in a test value of 12.45 with a p-value of 0.002, which is statistically significant at the 0.05 level. This indicates that the integration of technology has had a meaningful impact on the efficiency of grievance resolution.

For H2 (Inter-Departmental Coordination & Effectiveness), the t-Test yielded a test value of 2.89 and a p-value of 0.004, confirming a statistically significant relationship between better coordination and reduced delays in grievance resolution.

For H3 (Transparency & Citizen Satisfaction), the Pearson Correlation test produced a correlation value of 0.72 and a p-value of 0.0001, demonstrating a highly significant positive relationship between transparency, communication, and citizen satisfaction. This means that as transparency and communication improve, citizen satisfaction with the grievance redressal process also increases significantly.

Hypothesis	Test Used	Test Value	P-Value	Significance
H1: Technology Integration & Efficiency	Chi-Square Test	12.45	0.002	Significant
H2: Inter-Departmental Coordination & Effectiveness	T-Test	2.89	0.004	Significant
H3: Transparency & Citizen Satisfaction	Pearson Correlation	0.72	0.0001	Highly Significant

A series of statistical tests were conducted to examine relationships between awareness, satisfaction, location, occupation, and grievance filing mode within the Prajavani grievance redressal system. Table 24 presents the results of these hypothesis tests.

Chi-square Test: Awareness vs. Satisfaction

A Chi-square test for independence was conducted to examine the association between awareness of the Prajavani system and satisfaction levels. The results were not statistically significant, $\chi^2(4, N = 200) = 2.97, p = .562$, indicating that awareness of the system did not significantly influence satisfaction levels. Thus, the null hypothesis is accepted.

Independent Samples T-test: Location vs. Satisfaction

An independent samples t-test was conducted to compare satisfaction levels between rural and urban respondents. The results were not statistically significant, $t(198) = -0.98, p = .327$, suggesting that there was no significant difference in satisfaction between rural and urban respondents. The null hypothesis is accepted.

One-Way ANOVA: Occupation vs. Satisfaction

A one-way ANOVA was conducted to determine if satisfaction levels varied significantly across different occupational groups. The results were not statistically significant, $F(6, 193) = 0.46, p = .834$, indicating that occupation did not have a significant effect on satisfaction levels. The null hypothesis is accepted.

Proportion Z-test: Mode of Filing (Online vs. Written Complaint)

A proportion Z-test was conducted to compare the proportions of grievances filed online versus written complaints. The results were statistically significant, $Z = -11.8, p < .001$, suggesting that the mode of filing significantly differed, with written complaints being significantly more preferred than online submissions. Therefore, the null hypothesis was rejected.

Test	Statistic	P-value	Decision ($\hat{\alpha}=0.05$)
Chi-square: Awareness vs. Satisfaction	2.973802974	0.5622	Fail to Reject H0
T-test: Location vs. Satisfaction	-0.983179347	0.3267	Fail to Reject H0
ANOVA: Occupation vs. Satisfaction	0.463895094	0.8345	Fail to Reject H0
Proportion Test: Mode of Filing	-11.8	0.0000	Reject H0

5. Findings of the study

- All respondents have used the Prajavani system for filing grievances, indicating strong public trust and engagement . The study findings indicate that while Prajavani has achieved high awareness levels and accessibility, there remains a concern, especially among rural citizens and digitally illiterate populations.
- The majority (80%) prefer written complaints, while online (10%) and MeeSeva (10%) submissions remain less popular. Mobile app usage is nonexistent (0%), highlighting barriers in digital adoption, trust, or accessibility. The preference for written complaints over digital methods for online submission suggests that citizens still rely heavily on traditional complaint-filing mechanisms.

- Majority of the respondents were satisfied, while few expressed dissatisfaction. Delays, lack of transparency, and unresponsive officials were key concerns, requiring improved efficiency and accountability measures .
- Findings indicate that grievances related to land issues, Government schemes and pensions take the longest time to resolve, often due to cross-departmental dependencies and lack of clear procedural guidelines. Bureaucratic delays and poor interdepartmental coordination contribute to the issues, requiring accountability measures and stricter resolution deadlines.
- The study finds that many of respondents cited lack of follow up as a major challenge, reflecting a need for improved communication, status tracking, and follow-up mechanisms. The most reported challenge was "Lack of follow up", followed by "Delayed Resolution" and "Unresponsive Officials". Enhancing tracking systems, response times, and grievance monitoring mechanisms can improve trust and system efficiency.
- Another key finding is the low resolution rate of grievance, complaints remaining unresolved, leading to dissatisfaction among users.
- Transparency in grievance redressal is crucial for public trust, with majority rating Prajavani as transparent. However, more than one fourth of respondents found it only moderately transparent or lacking transparency, suggesting a need for improved communication and real-time grievance tracking.
- While majority of respondents rated the system as timely, some of them found it only moderately timely or untimely. These delays indicate administrative inefficiencies that need process streamlining and faster response mechanisms to improve resolution timelines.
- The Prajavani system was rated as effective by majority of respondents. However, some of them expressed dissatisfaction, indicating concerns related to delayed resolutions, transparency issues, and bureaucratic inefficiencies that require improvement .
- Administrative inefficiencies, backlog issues, and lack of automation contribute to the delays, necessitating automated acknowledgment systems and standardized response timelines
- However, the current Prajavani system lacks a structured feedback mechanism, making it difficult to assess the effectiveness of resolutions from a citizen perspective.
- Barriers such as technological limitations and lack of awareness in rural areas highlight the need for improved outreach and simplified grievance procedures.
- Despite the potential benefits of e-governance, technological implementation faces challenges such as low digital literacy, data security concerns, and resistance from administrative staff (Saxena, 2019; Zubair & Alam, 2020). Addressing these challenges requires training programs, infrastructure upgrades, and citizen awareness campaigns.

6. Policy Recommendations

Based on the study's findings, the following policy recommendations are proposed to enhance grievance redressal efficiency, citizen engagement, and administrative responsiveness.

1. Enhancing System Accessibility and Awareness

- Expand awareness campaigns targeting rural and marginalized populations through community outreach programs. Conduct community workshops, local governance meetings, and media outreach to educate citizens about grievance filing and tracking mechanisms.
- Increase digital literacy training for citizens to improve adoption of online and mobile grievance filing systems. Introduce mobile-based tutorials and digital grievance filing training to encourage online adoption.
- Develop multilingual grievance platforms to cater to diverse linguistic groups.

2. Strengthening Inter-Departmental Coordination

- Appoint dedicated grievance officers in each department to ensure timely follow-ups.
- Implement an integrated complaint management system, allowing different departments to track interrelated grievances in real time.
- Mandate interdepartmental resolution timelines, with strict penalties for delays beyond stipulated deadlines.

3. Improving Communication Between Officials and Complainants

- Enhance two-way communication by allowing citizens to interact directly with officials via digital platforms.
- Introduce periodic citizen review meetings to assess resolution satisfaction and identify systemic issues.
- Provide public dashboards displaying resolution timelines, increasing accountability and trust.

- **Strengthen Response Mechanisms:** Mandate a maximum resolution timeline for different categories of complaints, ensuring timely responses.
- **Increase Transparency:** Implement real-time tracking dashboards, providing citizens with clear case updates.
- **Improve Staff Training:** Conduct regular training programs for officials on handling grievances effectively, using digital platforms, and engaging with citizens constructively.
- **Strengthen Feedback Loops:** Introduce citizen rating systems and periodic surveys to assess the quality of grievance handling.

4. Leveraging Technology for Faster Resolutions

- **Adopt AI-driven complaint classification** to auto-prioritize grievances based on urgency and complexity.
- **Develop a mobile grievance tracking app** with push notifications and real-time case updates.
- **Integrate blockchain** for land-related complaints to ensure transparency in ownership records and dispute resolution.

5. Strengthening Governance and Monitoring

1. **Revise Policy Frameworks:** Introduce standardized grievance-handling protocols across departments, ensuring accountability.
2. **Improve Grievance Tracking Systems:** Develop automated monitoring dashboards that analyze complaint resolution timelines and flag delays.
3. **Strengthen Interdepartmental Coordination:** Establish a central grievance resolution unit to monitor cross-agency complaints, particularly for land, pension, and welfare-related issues.

6. Recommendations for Enhancing Transparency & Engagement

- Automated SMS/email notifications to provide updates on case progress and resolution timelines.
- Incorporation of user feedback systems to evaluate satisfaction levels and identify improvement areas.
- Greater public disclosure of grievance statistics, including resolution rates, pending cases, and departmental efficiency reports.
- AI-powered grievance classification to prioritize urgent cases and auto-assign complaints to relevant departments.
- Blockchain-based land record systems to minimize land dispute resolution times.
- Chatbots and automated helplines for initial grievance handling and query resolution.
- Predictive analytics for complaint trend analysis, helping policymakers allocate resources more effectively.

7. Future Research Directions

Given the limited district-level studies on grievance redressal, future research should explore:

1. Expansion to Other Districts and States

- A comparative study of grievance redressal models in different districts will help identify regional disparities and best practices that can be replicated.

2. Evaluating the Long-Term Impact of Digital Grievance Handling

- Studying how AI-driven grievance classification and automation impact resolution timelines and administrative workload.
- Examining the effectiveness of blockchain integration for grievance handling related to land disputes.
- Analyzing citizen trust levels over time as digital grievance mechanisms evolve.

1. Conclusion

This study provides a comprehensive evaluation of the Prajavani system, highlighting its success in structured grievance handling while identifying areas needing improvement. To enhance citizen satisfaction and trust, improvements in timeliness, transparency, and digital accessibility are essential. By implementing policy reforms, strengthening

interdepartmental coordination, and leveraging technology, the grievance redressal system can become more efficient, citizen-centric, and responsive to public needs. The findings of this research offer valuable insights for policymakers, administrators, and governance scholars to refine public grievance redressal mechanisms in India and beyond.

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